

# Delivering Improvements for Clackmannanshire Residents



## Clackmannanshire Council's Proposals for Improving the Energy Efficiency of Hard to Treat Properties - 2017/2018



Clackmannanshire  
Council



HOMEENERGYSCOTLAND.ORG  
**0808 808 2282**  
FUNDED BY THE SCOTTISH GOVERNMENT

Clackmannanshire Council have secured Scottish Government funding to assist residents living in non traditional properties\* to have External Wall Insulation at a very affordable and subsidised cost in the following areas.

- **Alloa**
  - Hillcrest Drive
- **Clackmannan**
  - Lochies Road
  - Bruce Street
  - Port Street
  - Alloa Road
  - South Pilmuir Road
- **Sauchie**
  - Abbeycraig Road
  - Meadow Green
  - Fairfield
- **Tillicoultry**
  - Church Grove
- **Alva**
  - Ochilview

\*Non traditional properties – see Section 2 for information.

## Contents

A proposal to deliver real community benefits	3
Non Traditional Properties	3-5
Previous Projects	6-8
Comments from residents of properties who have had External Wall Insulation installed.	9
A reliable and trustworthy delivery model	9
Is the product Safe?	9-10
How Much Will it Cost?	10-11
The Contractor	11-12
EWI Scope of Works	12-13
Frequently Asked Questions	14-19
Checklist	20
Warm Homes Discount information	21

## **1 A proposal to deliver real community benefit**

Encouraging affordable, warm, high quality homes within Clackmannanshire has been always one of our priorities, however making this available and affordable has always been a challenge.

A well designed investment programme supported by ECO (Energy Company Obligation) a government energy efficiency scheme to help reduce carbon emissions and tackle fuel poverty, and HEEPS:ABS (Home Energy Efficiency Programme: Area Based Scheme) funding from the Scottish Government have been utilised to bring you this outstanding opportunity.

Combined they offer the chance to change the face of your neighbourhood and address many of the issues with properties such as yours which are not of standard construction and which are classed as “Hard to Treat”.

This programme of works will allow you to ensure that your property is future proofed to minimise as far as possible the ever increasing cost of heating your home.

This project is targeting Hard to Treat properties and it will help all residents of these properties, regardless of whether you are an Owner Occupier/ Private Let or Council Tenant, to improve the energy efficiency of their properties. This will help to provide warm comfortable homes and improve the aesthetics and community spirit of the area.

To ensure participating residents obtain the maximum benefit we have incorporated into the programme the provision of energy advice for all households that will receive the insulation measures. This advice will ensure households achieve the most benefit from their newly insulated homes both in term of financial and energy savings.

This project will help reduce the fuel bills and make your home more affordable to heat and will have a positive impact on the community as a whole.

## **2 Non Traditional Properties**

The properties we are targeting are of non-traditional construction meaning they are unsuitable for lower cost traditional insulation measures such as cavity wall insulation and as a result external insulation is the proposed solution.

These non-traditional properties are understood to be structurally sound and generally in demand but have been identified as suffering in terms of energy efficiency. This project will ensure far greater thermal comfort and the opportunity of financial savings through reduced energy bills, particularly as they continue to rise.

Because in an area-based scheme we can offer this benefit to both public and private homes, whole neighbourhoods are rejuvenated – the benefits of which go far beyond the cosmetic and thermal improvements to the individual properties.

The installation of External Wall Insulation will not only address the thermal characteristics of the property but also protect the building's fabric itself.



## Devonway Project, Clackmannan 2014 – in Progress



### 3 Previous Projects

The Council has a proud record of delivering projects which improve the energy efficiency in non-traditional housing and helping to reduce fuel costs for local residents.

The location of previous schemes is shown below to allow you to view completed properties to help you make a decision on whether you wish to participate in the opportunity being offered.

