

## What is Internal Wall Insulation (IWI)?

Internal wall insulation is an additional layer on insulation that is fitted to the internal walls of your home.

## How will this benefit my home?

- This will increase the surface temperature and decrease the risk of mould and condensation.
- Reduce draughts.
- Lower energy bill.
- Help retain heat for longer.

## Are there any disadvantages?

There is a risk your property could develop surface condensation if ventilation becomes inadequate. We will look at the existing ventilation in your home and make sure that it is adequate as part of this project. Installation of IWI will increase wall thickness a little (roughly 60-100mm), which will mean the floor area of each room will decrease slightly.

## How much floor space will be affected by Internal Wall Insulation?

The thickness of IWI varies depending on the system used but, as a rough estimate, you can expect it to be between 60mm to 100mm. When we visit you for your pre-works appointment, we'll provide more information and answer any questions you have.

## How can I prepare for IWI work in my home?

Your dedicated Resident Liaison Officer will work with you to ensure you're prepared for the installation. Firstly, we will undertake a variety of detailed surveys of your home and, depending on the type of IWI system being used, we will plan the order in which the energy efficiency improvements will be carried out on your home. Works will be done on a room-by-room basis, so we will need you to remove all personal belongings out of the room until the installation has been completed in that area. Any fixtures and fittings to walls will also have to be removed including televisions, mirrors, shelving. Electric sockets and radiators will be isolated and removed for the duration of the work. You'll be given at least two weeks' notice of any works being done, and we'll give you packing boxes to help you prepare for the work.

## Which facilities in my home will be affected?

Heating - we'll provide electric heaters if you need them for rooms that are being used during the works. These can be used in the rooms being occupied during the works.

Bathroom – there may be a time when your bathroom facilities will be unusable during the install. If this is the case, we will reinstate your toilet facilities at the end of the working day.

There may be a day when washing facilities may be unavailable due to plastering / tiling drying times. We'll let you know about this during the initial surveys. If you have any personal needs, please do let us know and we'll work with you to make sure you're comfortable with the works.

## How long does the work take to complete?

Guideline timescales for each home will depend on any additional work that may need to be done. We'll discuss the timescales with you based on your home size, but here is an idea of what to expect:

- 1-bedroom home – six weeks
- 2-bedroom home – seven weeks
- 3-bedroom home – eight weeks

## Will I have to be at home for the duration of the work?

We will need you to be at the survey appointments so we can discuss the works and your needs with you. Once the work has started, a key facility with you and the site team is available or a key box can be fitted, and a code agreed between the site team and resident. We can also arrange for a neighbour to look after your key during the working day if you'd prefer.

## Does the work generate mess?

This work can generate a significant amount of dust. However, we will try to keep mess to a minimum. Operatives will cover door openings with plastic sheeting; floors will be protected with corex and, where possible, hand tools will have dust extraction attachments. At the end of each working day, we will clean and remove any rubbish.

## What remedial / decoration works will be included?

Painting / Skirting Boards may be included where necessary.

## Diagram of Internal Wall Insulation Build Up (dependent on system)

