

Before you say yes...

A short guide for homeowners

What to look out for when
making decisions about your home

Most people don't realise what they're agreeing to.

When someone comes to quote work on your home, it often feels straightforward.

A quick look. A simple explanation. A price that sounds reasonable.

But in reality, there's more going on behind the scenes and not all of it is in your best interest.

This guide is here to help you spot the difference.

Even if you don't use us, this will help you make a better decision.





"Most people just go ahead on the day."

01 - Rushed Decisions

If it feels urgent, there's usually a reason.

One of the most common tactics is pressure through urgency.

You're given a price, then it suddenly drops, but only if you agree there and then.

Sometimes it's framed as a "call to the manager". Other times it's a "today-only offer".

In reality, it's designed to stop you thinking it through properly.

A proper recommendation should still make sense tomorrow.

"Only if you go ahead today..."

02 - Oversimplified Solutions

If it sounds too simple, it usually is.

Not every home is the same and insulation isn't one-size-fits-all.

Be cautious of recommendations that sound too simple, especially when a single product is presented as the full solution.

For example, foil insulation can be useful in the right context, but it's a supplementary product, not something that replaces proper insulation on its own.

Good advice should be based on how your home actually works, not just what's easiest to install or sell.

The right solution should fit the home, not the sales pitch.



"Good enough."

"That's usually enough."



03 - No Proper Assessment

You can't fix what hasn't been checked.

Not every issue is visible at first glance.

A proper assessment takes time, checking airflow, moisture, structure, and how the space actually behaves.

Be cautious of recommendations made after only a quick look, especially when no real inspection has taken place.

What you can't see is often the part that matters most.

If no one's checked it properly, it's just a guess.

"I just had a quick glance."

"Should be alright."

04 - Fear Based Selling

If it feels urgent, it's worth understanding why.

When a problem is pointed out, it's easy to feel like it needs fixing straight away.

Sometimes that's true.
But sometimes, urgency is part of the pitch.

You might be told it'll get worse.
Or cost more if you wait.

A proper recommendation should still make sense once the pressure is gone.

If it doesn't, it's worth asking why.

"You should never feel rushed into something you don't fully understand."



"I wouldn't leave this too long."

"It's better to deal with it now."

"It's a bit technical..."

05 - Overcomplicating the Problem

If it's hard to follow, it's hard to question.

Not every explanation needs to be complicated.

Sometimes, technical language is used to make something sound more convincing, even when it hasn't really been explained.

You might hear terms you're not familiar with, or details that are quickly brushed past.

And when that happens, it's easy to just go along with it rather than ask questions.

If it can't be explained clearly, it probably hasn't been explained properly.

"You don't need to worry about that part."