- 2011-2012
  - Alloa Park, Alloa
- 2012-2013
  - Carseview, Tullibody
- 2013-2014
  - Menteith Court, Alloa
  - Parklands Place, Forrestmill
  - Green Loan; Golf View, Muckhart
- 2014-2015
  - Devonway; Mary Place; Alloa Road, Clackmannan
- 2015-2016
  - The Nebit; Craighorn Road; St Serf's Walk, Alva
  - Blackfaulds Street; Muircot Place; Sheardale Drive, Coalsnaughton
  - Baingle Brae; Baingle Crescent; Stirling Road, Tullibody
  - Gordon Drive; Sutherland Avenue; Wallace Drive, Alloa
- 2016-2017 (in partnership with Paragon Housing Association)
  - Phase 1 – Leven Court; Lomond Court; Rannoch Court and Torridon Court, Alloa



## Devonway Project, Clackmannan 2014



Location: Clackmannan

Type: Refurbishment

Client: Clackmannashire Council

Year: 2014

External Wall Insulation (EWI) at Devonway – a residential estate situated in Clackmannan. The properties are a mix of both private and social housing, consisting of over 140 terraced houses and bungalows.



The External Wall Insulation has not only improved the Energy Efficiency of the property and contributed to lower energy bills for residents in the future it has also improved the aesthetic appearance of the estate.



## 2015 – 2016 Project, Muircot Place; Coalsnaughton

**Before**



**After**



#### **4 Comments from residents of properties who have had External Wall Insulation installed**

“We have noticed a huge difference. The workers were very good and pleasant. The bills have gone down, the gas by about £30 per month”.

“Excellent. Everything was explained to me at every stage and the guys did a very high quality of work. Tradesmen were very courteous and friendly on site. My house feels so much cosier and it looks great on the outside, too.”

“Houses are so much cosier and look much more attractive from the outside.”

#### **5 A reliable and trustworthy delivery model**

Since the start of the Scottish Government HEEPS:ABS project in 2011 Clackmannanshire Council have worked in association with various contractors to install External Wall Insulation measures to almost 900 non-traditional properties.

The systems installed have all met current Fire Regulations and Building Standards

Our experience will ensure that you will be offered a safe and reliable product at the most reasonable rate available by a reliable and trustworthy installer.

All aspects of the project will be provided by an installer selected on a value for money and reliability basis helping to ensure the best outcome for you and your property.

The selected installer will have extensive experience installing external wall insulation and will have delivered a high quality product in the past.

The Installer will be required to keep tight control over the quality, consistency and customer care within the programme and provide a local point of contact for the works programme.

#### **6 Is the product Safe?**

The system being proposed will meet all fire regulations and will comply with the Building Control requirements in Scotland which require that a Building Control Warrant is issued prior to the work commencing and a Completion Certificate once finished ensuring compliance with Fire Safety Regulations in Scotland.

Obviously in view of the devastating fire and loss of life at The Grenfell Tower block in Kensington is important to reassure you that the system which will be fitted is safe.

The system we use will be similar or the same as used on all of our previous projects and the fire rating information will be as follows;

### **Specification**

A rating of Class 0 to 'BS 476-7: 1997 Fire tests on building materials and structures — Method for classification of the surface spread of flame of products' and/or a classification in accordance with 'BS 13501-1 Fire Classification of Construction Products and Building Elements' of B-s2,d0 or better;

or

Been tested to 'BR135 Fire Performance of External Thermal Insulation for walls of Multi-storey Buildings' unless classified as non-combustible (minimum A2-s1,d0) according to 'BS 13501-1 Fire Classification of Construction Products and Building Elements'.

## **7 How much will it cost?**

With all projects offered under this Scheme from the Scottish Government a contribution will be required to make up the difference from available funding and the actual cost of the measure.

Unfortunately it is not possible prior to the survey of your property to quantify what this contribution will be, however it is estimated that it will be in the region of £1000 - £1200 which reflects the recent reduction in the ECO funding available.

The actual value of the work being offered is between £8,000 and £10,000 and your property, and its value, will be enhanced significantly by these measures.

If you are concerned that you will be unable to raise the Owners' Contribution, an interest free loan\* is available from the Scottish Government of up to £5,000 with a repayment period of up to 5 years.

\* There is a 1.50% administration fee on this loan.

Full details about the loan facility will be provided to you during discussions with our Home Energy Officer and the Installer.

In addition, any households that could benefit from the Scottish Government's Warmer Homes Scotland Programme will be referred directly to the Home Energy Scotland team for further advice and assessment of eligibility for support.

Information is also available directly from Home Energy Scotland, tel 0808 808 2282 which offers further assistance to anyone who is vulnerable and requires help.

## **8 The Contractor**

The selected contractor will be required to provide reliable and convenient access for information about the work so that any issues you have can be dealt with quickly and effectively.

