



Eich cyf/Your ref P-06-1491
Ein cyf/Our ref JB/10570/24

Carolyn Thomas
Chair, Petitions Committee

petitions@senedd.wales

26 February 2025

Dear Carolyn,

Thank you for your letter concerning the petition of 5th of December on external wall insulation (EWI) in Caerau, Bridgend.

EWI was installed previously under the UK Government Community Energy Saving Programme (CESP) scheme in 2012. The EWI has subsequently failed in 104 owner occupier homes in the Caerau area and has resulted in penetrating damp and extensive mould growth. The contractors who carried out the original work have ceased trading and no guarantees were issued when the works were completed.

Poor workmanship in fitting exterior wall insulation on these properties has caused distress and ill health for some occupants and all avenues for homeowners to seek recourse with installers were exhausted.

As a result of this, Welsh Government came forward to assist, despite having no legal obligation to the residents, and committed to fund the required remedial work to the EWI.

We have awarded capital grant funding to Bridgend County Borough Council (BCBC). This amounted to £2.65m from 1 April 2022 to 31 March 2025 to undertake remedial work on 104 owner occupier homes in Caerau; 79 of which are funded by Welsh Government and the remaining 25 have been funded by Bridgend County council.

Works are undertaken in accordance with PAS 2035 standards so that the most appropriate measures are applied to each household. This means every retrofit project is subject to monitoring and evaluation to determine whether the intended outcomes of the retrofit project have been realised. The speed of work to tackle the problems is subject to favourable weather conditions. (The PAS 2035 Standard is the official framework for whole-house retrofit in the UK, outlining the processes and best practices for the industry).

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1SN

Gohebiaeth.Jayne.Bryant@llyw.cymru
Correspondence.Jayne.Bryant@gov.Wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Alongside a technically competent contractor, the local authority has recognised the need for strong community engagement. Weekly drop-in sessions give opportunities for residents to provide feedback and raise any queries or concerns about progress. There is a community liaison manager on site during working hours. Local residents are being kept informed of progress. In addition, Warm Works (the installers) held a 'Meet the Installer' session for homeowners in December with another one planned for February.

My officials recently met with Bridgend Council and confirm the Council has made good progress with the removal of the EWI from over half of the homes. Retrofit designers and retrofit coordinators are currently onsite carrying out internal quality checks. The designs for the reinstallation of EWI will be authorised in the next few weeks.

My understanding is that feedback on site is mainly positive although a very small minority have been vocal over the time taken to complete the work and the need for compensation for homeowners to be provided.

Once again, thank you for writing to me I hope this information is helpful to you.

Yours sincerely,

A handwritten signature in black ink that reads "Jayne Bryant". The signature is written in a cursive, flowing style.

Jayne Bryant AS/MS

Ysgrifennydd y Cabinet dros Lywodraeth Leol a Thai
Cabinet Secretary for Housing and Local Government