

## CIGA is there to help

If you are following the advice in this leaflet and you are still concerned there may be problems with your cavity wall installation, please call your CIGA registered installer for professional advice. They will inspect your property and rectify any defects under our Guarantee\* where possible.

If the problem is not resolved to your satisfaction within 2 months, you should contact CIGA directly.

**Please keep the accompanying CIGA Guarantee Certificate in a safe place.**

It includes the unique Guarantee number which you will need to quote if you contact us.

**Call CIGA on 01525 853 300**

**email [info@ciga.co.uk](mailto:info@ciga.co.uk)**

**visit <http://www.ciga.co.uk/register-a-complaint/>**

Alternatively, you can send a written complaint to us at:

**CIGA House, 3 Vimy Court, Vimy Road, Leighton Buzzard, Bedfordshire LU7 1FG**



\*For full terms and conditions see your CIGA Guarantee Certificate or visit <http://www.ciga.co.uk/the-ciga-guarantee/>



**Welcome to a warmer home  
and lower energy bills – year after year**



**Congratulations on installing cavity wall insulation**

Please read this leaflet alongside your 25 year Guarantee from CIGA – it will help ensure your cavity wall insulation performs at its best.

## Looking after your home

Cavity wall insulation is designed to last the lifetime of the building. It's a 'fit and forget' solution, meaning that once installed it should perform without any need for further servicing or maintenance.

However, your home will still require routine upkeep, both indoors and out. Cavity wall insulation cannot protect your building or walls from usual wear and tear, or the impact of weather across the seasons.

## Inspect and protect

Regularly inspect and maintain the property's exterior walls as needed, and ensure doors and windows are kept waterproof with an adequate sealant.

Remember to clear moss and debris from gutters and drains so rainwater and waste water can flow away. Standing water and overflowing or splashing from drainpipes or water vats can easily saturate external walls.

If you undertake building work tell your builder that cavity wall insulation has been installed, and care should be taken not to disturb it. Any exposed areas in the walls must be adequately sealed when work is completed.

## Some guidance and advice

If you notice any issues after installation (such as increased condensation) it may not necessarily be caused by the cavity wall insulation: the installation may have highlighted a pre-existing condition in your home.

To control condensation, and therefore prevent potential problems with damp and mould, we advise that you take note of:

### Extraction, ventilation and heating control

- Remember to switch on and use extractor fans in steamy bathrooms and in the kitchen when cooking to clear away warm, moist air. It's also a good idea to keep kitchen and bathroom doors closed where possible to prevent water vapour spreading through your home.
- Whenever possible open windows and air rooms regularly.
- Ensure rooms in the property are evenly heated. Maintaining a reasonably constant temperature throughout your home will help control condensation.
- If you are drying clothes indoors use a well-ventilated room and keep the internal door closed.

### Let walls breathe

- Make sure heavy/large furniture items are not in direct contact with inside walls.
- Be aware that climbing plants, rockeries and dense shrubs growing against external walls can damage brickwork and collect moisture.
- Keep external wall vents clear of flower pots, troughs, gravel and constructions such as decking as these can restrict air flow and contribute to damp.