They will have a local base during the period of the contract and they will discuss the project fully with you at the time of the survey and address any concerns you may have.

The project will be fully managed to ensure the best outcome for the individuals taking up the offer and the area as a whole.

The selected contractor will support you throughout the project and in addition to this the Council will have a Clerk of Works and our Home Energy Officer on site daily.

The contractor will operate in accordance with a Code of Conduct to ensure that all residents are treated with respect and dignity and that anyone with special needs is supported through the process.

After the installation works are carried out, the resident will have the opportunity to personally inspect what has been done prior to signing acceptance of the work.

A customer Satisfaction Form will be left with the customer, to be filled out and returned at their convenience to allow us to assess the success of the project and to establish any necessary improvements for the future.

Our Contractor and the Home Energy Officer will help to ensure that any unsatisfactory report is dealt with quickly and effectively ensuring a satisfactory outcome. It should however be emphasised that every Owner Occupier will have an individual contract with the installer and ultimately the Council can only assist to mediate in any dispute.

Our experience is that problems are minimal.



Each customer will be provided with an aftercare manual, with details on their particular installation which will include information on ideal ventilation and the humidity requirements for EWI, for example.

The contractor will provide information regarding the maintenance requirements and what they can do to maximise the benefits of their new installation.

The work will be covered by a 25 Year Guarantee which will be provided at the conclusion of the project and as quickly as possible after the work has been carried out.

## **9 EWI Scope of Works**

The External Wall Insulation Service should include the following as standard (to be confirmed by the appointed Contractor):

- Survey of properties including Energy performance Certificate
- Installation of British Board of Agrément (BBA) approved external wall insulation system, complete with a dry dash finish and smooth rendered Ingos with independent 25 year guarantee
- Fixed scaffolding
- Works to soil pipes – breaking out, connections, renewal
- Installation of new powder coated boxed end aluminium overcills
- Aluminium verge trims at gable or where there is insufficient overhang
- Aluminium system stop beads where applicable
- Extension of gas flue (dished around older flues where parts are unavailable)
- Extension and renewal of outside taps
- Extension of BT cable bolts / boxes
- Removal & reinstatement of outside lighting
- Removal & reinstatement of alarm box
- Extension of overflows
- Work around door canopies / conservatories
- Removal & reinstatement of Satellite dish
- Removal & reinstatement of any fences, handrails and gates
- Full site mobilisation including site manager, community liaison officer, waste plan and site cabins and all HSE requirement

**Should you require any further information please contact -**

Iain McIntyre  
Home Energy Advice Team (HEAT)  
Clackmannanshire Council  
1936 Building, Floor 3  
Kilncraigs  
Greenside Street  
Alloa  
FK10 1EB

Tel: 01259 452698  
Mob. 07980 924128  
Email: [imcintyre@clacks.gov.uk](mailto:imcintyre@clacks.gov.uk)

## **10 Frequently Asked Questions – Home Energy Scotland**

### **1 What is External Wall Insulation?**

External wall insulation is a layer of insulation material put on to the outer surface of the wall and then covered by a weatherproof layer. The thickness of the insulation is usually between 80mm and 140mm.

### **2 Why insulate?**

Once it's done it's done. Insulation is one of the most effective ways to keep your home warm and cosy, cut your heating bills and it's better for the environment too, because it reduces the amount of energy needed to keep your home warm. External Wall insulation could save you around £255\* a year.

\*Home Energy Scotland; based on typical 3 bedroom semi-detached house with Gas Central Heating; average gas price of 4.29p/kWh – savings will vary with the size of your house, the number of exposed walls and the type of heating.

### **3 What will the insulation look like?**

Your home won't look very different – just 'refreshed' as the insulation will be covered with new render or rough-cast. The more households in your area that get the work done, the more uniform the houses will appear.

We have shown various examples in this booklet.

### **4 What's involved in doing the work – will we need to leave the property?**

Although the work is very straightforward it can cause a bit of upheaval. The installer will need to erect scaffolding (see 7 & 8).

You won't need to move out but during working hours you will experience some noise as the contractors go about preparing the walls and fixing the insulation materials to the existing surface. The installers will aim to keep any disruption to a minimum. When they carry out the survey, they'll discuss any arrangements that need to be made, like removal of items on the outside of the house (eg hanging baskets).

