



Q&A - External Wall Insulation

About the EWI installation work

How long will it take to install EWI?

EWI is an extensive refurbishment programme and often involves other upgrade works being scheduled for the same time to ensure value for money eg fascias and soffits. Therefore the final time spent per property can vary considerably. However, based on an average sized home, a typical install time will be around 10 working days on site over a period of 3-5 weeks to include drying times, replacement of any attachments, weather conditions, scaffolding etc.

How much disruption will there be during the works?

There will be very little disruption to you and your family, as all the work takes place on the outside walls of your home.

Will I need to be at home while the insulation work is being carried out?

No, there is no need to vacate your home while work is carried out and there should be no need for any internal redecoration either as all the work is on the outside of your home.

Will scaffold be used?

Yes. The installers will need to use scaffold, but we will ensure that the length of time the scaffold is erected around your home is kept to the shortest time possible.

Will the works affect my existing fencing?

Yes, but only for a short time. Alterations will be made to the fencing to the front and rear of the properties as part of the programme.

I have a satellite dish, does this mean my television reception will be affected?

No. Our installers will engage a qualified satellite engineer to relocate your dish temporarily as the works proceed and will refit the dish once the works are completed so your television services will not be affected.

My property is alarmed and has an alarm box on the outside – what happens to this?

We will work with you on an individual basis and where possible ensure continuity of alarm service.

I have other external fitting, such as security lights. What happens to them?

Existing items such as security lights, plant holders or any decorative fixings will have to be removed prior to work starting. If you need help removing these, our installers will be happy to do this for you. We will discuss refitting with you on an individual basis.

What do I need to do before work starts?

Before work starts we will need to extend all pipes and boiler flues that go through the external walls. This will be identified when you have your survey. We will briefly need internal access to each room where this needs to happen, and we will contact you beforehand to arrange a convenient time. We will then remove all other external obstructions before the scaffold is erected and this will include items such as hanging basket brackets, water butts, house numbers/names etc.

There is no need to vacate the home or even move the furniture, as almost all the work takes place outside. The installer will organise everything required for instance:

- ☐ Climbing plants and shrubs will be removed from wall surface
- ☐ Attached gates and sheds will be dismantled
- ☐ Satellite dish will be removed from wall and fixed to scaffolding for duration of works
- ☐ Flues and overflow pipe will be extended to accommodate the insulation
- ☐ Down/soil pipes will be adjusted to suit
- ☐ Walls will be brushed down to remove any loose debris
- ☐ Any algae or lichen will be removed and fungicidal wash applied.

Do we need to be at home whilst the work takes place?

Generally no. Once the initial survey and paperwork is done, you will not need to give us access or be present during the application of the EWI, as all of the works are carried out to the external parts of the building. From time to time we would need access to power and water. If we do need access to your property we will contact you in advance to arrange a convenient time.

How will the system be installed?

The EWI will be installed in stages. All the external fittings will be removed or redirected; the insulation slabs may have an adhesive or mechanical fixing, followed by the application of a render system to provide protection and a decorative finish.

How much disruption can I expect?

We will keep disruption to a minimum during the works to your home, however there will be noise from drilling and from the mixing machines for example. We will liaise with you and avoid key times of day where we can eg: baby's nap time. We will protect the areas next to the walls and any shrubs from damage. Any unavoidable mess will be removed and cleared on a daily basis.

Will my garden be damaged?

We will try to prevent any lasting damage to your garden. In very few cases, we will have to remove a tree or shrub that is in the way of the EWI works – we would not do this without letting you know in advance.

Is EWI environmentally friendly?

EWI systems incorporate insulation materials that are CFC and HFC free. By nature of the thermal upgrade, EWI significantly reduces pollution and improves the environment locally as well as globally. EWI systems offer zero Ozone Depletion Potential (ODP). Most importantly, your EWI system is probably the most effective home improvement measure for reducing energy consumption and therefore carbon emissions.