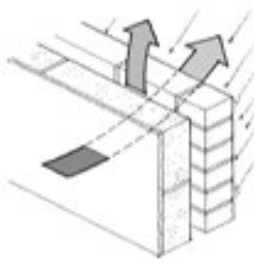


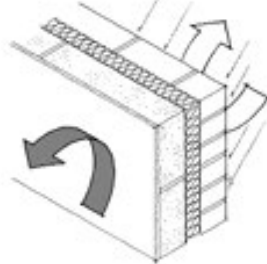
# Cavity Wall Installation

## What to Expect?

Un-insulated Wall



Insulated Wall.



### ■ What is Cavity Wall Insulation – CWI?

Cavity Wall Insulation (CWI) is one of the most efficient ways of reducing heat loss in a building. The reason for the cavity is to stop water from penetrating through to the inside of your property and causing dampness.

A cavity wall is made up of two walls with a gap in between known as a cavity, the outer leaf is usually made of brick and the inner layer of brick or concrete block.

Therefore, creating a thermal barrier within the walls of your property is cavity wall insulation.

### ■ What are the benefits of CWI?

By filling the gap between the inner and outer walls, insulation effectiveness reduces the transfer of heat between the interior and exterior of the property. This means that in cold weather, less heat escapes and in hot weather, less heat enters, helping to maintain a comfortable indoor temperature. Like all wall insulation processes, it greatly improves energy efficiency and helps cut heating costs.

### ■ Why am I having this done?

We are working with your housing association to support their decarbonisation goals. This means updating homes with more energy-efficient products. This process is called Retrofit.

### ■ What materials are used?

The insulation material is usually either mineral wool or polystyrene beads, but also polyurethane foam may sometimes be used. Our resident liaison team will be on hand to explain everything to you including what materials will be used for your property.

### Is it quite disruptive?

The cavity wall insulation process may at times be noisy due to the drilling but it shouldn't make any mess and will have minimal disruption.

# What is the installation process?

## ■ Step 1 – Assessment

Your property will have undergone a retrofit assessment. This allows the team to come and see your property so they can design your specific cavity wall insulation. These will be shown to you before work starts.

## ■ Step 3 – On the day

Our cavity wall installers will be marking out and drilling 22mm holes at intervals of around 1m in the outside wall of your home. They will be following a specific design drawing for this.

## ■ Step 5 – Filling the holes

Once all the insulation is in, the installer will then go around and fill the holes in the brickwork so you will barely notice them.

The whole process will take around two hours with easily accessible walls. These times may differ as every house is different.

## ■ Step 2 – Installation booked

An installation date will be agreed upon at your convenience.

## ■ Step 4 – Inserting the insulation

The installer then blows insulation into the cavity using special equipment.



## How do I care for my CWI?

Once installed the CWI will require minimal maintenance.

However, you should avoid drilling or nailing into the walls unless necessary, as this could damage the insulation.

Also, look out for any cold spots or areas that still feel drafty. If you do notice any, contact your customer liaison officer.

## ■ Handover Pack

You will be given a full product specification guide upon completion, showing how to use and maintain your new energy-efficient products, and contact details if you have any issues.