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

The work should take three to six weeks, unless any structural work needs to be carried out. This would be identified at the survey stage and discussed with you before any work begins.

## **6 What if the weather is bad?**

Work should be ongoing throughout the winter but very bad weather can cause delays. The installers will keep you up to date on what is happening and why.

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

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

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

## **8 How long will the scaffolding be up?**

The scaffolding is likely to be in place for up to six weeks. 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 our contractors at risk. If you see anyone climbing on or tampering with scaffolding please report this to the site manager: you will be given their contact details at the start of the project.

## **9 Will I need to remove my satellite dish or TV aerial?**

There is no need for you to do this yourself; the contractor will arrange it all for you. 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 is likely to be a day or two when you won't have access to your TV service in between the scaffolding work and someone from your TV provider coming out to make the temporary adjustment.

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

Garden furniture/plants/ornaments will have to be moved before the work can go ahead. You might also need to move any vehicle(s) including caravans from your driveway, and might be asked to cut back any bushes/trees within 4 feet of the walls. This will be discussed with you by the installer at the survey stage.

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.

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

Essential items will be extended to accommodate your new insulation. It is important to discuss this with your installer. This includes:

- gas boiler flues\*
- down pipes
- other pipework
- flues
- window sills
- roof verges
- 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 boiler combustion vents will be maintained.

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

**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 reattached please be sure to discuss this with the surveyor before work starts.

\* Some older boilers are not suitable for flue extension and in this case there may be a section around the flue which is recessed to accommodate this. This will be discussed with you at sign up.

## **12 Will it be messy?**

The pebble dash process involves stone chips rather than pebbles. 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 everything will be cleaned including windows, sills and down pipes. Any off-cuts will be removed and stone chips will be cleared away as much as possible.

Care should be taken in your garden while the work is being carried out, as installers may have to leave tools and materials there while the work is in progress.

Because of the nature of the work it is possible that some building materials such as screws and small fixings may be overlooked and left in your garden and special care should be taken with Children and Pets while the work is ongoing to ensure their safety.

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

## **13 Will it be noisy?**

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 keep them supervised at all times.

## **14 Will I need Planning Permission?**

Yes - the installer will organise this on your behalf. Your local council will write to you to confirm that a building warrant has been approved for your house.

You must ensure that work does not begin until you have this confirmation. The building warrant is required to ensure that works are completed safely and according to building regulations.

**15 What happens during the festive period?**

Contractors may close for the holidays. At these times, nobody will be on site. This may cause delays.

You should not place any decorative items on the scaffolding including Christmas lights etc.

**16 Will the work be guaranteed?**

Yes, the work will be guaranteed, speak to your installer about what the guarantee will cover and ensure you receive your insurance certificate once the installation is complete. Guarantees usually specify that the insulation system used is one that is approved by the BBA (British Board of Agrément).

**17 What is the BBA?**

The BBA (British Board of Agrément) is the UK's major authority offering approval and certification services to manufacturers and installers supplying the construction industry.

BBA Approval is recognised by Building Control, Government

Departments, Architects, Local Authorities, specifiers and industry insurers like the NHBC (National House Building Council). For more information about the BBA go to [www.bbacerts.co.uk](http://www.bbacerts.co.uk)

**18 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.

It's possible for someone competent at DIY and confident when working at heights to do this themselves but you can easily get a tradesperson to do it for you.

The Contractor will not cover this maintenance.

**19 What do I do if I'm not entirely happy with the survey or installation?**

If you are unhappy with the outcome of the survey you are not under any obligation to accept the offer of the External Wall Insulation.

The contractor will be able to advise you at the time of the survey what they will do to rectify any faults identified to them.

Advice and help is available from Clackmannanshire Council, however the contract, if you accept it, will be between yourselves and the Contractor and Clackmannanshire Council is limited in the help they can provide where there is a disagreement about quality of work.

We will however endeavour to assist you as far as reasonably possible.

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

As part of the HEEPS:ABS Scheme Clackmannanshire Council's Home Energy Advice Team will be offering Energy Efficiency Advice to every resident involved to help them reduce their fuel costs further.

An Appointment can be arranged by calling either 01259 452698 or 01259 452697 and asking for Iain or David who will be more than happy to provide assistance over the phone or in the comfort of your own home. This help is available whether or not you get External Wall Insulation.

