

# Your external wall insulation

Everything you need to know

Supercharge  
your journey  
to a greener  
home!



# What you'll find in this pack:

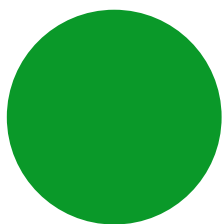
**Page 3 - Hello from the OVO Energy Solutions Team**

**Page 4 - All about your new insulation**

**Page 5 - Your insulation journey from start to finish**

**Page 6 - Common questions**

**Page 9 - What to do if something isn't right**



# First, let us introduce ourselves!

**Hello, we're the OVO Energy Solutions Team. Our mission is to make zero carbon living happen – for everyone!**

Every day, we work closely with local authorities and housing associations to make buildings and homes greener.

How? By expertly installing the latest green tech to the highest standards – from insulation to heat pumps and sun-loving solar panels.

With the help of government and/or local authority schemes, we want to help you access the energy and cost-saving benefits of these amazing innovations.

Next up, we'll introduce you to your external wall insulation. Thanks for joining us on the journey to zero carbon – we're so excited to have you here.

**Want to learn more about our team?**

Head to [ovoenergy.com/ovo-energy-solutions](https://ovoenergy.com/ovo-energy-solutions)



# Meet your external wall insulation

**You might not know a lot about external wall insulation, but that's okay. We'll take you through the basics right here.**



## **What external wall insulation is and how it works**

It's a layer of insulation added to the outside wall of your home to improve its energy efficiency by preventing heat from escaping. Think of it like putting a tea cosy on a teapot!

Two layers of material are used. The inner layer is the actual insulation. The outer layer is made of a mineral or synthetic render and protects the inner layer against weather and improves the final look. Simple, right?



## **The benefits of external wall insulation**

There are plenty of benefits to having external wall insulation. It helps keep your home cosy during cold weather and cool in warm weather, too. This means you'll enjoy a more comfortable home, plus smaller heating bills, too.

And because of the decorative outer layer, your home will look refreshed, like it's had a fresh lick of paint. The finishes we use for the outer layer are high quality and designed to be low maintenance over a long period of time.

# Your external wall insulation journey

Here's what to expect along the way



## Step 2 Survey time!

We'll be back in touch with the details of our friendly and trusted partners who'll arrange to visit your home to complete a survey. The survey helps us figure out the technical information we need to plan and carry out the installation.



## Step 4 That's a wrap!

We're all done – so now you can enjoy your greener home! At this stage, you'll receive a handover pack from our partners once all the final checks are complete. It'll contain lots of important information, so keep it somewhere safe, just in case you need it later on. We'll also send you a completion letter to confirm that everything's wrapped up, plus some handy dos and don'ts for looking after your insulation.



## Step 1 We're on it

We'll be getting to work in the background, so it's normal to not hear from us for a while. This step can take 3 to 6 months while we work on the paperwork to get you to the next step – we wouldn't want to bother you with that!

Sit tight and we'll be in touch as soon as you're ready to move to the next step.



## Step 3 It's time to start work

You won't hear from us much between step 3 and 4, but our trusted partners will be in touch. They'll contact you to arrange the work, including getting scaffolding put up, and then you'll see our teams getting to work. The installation will take between 4 and 8 weeks, depending on your type of home. For any questions about installation, check out the common questions section.



## Step 5 Tell us how we did

Here at OVO, we want everyone to enjoy the journey to zero carbon – and getting external wall insulation! This means one of our team may be in touch to check how things went and learn how we might improve the journey. We'll also send you a feedback card in your completion letter if you feel like sending it back – no pressure, though.

# Common questions

## How much can I save on my heating bills with external wall insulation?

In a poorly-insulated home, up to one-third of the heat from a central heating system is lost through the walls. The Energy Saving Trust estimates that heating costs can be reduced by up to 40% with external wall insulation. Although exactly how much you save will come down to how you use your heating.

