

Cavity Wall Insulation

Your Questions
Answered



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What are the benefits of insulating my home? Insulation has many benefits:

1. Your home will be warmer in Winter (as well as cooler in Summer) and more energy efficient
2. You can make savings on your heating bills
3. Heating your home will cause lower emissions of carbon dioxide (CO₂), a greenhouse gas that contributes to Global Warming
4. Insulation may also reduce noise from outside your home and increase resistance to fire
5. Most insulation is made from recycled glass and is a sustainable product
6. With grants available, Cavity Wall Insulation is extremely cost-effective and could pay for itself in less than three years
7. Insulation is one of the easiest and most cost effective ways to improve the rating on your Energy Performance Certificate, required as part of the Home Information Pack when you sell your home.

About Cavity Wall Insulation

What is a Cavity Wall?

The external walls of most houses are constructed of two masonry (brick and block) walls, with a cavity (gap) of at least 50mm (2 inches) between the two. Metal ties join the two walls together. Some houses may not have a suitable cavity for insulation, including certain older properties and timber framed houses. Your InstaFibre Installer will conduct a free survey to confirm that your home is suitable for insulation.

Why is the cavity there?

The purpose of the cavity is to prevent rain that falls on the outside brickwork from crossing to the inside of the wall. The cavity allows water to drain to the bottom of the wall and then into the ground. Insulation material is independently tested by the British Board of Agrément (BBA) to ensure it will withstand this process and allow water to drain to the bottom of the wall in the usual way. It must pass these tests before it can be used to insulate your home.

Are all types of Cavity Wall Insulation the same?

The InstaFibre network offers several different types of insulation material; white glass wool, yellow glass wool, Rockwool and Instabead. These are all safe, effective and easy to install. They all have a similar insulation value. The surveyor or technician will advise on the best option for your property. All InstaFibre materials have been tested, assessed and approved by the British Board of Agrément (BBA) or British Standards Institution (BSI).

Is the insulation guaranteed?

Yes. Cavity Wall Insulation comes with a 25 year guarantee backed by CIGA – the Cavity Insulation Guarantee Agency. Once the work has been completed and final payment received, CIGA will issue a guarantee certificate. Please keep it in a safe place as it may need to be produced in the event of a claim. If the house is sold, the guarantee is transferable to subsequent owners of the property.

Can I install cavity wall insulation myself?

No. Specialist equipment is needed to install the insulation and it's important that the cavity is fully filled to the correct density. Only trained and approved installers are used so that a guarantee can be given.

About Grants

Am I entitled to a Grant?

Homeowners and private tenants are entitled to apply for a grant towards home insulation as part of the Government's carbon emissions reduction scheme. Those who are over 70 may qualify for a 100% grant. Those who are in receipt of qualifying benefits may have a similar entitlement. Other customers may be entitled to a grant for a significant part of the cost. Home insulation grant entitlement is subject to change from time to time, please check with your InstaFibre Installer.

To arrange a FREE survey and claim your grant call our helpline quoting 'FAQ'

0845 602 4696

or visit www.contactinsta.co.uk

About the Installation of Cavity Wall Insulation

How is the insulation installed?

The cavity wall is injected with insulating material by drilling small holes in the external wall, through the mortar joints. Holes are generally 22-26mm (about an inch) across. Holes are drilled in a particular pattern that will ensure the most efficient fill. Each hole is injected in turn starting from the bottom.

How are the holes filled?

The holes used to inject the insulation are filled with matching mortar to blend in with the existing wall. If your house is painted or rendered, the technicians will make every effort to match the filled holes to the surrounding area. However, an exact match cannot be guaranteed.

How long does it take to install the insulation?

For the average three-bedroom house, Cavity Wall Insulation will take up to three hours to install. This time may vary depending upon the size of the property and any access issues.

Does it make a mess?

There should be no mess inside your home. All work is carried out externally through small holes in the brickwork joints. The drilling process will create some dust which the technicians will make every effort to sweep up when the job is complete. There may also be some vibration. We advise you to remove ornaments, vases, pictures and any other breakable objects which are on windowsills or mounted on external walls. You may also wish to keep windows closed.

Does the technician have to come into my house?

Yes. The technician will need to undertake checks before and after installing the insulation so he may need access to the inside of the property. He may also need to enter any attached garages, lean-to structures, conservatories etc. If you have a wall on the boundary with another property you will need to make an arrangement with your neighbour for the technician to have access.

What about the ventilators in the external wall?

Ventilators supplying combustion air to fuel burning appliances must be safeguarded. Similarly, ventilators at ground level that ventilate below timber floors must be safeguarded. The technician will ensure they are not blocked by the insulation and, if necessary will upgrade or replace them. Other vents such as cavity vents or redundant vents may be closed off.

For your safety the technician is required to make an assessment of the flow of combustion air to all fuel burning appliances and ensure that adequate ventilation will be provided after the insulation is installed. In some circumstances this may require the installation of an additional air vent. The technician will discuss any such requirements with you.

Are the technicians trained?

All technicians undergo rigorous training by both the system designer and the InstaFibre Installer. To install Cavity Wall Insulation, they must be fully qualified and accredited by the British Board of Agrément (BBA). All technicians carry a BBA Accreditation Card. As part of their training is on-the-job experience, some teams will include a trainee technician but all teams must include at least one fully qualified and experienced team leader.



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About Your Home

Is my house suitable for cavity wall insulation?

Before your home is insulated, your InstaFibre Installer will undertake an assessment of your property to confirm that it is suitable for insulation. This assessment may be undertaken by a surveyor or the technician before installation. The assessment, or survey, is free and without obligation.

My house is semi-detached/terraced and my neighbour doesn't want cavity wall insulation. Can you still insulate my walls?

Yes, your house can still be insulated. The technician will need to form a hole at the top and bottom of the wall to insert a barrier at the junction between the two houses. This prevents insulation being blown into your neighbour's cavity. This will usually be left in place once the cavity insulation has been installed.

I live in a flat in an apartment block; can I get cavity wall insulation?

No, unfortunately it is not possible to insulate a single flat in a block. If the property has cavity walls, the whole building can be insulated with the agreement of all interested parties. You may wish to discuss the matter with the freeholder or managing agent for the block.

After Installation

Will there be any maintenance or servicing required?

No. The Cavity Wall Insulation will last for the lifetime of the building. However, normal building maintenance will still be required to keep walls in a satisfactory state of repair and weather resistant.

If I have concerns about the insulation, what should I do?

Talk to your InstaFibre Installer and explain your worries. They will investigate and deal with any insulation problems.

The InstaFibre Consortium

The InstaFibre Consortium is the UK's leading network of independent insulation installers and is managed by one of the UK's largest insulation specialists, InstaGroup. With more than 80 member companies nationwide, the network offers all the benefits of dealing with a local supplier combined with the advantages of major organisation support.

The Consortium undertakes insulation work on behalf of the majority of UK Energy Suppliers and is represented on a wide range of industry and governmental bodies working towards higher standards for home insulation and the elimination of fuel poverty.

As a network we ensure our installers are trained to the highest industry standards and regularly check the quality of their work. We are committed to offering excellent customer service to all our customers.

Your local InstaFibre installer is:

If no name appears in this box please contact 0845 602 4696 and quote FAQ



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www.instagroup.co.uk