They can also:

Advise you about getting the best deal on your energy costs and eligibility for discounts from your current supplier including the £140 Warm Home Discount available for Vulnerable Customers.

Check if you qualify for any other grants or offers to help make your home more energy efficient, including insulation measures.

Advise you about Scottish Government Schemes to provide assistance with boiler replacement for inefficient boilers which cannot be repaired.

Signpost or refer you to other services that may be able to offer you additional help & support, including referral for Benefit Check.

You can also 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.

The checklist that follows is provided for advice and information.

Certain sections do not apply and in some cases the work will be done as part of the contract (see Scope of Works as a provisional Guide).



# Checklist\*

You can use our simple checklist to help you follow progress before, during and after the Installation of your external wall Insulation

- ☐ If you are applying for funding for your insulation, make sure that your installer meets the criteria specified in the terms and conditions.
- ☐ Have you checked with your installer to see if they have applied for a building warrant? Work cannot start until the building warrant has been approved.
- ☐ Have you notified your insurance company? Scaffolding will be erected on your house and it is essential to notify your insurance company of this in case a claim occurs.
- ☐ Ask your installer about different finishes. Render is the final layer of the new insulation and it will change the external appearance of your home so it is important that you are happy with your choice.
- ☐ Have you ensured that hedges and fences are cut or moved back from the walls\* and any pot plants etc. moved to allow the contractor full access to walls?  
\*Any inaccessible parts of the walls will not be insulated and this will lead to cold spots.
- ☐ Remove any ornamental additions to the building eg hanging baskets.
- ☐ Take a photo of every exterior wall before work starts. This could highlight any electrics or plumbing extending from the building and will allow you to make sure that nothing is covered over. Discuss what will happen to pipes etc. with your installer before work begins.
- ☐ If you have decking, take a photo of this before work starts and ensure that the installer covers the decking with plastic sheeting during the installation.
- ☐ Discuss with your installer if you would like hanging baskets or other ornaments to be put back on the wall once work is complete.
- ☐ Before work starts, check that the installer cleaned the walls using a fungicide wash. Work should not start on the walls until any moss etc has been removed.
- ☐ No work should be undertaken if the temperature is below 3°C or during heavy rain.
- ☐ The first layer of insulation is called the base track and it defines the line of the insulation on your home. Are you happy that it is straight?
- ☐ The next coat is the scrim coat, this is similar to a plaster coating which makes the surface smooth to affix the insulation boards to. Have all walls been fully coated? Make sure there are no gaps.
- ☐ Are any of the installed boards damaged?
- ☐ Are the windowsills level?
- ☐ Once the work has been completed, has everything been replaced as it should be? Are all outside lights etc. working? Check that your tv signal has been restored as satellite dishes and television aerials may have been moved during installation.
- ☐ Has the area been left clean and tidy?
- ☐ Are you happy with the installation and the clean-up following the installation? Do not sign your completion form until you are satisfied with the completed work.

\* This Checklist is taken from Home Energy Scotland and not all sections apply.

## **\*Warm Home Discount**

If you are in receipt of any of the following income related benefits and have a child less than 5 years of age or Receive Disability Living Allowance you qualify for the Warm Home Discount.

- Income Support
- Income Related Employment & Support Allowance
- Income Based Job Seekers Allowance

The Warm Home Discount is £140 provided by your Electricity Supplier. The money is normally credited to your Electricity Account before the end of March each year.

If your annual household income is less than **£16190** you may also qualify, depending on your electricity supplier, if you fall into one of the following categories.

- Have a child under 5 years of age
- Have a child receiving free school meals
- Are of pensionable age (62 years old)

**If you are struggling financially you may qualify for help.**

Other qualifying criteria apply - Google "Warm Home Discount" for your electricity supplier or call Clackmannanshire Home Energy Advice Team on 01259 452698 or 01259 452697. You can e-mail us on [fuelenergyadvice@clacks.gov.uk](mailto:fuelenergyadvice@clacks.gov.uk)

Clackmannanshire Council has two Energy Advisors **Iain McIntyre** and **David Kennedy** who are available to help people who are in fuel poverty or who would benefit from independent help and advice with any energy enquiry, fuel debt or with switching supplier.

**\* Not all suppliers offer the Warm Home Discount**

**Issued by Clackmannanshire Council Home Energy Advice Team - 18 July 2017**