



24 September 2014

Dear Resident,

Frequently Asked Questions about External Wall Insulation (EWI)

We would like to install external wall insulation (EWI) to your property on the Cedars Road estate. We have held some consultation events over the last few months so you might be aware of our proposal.

We have put together some questions and answers about the external wall insulation product, how we install it, and how these works are funded.

We also want to replace the windows for each property and do some repairs to the blocks on the estate. We have included questions and answers about how this work will be carried out and managed.

1. What is External Wall Insulation (EWI)?

EWI or cladding is a layer of insulation fixed to the outside walls of your home. The installation of EWI means we fix a panel of insulation board to the building's surface. Then we apply a series of meshes, renders and finishing coats to complete the system. The EWI or cladding is about 10cm thick.

We want to use Rockwool EWI. Rockwool have a lot of experience in the UK and abroad, in the manufacture, design and installation of EWI solutions.

The type of EWI we want to use has revolutionised how old buildings are refurbished and how new buildings are built. It will vastly improve the thermal performance of your building, keeping your home warmer in winter and cooler in summer.

2. What are the benefits of EWI?

There are a number of benefits in fitting EWI to the outside of your building, including

- renewing the appearance of outer walls
- improving weatherproofing
- giving your home additional insulation,
- keeping your home warmer in winter and cooler in summer,
- giving your affordable warmth by spending less on heating.

Lambeth Living Limited
Hambrook House, first floor
Porden Road
London
SW2 5RW

Phone **020 7926 6000**
Email: comms@lambethliving.org.uk
Company registration no. 6276595
VAT registration no. 920169640
Website www.lambethliving.org.uk

Once the insulation has been installed, you should feel a lot warmer in winter and cooler in summer. The EWI has a durable and breathable finish that reduces the amount of heat escaping through your walls. This will mean that your home will heat up quicker and stay warmer for longer. Most importantly the insulation will improve energy efficiency and reduce heating bills.

3. How long will the insulation last?

The EWI work comes with a 25 year guarantee which covers any defects in materials and workmanship.

4. What about any external cables and fixtures?

There are a range of design solutions to what we can do with external cables on the blocks. Which solution we choose depends on the age of the cables and the heat generated by the strength of the electricity that they are carrying.

British Telecom cables will be replaced by BT Open Reach before the cladding work starts. This means we can make sure the cables are new and will last for the life of the cladding, and we can include them in a trunking design. Some cables for estate lighting will also be included in a trunking system.

We need to make sure all cables are included in the trunking or a pattress as part of the EWI. Once the EWI is in place we cannot put any more cables or fixings onto the cladding. This is because the honey-comb insulation design is not strong enough to hold external cables or fixtures.

5. Can we install new burglar alarms and satellite dishes?

No, not once the EWI has been fixed to the building.

Existing burglar alarms can be included in the design and installation of the EWI. Once the EWI is in place we cannot install any further external alarm systems without damaging the cladding.

We will install an Integrated Reception System (IRS) in all of the blocks on the estate. This will provide satellite TV reception to any satellite TV channel receiver box that you have in your home. The IRS means you will not need to get your own satellite dishes for your home, and we will not allow residents to install satellite dishes because this will damage the cladding. The installation of the IRS system will be free to leaseholders.

6. What about bin store areas and hoppers?

We will apply cladding to the inside of the bin chute hoppers, to make sure homes next to the hoppers have adequate insulation.

We will also add re-enforced meshing to the cladding next to the main bin store areas. This will make sure the cladding can withstand any knocks from the bins when they are emptied each week.

7. Will you insulate the balconies?

We will install insulation to the:

- external walls of all balconies,
- balcony wall which is within the balcony and forms the wall to the lounge.

8. Can we choose the colour for the render and panels?

We will consult with residents about the colour for the external render, and the colour for the panel below the main living room window. But the choice of colour will have to be agreed by the borough Conservation Officer and Planning Officer.

9. Will my boiler or boiler flue be affected?

Under current building regulations, all boiler flues will have to be at least 150mm in length from the face of the insulation, to the end of the outlet pipe.

This means some boilers which are old may need an extension to the flue to make sure it meets the building regulation. The cost of this will not be met by Lambeth Living but will be recharged to leaseholders.

It may be possible to install a dishing effect in the cladding around some boiler flues which cannot be extended.

10. Will I have to pay towards the cost of the External Wall Insulation?

We have funding from British Gas to improve the energy efficiency of about 3,000 Lambeth homes. This comes from the Energy Company Obligation (ECO), a duty the Government placed on all energy providers to reduce carbon emissions across the UK. The cost of the EWI to your homes will not be charged to you, and will be free.



11. What is ECO?

Parliament passed the Electricity and Gas (Energy Companies Obligation) Order 2012 on 4 December 2012. The ECO was introduced in January 2013 to reduce the UK's energy consumption and support people living in fuel poverty. It does this by funding energy efficiency improvements worth around £1.3 billion every year.

The ECO will run until March 2015, supporting the installation of energy efficiency measures in low-income households and areas, and in homes that are harder to treat. It works alongside the Green Deal to give consumers support and funding for energy efficiency improvements in their homes.

The ECO will help reduce carbon emissions from the UK's homes, which is a key part of the UK's plan to meet its carbon emission reduction targets by 2050.

12. Are you installing new windows?

We want to install new windows to homes on the estate. Residents will be able to view a sample of the windows at consultation events.

The cost of the scaffolding for the EWI, will cross-subsidise the cost of installing the new windows. This means we can save money because we will only need one set of scaffolding to do the work for both the EWI and the windows. Because our costs will be reduced we can pass this saving onto leaseholders.

13. Are you carrying out any other work to improve blocks?

We will repair the existing asphalt floors. This will include cutting out damaged areas, all preparation, priming and two coats of bitumen asphalt. We will also make good any brick or concrete surface, and prepare and apply two coats of masonry paint.

If you have any questions about the works, please contact me at the email address below.

Yours faithfully,

Nick Simons
ECO Project Manager
Nsimons@lambethliving.org.uk

Lambeth Living Limited
Hambrook House, first floor
Porden Road
London
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