

# Internal Insulation

What to expect



## About our internal insulation services

### Introduction

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This leaflet gives you important information about internal insulation work. It explains how the work will be carried out.



Please call 01698 268855 or e-mail [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) if you would like to receive any of our information by e-mail or in another format such as a different language, large print, Braille or audio.

## Why do we need to do this work?

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We need to do this work to:

- make sure your home meets energy efficiency regulations;
- help reduce your energy bills; and
- make sure your home is maintained to a high standard.

## What are the benefits?

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You will have:

- reduced heat loss;
- rooms that are easier to heat and that will keep warm for longer after heating is switched off;
- lower fuel bills;
- little condensation and reduced chance of mould growth;
- a better home energy rating;
- reduced carbon footprint;
- a cooler home in summer; and
- lower noise levels from houses around you.

## What will the work involve?

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Our contractor will:

- in all rooms except the kitchen, fit the insulation system **inside** your house, on **external** walls;
- remove room fittings from the affected walls to enable the insulation to be fitted (includes radiators, pipework, skirting boards, doorframes and coving);
- extend electrical cabling for sockets and switches;
- cover the insulation boards with a final, plasterboard finish;
- re-fix fixtures and fittings; and
- make an assessment of the depth of your home's loft insulation and improve where required.

## What happens first?

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- We will publicise our plans for the work on our website.
- We will write to each tenant explaining the works and provide a copy of this handbook.
- Our contractor will write to you to let you know when they will carry out a survey in your home (known as a 'march in') to identify the work needed. This will also include them telling you what you need to do to prepare for the work starting.
- Following the march-in, our contractor will write to you with the date the work will start. This will be no later than seven days before the work starts.
- If the start date doesn't suit you, contact the contractor as soon as possible.



If you do not let the contractor in to do the work as agreed, this will give rise to extra costs. If this happens more than once, you will have to pay these costs.

## How long will the work take?

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You should allow three days for us to install internal insulation, depending on the level of preparation needed.

- On the first day our contractor will lay dustsheets to protect your belongings before removing skirting, doorframes, coving and radiators and extending the electrical cabling.

- Depending on the size of your house and the number of walls to be insulated, installation of the system will start on either the first or second day.
- On the final day the contractor will repair any damage done by the work.
- On completion the contractor will clean the areas affected by the work.

### Can I stay in my home while the work is going on?

You should arrange to have somewhere else to go during the day while the work is carried out. Be prepared for some disruption to your home, though where possible, our contractor will try to take the process "room by room". This should minimise the disruption caused.

During the work our contractor will:

- need access to your home between 8am and 5pm;
- tell you how many days they will need access to your home for;
- make sure that your electricity is working at the end of each day; and
- make sure that your home is left in a clean, safe condition.

If you have nowhere to go during the day while the work is carried out, let us know as soon as possible so we can discuss your circumstances and needs.

### What will I need to do before the work starts?

Before the works starts you will need to do the following.

- Remove any valuables and store them safely.
- Remove curtains and blinds from the affected windows and doors.

- Move furniture away from the areas our contractor specified at the march-in.
- Remove items in your loft if they block access or would prevent the laying of loft insulation.
- Tell us about any special requirements you may have.

**If you cannot do anything you have been asked to do to prepare for the work (for example, because of your age, disability, health condition or pregnancy), please tell us or the contractor as soon as possible.**

### Redecorating after the work

We provide a 'decoration payment' to help you with the cost of redecorating after the work. The amount we pay is based on values set within our Customer Allowances Policy. The amount depends on the amount of damage caused and the repairs the contractor has carried out.

The decoration payment will be in the form of a voucher for either B&Q or Homebase. We do not pay cash.

### Safety

Please make sure that you:

- keep people and pets away from work areas, tools and materials;
- take care when moving around your home and beware of any dangers; and
- follow any instructions the contractor gives you.

### How will I know the work has been done properly?

Our Technical Inspector and the contractor will inspect the work while it is being carried out and when it has finished. This will make sure that the work has been carried out properly.

We aim to make sure that all of the work meets the necessary standard first time. However, if the inspector identifies any faults, the contractor will be instructed to do the necessary work as soon as possible.

You will need to give the contractor access to carry out this work.

### Our standards for contractors and staff

We expect all of our contractors and staff to:

- provide an excellent service;
- introduce themselves and show you a name badge with a photo of them on it;
- explain the work they will be doing;
- be polite and behave professionally;
- treat you and your home with respect;
- not smoke, work under the influence of alcohol, play music, use offensive language or use your facilities;
- keep any disturbance to a minimum;
- use dust sheets and clean up at the end of the day;
- finish the work to the standards we set, using the high-quality materials we specify;
- work safely to avoid putting you or your family at risk;

If you are not sure about whether or not the contractor calling at your home is genuine, phone us to confirm.

### What do I need to do if I have any problems?

If you have any problems, phone 01698 268855.





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Motherwell  
ML1 1PN

Telephone: 01698 268855  
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Web: [www.cvha.co.uk](http://www.cvha.co.uk)

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Opening Times  
Monday - Thursday 9.00 am to 5.00 pm  
Friday 9.00 am to 4.30 pm