

All About It – Loft and Cavity Wall Insulation

Why are we doing it?

The provision of better insulation is part of an ongoing programme of work to ensure that your home is warm, more energy efficient and therefore less costly for you to heat. This is part of the Government's Decent Homes Standard. Surveyors will inspect your home to decide if any parts fail this standard and we will write to you in order to carry out this important work.

What happens next?

If your home needs this work, the contractor's representative will visit your home within about 3 weeks of our letter to talk to you about what will happen and to arrange a convenient date for the work to take place.

We may also need to inspect your home for any materials which may contain asbestos so we will send another company who will remove small samples and take them away for analysis.

When are we going to do it?

We have a programme of works which identifies the properties that we wish to inspect over the next 5 years. Your copy of the 5 year plan will show when we intend to look at and carry out internal works in your street or estate.

What will they do?

The insulation quilt in the loft will be topped up with more quilt so that it is about 250mm (9 inches) deep.

Holes will be drilled in the outside walls and a machine will pump insulation materials into the space (cavity) between the inner and outer leaf of the external walls.

How long will it take?

The time taken to complete the work varies with the size of the property. As a rough guide, the work will take about half a day.

What you need to do before the work starts

- ◆ You will need to clear your loft of any possessions. Please tell us if this might be difficult for you as we may be able to provide some help with this.
- ◆ You will also need to lift any boarding you have installed in the loft.

- ◆ You should pack up all ornaments, pictures and valuable items so that you can safeguard them during the works especially those on or near outside walls and in your hall stairs and landings.
- ◆ It is your responsibility to pack and move these items, but let us know if you are elderly or have a disability which might make this difficult for you.
- ◆ Clear the area around your home so that ladders can be placed.
- ◆ Move cars and caravans away from the house.
- ◆ Keep pets under control and out of the working area if possible.
- ◆ Keep children away from the working area.
- ◆ Tell us if you or someone you care for in your home have special requirements.

What will the contractor do? They will:-

- ◆ Give you plenty of notice
- ◆ Introduce themselves and show identification
- ◆ Cover floors and furniture with dust sheets
- ◆ Go into the loft and lay the insulation quilt
- ◆ Drill the outside walls, which might cause some noise and dust
- ◆ Fill the holes in the outside walls with cement when they have finished pumping the insulation
- ◆ Clear up any mess.

Important points

If your loft was boarded out for storage, it will need to be lifted prior to the new insulation being laid. If you replace the boards, it will compress the insulation and it will not be as effective in reducing your heating bills. Consider having a clear out of any unwanted items in your loft therefore minimising the amount of storage space you need.

What happens if there is a problem?

Please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) who will put you through to a member of our team.

We will send you a satisfaction survey form. Please take the time to fill this in so that we can deal with any issues and make sure that we can continue to improve our services.