06 - Important Details Ignored

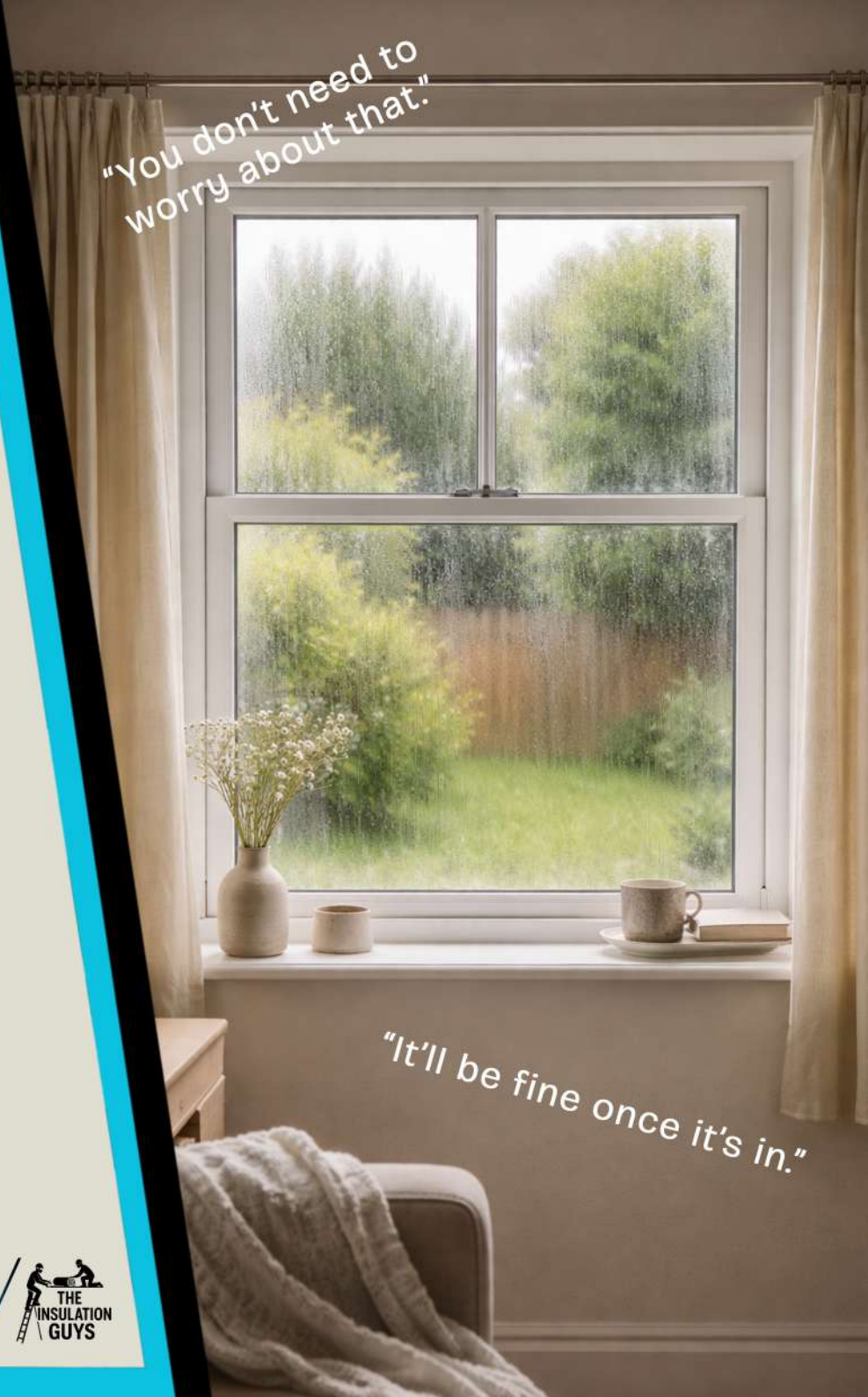
What gets missed often matters most.

When decisions are rushed or oversimplified, important details can be overlooked.

Things like airflow, moisture, and how different parts of your home interact are often not immediately visible — but they play a key role in how well a solution actually works.

If these details aren't properly considered, problems don't disappear — they just show up later in different ways.

What's ignored at the start rarely stays ignored.



"You don't need to worry about that."

"It'll be fine once it's in."

07 - Proper Documentation

If it's not backed up, it's just a promise

Any work carried out on your home should come with the right documentation. Not just a quote, but clear details on what's being done, how it's being done, and what supports it.

This includes things like insurance-backed guarantees, written quotes & warranties, proper surveys, and legal waste disposal.

These aren't extras, they're part of doing the job properly.

If something goes wrong later, paperwork is what protects you.

If it's not written down, it's worth asking why.

"Off the top of my head..."

"You don't need to worry about that."

08 - Foil Blanket as a Standalone Solution

It's not a complete solution on its own.

Foil insulation is increasingly being offered as a standalone solution — often by companies that previously installed or removed spray foam.

While it can be useful in the right context, it's a supplementary product, not a complete system.

If it's being presented as the full fix without proper assessment, it's worth asking what's missing.

If the solution is decided first, it's worth questioning why.



"This is all you need."

"We use this on every job."

Things to be aware of before you say yes

Rushed decisions

"Only if you go ahead today..."

Oversimplified solutions

"That'll do the job."

No proper assessment

"I just had a quick glance."

Fear based selling

"This needs sorting straight away."

Overcomplicating the problem

"You don't need to worry about that."

Important details ignored

"It'll be fine once it's in."

No proper documentation

"We'll send that over later."

Pre-decided solutions

"This is what we use."

**If you recognise any of these,
it's worth taking a step back.**