## How much will external wall insulation cost me?

It won't cost you anything! As your home is rented through your local authority or housing association, they'll cover the costs.

## How long do I have to wait until you can start?

As the work is government and/or local authority funded, it can take some time to get all the background admin work sorted. You might need to wait between 3 and 6 months after agreeing to the work, before it actually starts – although this can vary from project to project. We'll be in touch at key steps in your journey to explain what's happening now and next.

## How long will the installation work take?

It can take 4 to 8 weeks, depending on your type of home. But very cold, rainy or unusually hot weather (rare!) could cause delays.

## Does OVO Energy Solutions install the external wall insulation?

No – we'll leave that to our expert installation partners. We'll oversee the work they do and make sure they deliver to the highest standards.

## What work is involved with external wall insulation?

Once we've finished our background work and our partners have completed their installation survey, they might need to do some extra work to get ready for installation. Pipes, gas flues, lighting, and alarms might need to be moved. And your home will have to be made ready for scaffolding. Once that's in place, our partners can start the installation.

## **Will I have to leave my home while the insulation is installed?**

No. The insulation is added to the outside of your home, but you might hear some drilling on the inside while it's installed.

## **What do I need to do to get my home ready for scaffolding?**

We'll be very careful in putting up scaffolding around your home, but it's best to move away any cherished items or plants within 2 metres of your home to avoid any accidents. We'd also ask that any hanging baskets and their brackets are removed.

## **What about my satellite dish or gates?**

If you have a satellite dish or a gate attached to your home, our partners will arrange for these to be taken down and reattached once work is complete.

## **Will you need to use my electricity or water?**

No, our partners will normally have their own generators, but they will need a water supply for mixing and washing down.

## **Will my property be left tidy?**

Our partners will make every effort to tidy up after themselves each and every day they work. And when the work is completed and the scaffolding taken down, a clean-up team will tidy any debris left over. It's important to know that external wall insulation can be messy to install – so we do ask you to bear with us during the works.

## **Will I need to decorate when the work is done?**

No, the disturbance to the inside of your home will be little to none, so no need to redecorate.

## Can I fix new items to my walls after they have been insulated?

If you'd like to fix other items to your wall at a later stage, you'll need to ask for advice from your local authority or housing association and get their permission.

## How do I look after my external wall insulation?

You'll be given a handover pack once the work is finished and we'll also send you a handy dos and don'ts guide. But please also make sure to have a quick look at your external insulation every 6 to 12 months. If you spot something that doesn't look right, let your local authority or housing association know right away. If problems or defects aren't reported quickly or if the care manual isn't followed, this can lead to bigger issues later down the line and could invalidate your warranties and guarantees.

## What guarantees do I get for the work?

Your external wall insulation will get a 25-year guarantee from an external party, but if you have any problems, please get in touch with your local authority or housing association first.

## Have a question we haven't answered?

We're here to help. Please get in touch using our details and a member of our friendly team will make sure you're looked after.





# What to do if something isn't right

**We're totally committed to giving you the best customer service. That means if we make a mistake or do something wrong, we'll do everything we can to make things right.**

## **Our complaints process:**

Firstly, we'll need to know what's wrong and how you'd like us to help.

The best way to raise a formal complaint is by calling us so we can talk through everything together. If you'd rather write to us, that's no problem – please post us a letter or send us an email.

## **How to get in touch:**

- **Phone:** 0131 335 5286  
(Monday to Thursday, 8am to 4.30pm, Friday 8am to 4pm).
- **Email us at:** [energy.solutions@ovoenergy.com](mailto:energy.solutions@ovoenergy.com)
- **Write to us at:** 4 Queen Anne Drive, Lochend Industrial Estate, Newbridge, Edinburgh, EH28 8LH
- **Contact us:** via our website at [ovoenergy.com/ovo-energy-solutions](https://ovoenergy.com/ovo-energy-solutions)

If you need any extra help or support, just let us know when you get in touch – we're here to make your wall insulation experience an enjoyable one!



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