

Guildford Borough Council External wall insulation project



The Problem

Within Guildford Borough Council's housing stock there are a number of solid wall properties, many of which were insulated a few years ago. A further 37 semi-detached properties were identified by the council as requiring an upgrade as they were cold and expensive to heat. The Council was keen to improve the comfort of these homes and make them more energy efficient.



External Wall
Insulation



Over Door
Canopies

The Solution

Guildford Council selected Alumasc as the system designer for this project due to their reputation for quality products and excellent technical support. They also pre-surveyed the properties and found 4 that required some remedial work prior to the installation of external wall insulation. In the meantime InBuild was selected as the contractor and work began to insulate the other 33 houses as well as to remove the existing canopies, ready for replacement with new ones.

Insulation boards were mechanically fixed to the exterior walls, followed by mesh and render and a pebbledash finish.

InBuild's site manager insists on consistently high standards and used a Quality Assurance sign off form for each property at each stage of the process. Alumasc visited site regularly to inspect the work in progress and the council's building control department also kept an eye on the site so tenants were assured of the highest standards of workmanship.

Work began in July and the project was completed in December to meet the agreed schedule.



The Result

Paul Buck, Guildford Borough Council's Senior Building Control Surveyor, made the following comment to InBuild's Contracts Manager, 'I'm very happy with the results. I feel you provide a very good standard of workmanship and have attained a great finish to all of the properties.'

The tenants were equally delighted with the upgrade to their homes. The final stage of InBuild's quality assurance process was to issue a Customer Satisfaction form to the tenants, giving them an opportunity to comment on the work and score the experience.

Tenants were asked to rate the overall experience of having external wall insulation installed to their homes, and InBuild was delighted to achieve an average score of 9 out of 10. One tenant, Mr Dean, said, 'After 20 years, I feel warm in my house – good work.'

