

# Energy Efficient Scotland: Area Based Schemes (EES: ABS)

## External wall insulation frequently asked questions

The purpose of this document is to provide information to householders in EES:ABS project areas who have the opportunity to take part in an external wall insulation project.

Householders included in the project will receive information mainly from our partner **Home Energy Scotland**, however there are other organisations involved in the delivery who may also write to you separately.

If you have any other questions about the project, would like more information or would like to register no-obligation interest please contact **Home Energy Scotland** free on **0808 808 2282**.

### Getting started – surveying your home

The contractor will visit your property to carry out a technical survey and produce an Energy Performance Certificate to determine the current energy efficiency rating of your home as well as the property's suitability for the insulation. This will include checking the number of rooms and their dimensions, the type of energy you use, the make and model of the boiler/heating appliance, wall construction and windows. The contractor will ask to confirm the tenure of your home (owner occupied, rent from a private landlord, rent from a local authority etc) and may ask you to complete some paperwork.

To apply for building warrants, the contractor may ask to drill holes in the external walls as part of the technical survey. All drill holes will be made good afterwards.

Other items checked at this time are around access for the works, such as existing fencing, wall baskets, and items such as garden furniture, sheds or plants around the exterior of the walls.

This is a good opportunity to ask any questions you may have prior to committing to works.

### What if I am asked to pay a contribution towards the costs?

It is likely that you will be asked to contribute towards the cost of the External Wall Insulation. This is payable directly to the appointed contractor. There is an interest free loan available from the Scottish Government to help you pay your share of the costs, you can find out more about this by calling **Home Energy Scotland** on **0808 808 2282**.

### Starting work on your home

Once you have decided to proceed and paid the householder contribution towards the cost of the insulation, you will enter into a contract with the appointed contractor for the works to be carried out to your home. The works will be scheduled, and notification provided in writing. If you rent your home from a Local Authority or a Housing Association, your home may automatically be included, this will be confirmed by your landlord.

A gas engineer will need to visit your property to carry out checks and extend the gas flue if required, or a design change may be made to the insulation system to facilitate the installation of the insulation boards.

## **Will there be any disruption?**

It is important to remember that this is effectively a construction project, therefore a level of upheaval should be expected. The contractor will need to erect scaffolding and you will experience some noise as the contractors go about preparing the walls and fixing the insulation materials to the existing surface. The contractor may need to store items in your garden throughout the course of the installation. The contractor will keep mess and disruption to a minimum and will communicate with you regularly. Please visit [bit.ly/2O9VYV2](http://bit.ly/2O9VYV2) to see a time lapse video of a previous External Wall Insulation project. This details External Wall insulation being installed on a property of no fines construction.

## **How long will the work take?**

The work normally takes around 6-12 weeks, this can vary depending on factors such as the property type, the weather and if any structural works are required to facilitate the installation of the insulation system.

Work may be carried out during the winter and bad weather can cause delays. The installers will keep you up to date on what is happening and why.

There will be specific arrangements in place for the festive period.

## **Will there be scaffolding on my house?**

Yes, scaffolding will be necessary to ensure the installers can safely access the whole surface of your external walls. The scaffolding will not prevent any access to the property and appropriate protection will be put up in accordance with health and safety legislation. All access needs (e.g. wheelchair access or car parking) will be discussed prior to the scaffolding going up. If you have any questions about this, ask your surveyor for more information.

You should tell your Buildings and Contents insurers of the date the scaffolding is going up, and for approximately how long. If you do not do this, you may find you are not covered.

The scaffolding is likely to be in place for the entire duration of the works. If the work is delayed due to bad weather, the scaffolding may have to be there for a bit longer.

Please note: Children must be supervised when scaffolding is present. No-one should climb on or tamper with scaffolding as doing so can put them, you and the contractors at risk. If you see anyone climbing on or tampering with scaffolding, please report this to the Resident Liaison Officer: you will be given their contact details at the start of the project.

Please do not place any decorative items on the scaffolding, including Christmas lights, Santa's, Halloween decorations etc. If they are found, they will be removed.

## **What about my satellite dish or tv ariel?**

As you might expect, items fastened to the external wall surfaces of your home will need to be removed before the insulation is fitted and this includes satellite dishes and aerials.

Satellite dishes will be removed during the works and temporarily attached to the scaffolding, where they will continue to work. There may be a short time when you won't have access to

your TV service in between the scaffolding work and the contractor will make the temporary adjustment. Other items that may need to be moved are alarm boxes and external lights.

