

# External Wall Insulation - Above Ground Level Fact Sheet

We are planning to fit External Wall Insulation to your home. We will make every effort to make sure the whole process runs as smoothly as possible and that you are happy with the work that is carried out. This fact sheet provides you with all the information you need regarding the work.

## Resident Liaison Officer (RLO)

Your RLO should be your first point of contact, and will support you throughout the works and help with any special requirements you may have.

Their contact details can be found on the Keeping in Contact sheet you were given.

## What is External Wall Insulation (EWI)?

EWI involves mechanically fixing a layer of insulation material to the outside of your home and reinforcing it with a thin coat render. The finish is usually a textured render, pebble dash, brick slip or a brick effect render finish.

When the work is complete your home will be insulated making it thermally efficient and airtight.

## Before the work

We need clear access to erect scaffolding. The scaffolding line to your home will be approximately one metre away from all external walls.

It is your responsibility to remove your belongings from the areas of work before we start and provide access for the work. Please make sure you carry out the following preparations:

- Clear away any outdoor furniture, washing lines, play equipment and garden equipment and store securely.
- Remove any plants/shrubs growing near or up against the walls of your home and remove any hanging baskets or pots that may hinder the work or are at risk of getting damaged.
- Please leave access gates unlocked if you will not be at home when we arrive.
- Please remove dog and cat excrement and household waste from the garden.
- Cover and protect your pond and it's contents.
- Please remove any vehicles/caravans away from the area where work is going to take place.



## Please note:

- It is important to keep your newly insulated home ventilated to prevent moisture build up and mould. We will extend the flues of your kitchen and bathroom extractor fans before we fit the insulation. If you do not have existing extractor fans we will need to core drill a hole through your external wall prior to fitting the new fans.
- If you have a gas fire or vertical flue, a gas safe engineer will need access to your home to carry out a survey. A gas survey has to be carried out even if there is no gas supply to your home. We may also arrange a gas safety test with your neighbour.
- If you have a conservatory or decking, we will discuss this with you on an individual basis.
- Your TV aerial and/or satellite dish may need to be removed and refitted to ensure a signal is received. It will be temporarily relocated when the scaffold is erected and reinstated on completion of the works. There will be a period of time when your connection will be lost. We will keep any disruption to a minimum.
- We will notify you if we need to arrange for your telephone line to be removed and refitted.
- If you require assistance, please contact your RLO before the work starts. If we remove your belongings on your behalf, we will return them to you for your safe keeping. Please refer to the Work Agreement in your Customer Information Pack. We will not accept any liability for any damage caused to your belongings which are not removed.

## During work

The work may not always be continuous and there may be days when no one is working at your home.

- Please leave access gates unlocked if you will not be at home.
- Do not park vehicles/caravans beneath scaffolding or near to the working area.
- Do not hang washing outside.

**Please note:** Delays to work can be caused by heavy rain, snow, high winds, high humidity or temperatures less than four degrees. We apologise in advance if delays do occur. Equans will keep you informed as the work progresses.

## Health and safety and security

- Do not tamper with scaffolding, alter it, climb up or onto it.
- If you see anyone other than authorised personnel climbing on or dismantling the scaffold, please contact your RLO or Site Manager immediately. If out of working hours, please phone the Police directly and advise them of the situation.
- Please avoid walking under the scaffolding and take extra care when entering and leaving your home as there may be falling debris. Where possible get the attention of an operative before exiting and accessing your home.
- Protective lagging will be put on scaffolding around doorways.

## After work

- The scaffolding will be removed when the work is complete.
- You will receive a handover card with details of who to contact should you have any queries.
- **Do not** fix any items to the new external walls once the work to your home is complete. Any damage caused to the new insulated render system will drastically reduce its thermal efficiency and any items fitted to the new walls will not be securely attached.

**Please complete the customer satisfaction survey which will be given to you at the end of the work. Your feedback will help us to improve our service.**