

BBC One Show - follow up

Customer Q & A to be used in the event of enquiries by concerned past or future customers

Q Why should I have Cavity Wall Insulation installed?

A CWI is a proven technology giving benefits of a warmer, more comfortable home, significantly reduced heating costs (annual savings of around £115 and installed payback in around two years) as well as reduced carbon emissions.

Q Does Cavity Wall Insulation cause damp?

A No - definitely not.

Q Why doesn't Cavity Wall Insulation Cause Damp?

A All CWI systems are manufactured for the purpose and are water repellent. This is substantiated by independent water penetration tests carried out by the British Board of Agreement (BBA) which all systems must pass and Building Research Establishment (BRE) research into CWI.

Q The cavity is there for a reason so why fill it?

A Cavity wall construction was introduced because it proved impossible to build solid walls that did not allow a small amount of water through the mortar. With a cavity wall this water drains down the inner face of the outer leaf into the foundations. After CWI the same happens with the water draining down the interface between the insulation and outer brickwork.

Q I recently had CWI installed - does this mean I might suffer damp problems?

A No - absolutely not, problems post installation are extremely rare. CWI insulation is a proven technology giving benefits of reduced heating costs. (it can save around £115 a year and pay for itself in around 2 years) and reduces carbon emissions. All systems are subject to technical approvals and in the context of the half a million installations carried out in the UK each year very few (Only around one in every thousand) have reported any concerns at all to CIGA and the benefits far out way any potential problems. However should you experience any problems in the future, contact the installer immediately and they will arrange to investigate this for you and resolve any problems due to the CWI.

Q I am due to have CWI installed, but am now concerned that it may damage my property, should I cancel?

A No - absolutely not, problems post installation are extremely rare. CWI insulation is a proven technology giving benefits of reduced heating costs. (it can save around £115 a year and pay for itself in around 2 years) and reduces carbon emissions. All systems are subject to technical approvals and in the context of the half a million installations carried out in the UK each year very few (Only around 1 in every thousand) have reported any concerns at all to CIGA who provide the independent 25 year Guarantee.

Q I am due to have CWI installed and my house is very much like the one that was highlighted. Should I consider cancelling as this may affect my property too?

A A full investigation has been made by the Cavity Insulation Guarantee Agency (CIGA) and the factors causing the specific problems with this house have now been identified. In this instance, there were latent building defects that we consider caused the problems and the CWI was not at fault. All properties undergo a rigorous pre-installation assessment prior to installation of CWI to ensure they are suitable. This is individual to every home, if your house has been assessed as suitable there is very little chance of problems.

Q I had CWI installed a few years ago and have recently noticed damp on my walls. Is this caused by the CWI and what should I do?

A CWI rarely causes damp and this could be due to a number of other factors. However, if you have concerns you should contact the installer of your CWI who will be happy to make an appointment to investigate further.

Q I have booked to have CWI installed. How do I know that it will be done properly and I won't have any problems after?

A If your property has been deemed suitable then it has been assessed fully and it has been passed as being suitable for CWI. All work is completed according to strict technical guidance issued by CIGA and all of our installations are covered by The Cavity Insulation Guarantee Agency (CIGA) for 25 years after installation. Therefore in the unlikely event that there were any problems with the materials or workmanship then you have the comfort of knowing that CIGA is there to investigate and ensure that they are resolved.

Q How can I be sure of what you are telling me? The BBC has indicated that there could be many issues that arise in the future?

A Industry assessment procedures are robust. Many aspects are taken into account and a tiny percentage of people have issues. Any remedial or maintenance work carried out on a property can result in problems but in the case of Cavity Wall Insulation this is extremely rare. If however such rare occurrences happen then the independent CIGA Guarantee covers the work for 25 years.