## **Will I need to do any preparation work?**

Garden furniture/plants/ornaments/sheds that are next to or in contact with the walls of your property will have to be moved before the work can go ahead. If you are unable to move them, the contractor may be able to assist. You might also need to move any vehicle(s) including any caravans from your driveway and might be asked to cut back any bushes/trees. This will be discussed with you by the installer at the survey stage. When they carry out the survey, they will discuss any arrangements that need to be made, like removal of items on the outside of or vicinity of the house (e.g. hanging baskets or plants). As a rule, we would recommend that all items are moved at least 4 meters away from the property walls to avoid any damage.

If you are asked to do any preparation and it is not done, contractors cannot be held responsible should any damage occur if they need to do it themselves.

## **What will happen to pipes etc that are attached to my outside walls?**

Essential items will be extended to accommodate your new insulation. This includes:

- Rainwater and soil pipes
- Flues
- Window and door sills
- Garden taps

If the standard extension option is unsuitable for any essential item attached to your home, then the surveyor will discuss alternative solutions with you and will ensure these meet safety requirements.

All air vents and gas combustion vents will be maintained for the duration of works.

Decorative fixtures and fittings, such as hanging baskets or door canopies can be accommodated but this may involve a surcharge. To replace such items, fixings must be installed under the new wall covering before they can be re-attached.

**IMPORTANT: You must not attach items to the new insulation as it is not designed to bear the weight of fixtures and this could invalidate your guarantee.**

If you have plans to attach anything new to the outside of your walls or specifically want certain items to be re-attached, please be sure to discuss this with the surveyor before work starts.

## **What about my security alarm?**

We recommend that your security alarm company attend to remove and reinstate. Please note that service connection may be lost for the duration of works.

## **Will anyone be checking the quality of work carried out?**

Changeworks Quality Assurance team will carry out inspections on all properties to ensure the insulation is being installed to the approved specification. The system manufacturer will also be on site regularly to inspect some properties.

## **Will there be any mess?**

The rendering process can involve stone chips. There will be a lot of chips on the ground at this stage. The installers will put protective film covering over windows and try their best to keep the area clean and tidy. Once the installation is complete the contractor will clear up as much stone chips as possible.

Take care in your garden while the work is being carried out, as installers may store materials there while the work is in progress.

While work is ongoing, to avoid dust getting into your property, please keep doors and windows closed and avoid hanging out any washing.

## **Will there be any noise?**

Installation involves drilling, attaching insulation boards and pebble-dashing, so unfortunately there will be a lot of noise at these times. The work will only take place during daylight hours.

Pets may find the noise distressing, so please be aware, and always keep them supervised.

## **Will I need a building warrant?**

Yes - the contractor will organise this. Once works are completed you will receive a completion certificate.

## **How will the work be guaranteed?**

You will receive a 25-year system manufacturers warrantee and in addition, a 25-year insurance backed guarantee. You'll receive these once the installation is complete.

## **How do I know the insulation will save Energy and reduce my bills?**

It is important to us that householders benefit from their new insulation. To monitor this, Changeworks will ask all householders to give details on their energy usage and to complete a survey before and after works. We will also ask a proportion of householders to allow us to install temperature and humidity monitors in their property.

After the project ends, all householders will be offered advice on how to make the most their new insulation.

## **Will I need to carry out maintenance on the insulation?**

The insulation itself will not require maintenance but the silicone seals e.g. around windows and soffits will need to be maintained every six to ten years.

## **What If I have any questions while the works are underway?**

During the works, the contractor will be your main point of contact. A resident liaison Officer will be appointed, and contact details given to you.

## **What if I live in a block of flats?**

We require permission from all property owners within a block to install External Wall Insulation. Property owner may decide they wish to utilise the Tenement (Scotland) Act 2014 to ensure that works go ahead and that no one misses out.

## **Where does the funding come from?**

Local Authorities are awarded grant funding from the Scottish Governments Energy Efficiency Scotland: Area Based Schemes (EES ABS). This grant funding is available to support private householders improve the energy efficiency of their homes. Energy Company Obligation (ECO) funding can also be used to supplement these costs. This allows us to offer these measures at a substantially reduced cost.

## **Will I need Energy Performance Certificate (EPC)?**

As part of this project the appointed contractor would prepare a pre and post install EPC and a copy of the report will be made available to you. Please note that if you are a council or housing association tenant the report would be provided to them in the first instance.

## **Is there anything else I can do to be more energy efficient/save money?**

Have a chat with an energy advisor at **Home Energy Scotland** on **0808 808 2282** for advice on ways to save energy and money in your home.