



Eich cyf/Your ref P-06-1491  
Ein cyf/Our ref JB/00538/25

Carolyn Thomas MS  
Chair - Petitions committee

10 November 2025

Dear Carolyn,

Thank you for your further letter regarding petition P-06-1491 – “We demand a fair deal for residents affected by the Arbed and CESP scheme”.

Bridgend County Borough Council (BCBC) approached the Welsh Government with a request for funding, based on a specification they had developed, to remediate the poorly installed Exterior Wall Insulation (EWI) in Caerau. Funding was allocated based on BCBC's scope of works, and the project has been delivered on that basis. A total of £3.29 million of Welsh Government funding has been provided to date. The local authority has also contributed £855,000 of its own money, to put things right. My officials hold regular grant management meetings with BCBC and current indications are that the project will be completed for the funding agreed.

The funding requires BCBC to ensure all remediation work is completed to PAS2035 standard. BCBC has appointed experienced contractors, Warmworks, to do this. Each house was assessed individually to ensure the remediation was bespoke for that property. During this process, there have been ongoing conversation with homeowners regarding the appropriateness of each potential solution for their particular circumstance.

Warmworks will work with each household to remove the faulty insulation, install ventilation and receive a RICS survey and further updated retrofit assessment. This assessment includes frequent moisture testing to ensure the removal site is dry. Following this the Clerk of Works will inspect selected homes, and Warmworks will meet with homeowners again to review findings and agree approval of the next steps and proposed designs. The reports will not only detail defects, it will also distinguish between defects originating from the poor application of EWI and other issues.

The homeowners are given a choice to have the EWI replaced during this process, or to have a rendered finish applied. Once designs are finalised the homeowners are given a seven-day cooling-off period before work commences.

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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.

Importantly, one of the final steps involved in the process is the application of a mould removal treatment. Whilst I understand it must be frustrating not to have the mould removed at the start, it is important that this work is carried out after the homes have dried out, or there is a risk mould will return due to residual damp issues. Upon completion of the work, homeowners receive a handover pack and system guidance, followed by a 12-month inspection to ensure continued quality and support.

BCBC have reviewed the RICS surveys and advised that new plastering hasn't been included as internal works fall outside the scope of the project which is defined as the minimum requirement for PAS 2035. The surveys have found that most plaster damage appears unrelated to the EWI, issues such as poor ventilation and existing defects to guttering and roofs have likely worsened conditions. However, BCBC have stated that replastering has been carried out when necessary to achieve PAS compliance. BCBC have confirmed they would continue to review these requirements in line with their delivery of the project.

Reports from my officials have confirmed that BCBC have worked with householders since early stages in the project and throughout. This has included the appointment of a community liaison manager to answer any queries from concerned residents. The liaison manager is available to respond to residents' questions and concerns and can take action to resolve issues in a timely manner. The Council has also set up regular drop-in sessions where there are opportunities to meet the appointed contractor. BCBC have confirmed to my officials during their project progress meetings that this arrangement is working well.

I am pleased to report that the remedial works in Bryn Carno, Caerphilly have concluded satisfactorily, we have started works in Arfon, Gwynedd and we are not aware of any other area-based initiatives where EWI has failed. Thank you once again for your continued engagement on this issue. The situation at Caerau is being closely monitored to ensure the lessons learnt continue to inform how we manage current and future schemes to provide positive outcomes for residents across Wales.

Yours sincerely,

A handwritten signature in cursive script that reads "Jayne Bryant".

**Jayne Bryant AS/MS**

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