

Website statement

The BBC One Show broadcast on Thursday 22 October 2009, reported on a property in Hastings which has suffered problems allegedly following the installation of cavity wall insulation.

In line with its 25 year Cavity Wall Insulation Guarantee, the Cavity Insulation Guarantee Agency (CIGA) has fully investigated this case and does not agree with the BBC surveyors findings. CIGA's survey established that the cause of the problem was not, as the BBC has alleged, faulty and/or inappropriate installation of cavity wall insulation but latent defects in the construction of the property which had not been remedied and had therefore allowed water penetration.

CIGA undertakes to investigate all complaints received in a thorough and efficient manner in order to establish whether any problems were caused by faulty and/or inappropriate cavity wall insulation.

In the case featured on the BBC One Show, the results of its investigations and surveys are that the cavity wall insulation is not at fault and accordingly that the householder has no grounds for a claim under the CIGA guarantee.

In the context of almost 4 million CWI installations the number of complaints is tiny, and where a defect in materials or workmanship is involved CIGA always seeks to resolve these to the customer's complete satisfaction.

In the programme the BBC also state that they are advised that any house with walls exposed to wind driven rain particularly in high places or near the coast, which covers virtually every house in the country, or has porous bricks, which is virtually every brick that is built, or was built before 1930 and has narrow cavities, should not have CWI installed.

This is not accurate, as in fact the vast majority of houses are suitable for CWI. However, before carrying out an installation properties undergo an assessment designed to identify those that are not suitable because of their

- structural and maintenance condition,
- non traditional construction
- cavity widths of less than 50mm ,
- obvious defects such as dirty cavities
- exposed location.
- overflowing rainwater goods

This can mean that in a small number of cases householders must be advised that cavity wall insulation is not appropriate and the installation will not take place.