

# Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr Bridgend County Borough Council



Swyddfeydd Dinesig, Stryd yr Angel, Pen-y-bont, CF31 4WB / Civic Offices, Angel Street, Bridgend, CF31 4WB

Carolyn Thomas MS  
Chair, Petitions Committee

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Arweinydd y Cyngor / Leader of Council  
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Gofynnwch am / Ask for: Karen Gilbert

Ein cyf / Our ref: JS/KLG  
Eich cyf / Your ref:

**Dyddiad / Date: 5<sup>th</sup> June 2025**

Dear Carolyn Thomas MS

Thank you for your letter dated 15<sup>th</sup> May and apologies for the delay in responding.

I welcome the Committee's interest in the scheme and the work that we are doing to address the legacy issues that residents have been dealing with, in relation to previously installed insulation.

It's worth highlighting that out of the 104 properties affected, only 25 were part of the Arbed Scheme which was funded by Welsh Government and administered by Bridgend County Borough Council (BCBC). The Council had no involvement with the other 79 properties that had work completed through the UK Government's CESP programme. However, we wanted to support as many residents as possible by extending the eligibility criteria to include CESP properties.

This remedial work project is largely funded by Welsh Government along with a contribution from BCBC and, although issues have been reported since 2014, the funding was secured from Welsh Government in March 2023 so the project could only start from that point onwards. Since then, we have quickly established a local engagement programme, completed Retrofit Assessments of each eligible property and in March 2024 appointed Warmworks to deliver the repair works.

Since Warmworks was appointed, a significant amount of work has taken place to mobilise the delivery phase of the scheme, that will allow remedial works to be completed as soon as possible. To that end, Warmworks has removed the external wall insulation and installed new ventilation on more than 40 properties. They will soon start to install new insulation or cement render, as preferred by the homeowner. This is not a one size fits all project and ultimately the scale of works for each property will be different to meet specific needs. We expect that the project will be complete by March 2026.

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We welcome correspondence in Welsh. Please let us know if your language choice is Welsh

The work is being carried out in line with PAS 2035, a UK-wide framework that was developed to raise the standards of domestic energy efficiency retrofit and requires a bespoke, whole house approach that considers ventilation and prioritises quality. While it does add to the complexity of the project, it will ensure high quality installations that deliver the promised benefits.

Resident engagement activity has been ongoing since June 2023, led by Warmworks under the resident liaison service, with regular weekly drop-in sessions held at Noddfa, visits to homes to make sure as many eligible people as possible benefit and a quarterly newsletter. This scheme does not involve any financial compensation. If property owners believe they have a claim, they should seek their own legal advice and the Council will respond as appropriate outside of this scheme. Deferral of works until after any such claim is resolved (or any other reason), puts at risk our ability to complete the repairs within the confirmed project timescale. After this point, grant funding agreements and contracts with delivery contractors will end.

To answer the specific questions in your letter:

*What will the funding allocated to remedial work in Caerau be used for? If it becomes apparent that the funding already allocated will not be sufficient to put things right for residents homes, how will the Welsh Government and BCBC address this funding gap as a priority?*

The remedial works scheme focuses on removing any existing internal and external wall insulation, drying out the walls and removing any internal mould before installing new insulation or cement render, as preferred by the homeowner. We have undertaken extensive survey and preparation work, so are confident that the secured funding is sufficient to complete the work on all eligible homes and will continue to carefully manage expenditure. However, if it becomes apparent that costs might exceed the available budget we will explore options with Welsh Government including further direct grant funding, accessing UK Government schemes such as ECO4 and the Great British Insulation Scheme and other grants such as the Energy Redress Scheme. At no point will homeowners or residents be required to financially contribute to this work.

*Will residents receive written confirmation of the work to be undertaken on each home, and written guarantees for the work?*

Following completion of the detailed designs and the walls reaching a satisfactory moisture level, the options for each property will be presented to each homeowner who will be asked to book an appointment with Warmworks to discuss the specific findings of all property visits and the proposals for the next stage (wall insulation being reinstalled or render-only finishing being applied).

These findings will include data from initial retrofit assessments carried out in 2023, right up to the most recent moisture readings taken. A report of these findings will be produced, specifically tailored to each individual property. It will detail defects and interventions required, clearly distinguishing between any defects originating from the wall insulation that has now been removed and any from pre-existing and/or historical issues.

This will ensure each homeowner has a complete understanding of all works carried out to date and empower them to make informed decisions about the works still to be undertaken. Following this, each resident's signed confirmation of their preferred outcome will be required before work can be started.

The insulation will come with a 25 year Insurance Backed Guarantee (IBG) from the installer, registered with the Solid Wall Insulation Guarantee Agency (SWIGA) which will provide cover should the installer used on this project cease trading. Where a homeowner chooses a render only finish, it will be accredited by the British Board of Agrément (BBA) and will have a product specific IBG of 10 - 25 years, dependent on the actual product used.

*Can you confirm that a joint meeting with residents, involving both the contractor and council representatives, will take place to flush out any outstanding issues and reassure residents?*

Yes, we will work with residents and Warmworks to schedule a meeting to resolve any ongoing issues and concerns the residents have. Warmworks will continue to offer regular opportunities in Caerau for residents to speak to them through the resident liaison officer and established contact channels.

I trust this addresses the points raised in your letter. We have made good progress since securing the project funding and will soon have dealt with the defective work in all eligible homes. We will continue to work with residents and other local stakeholders, ultimately making sure residents receive the best possible service and support as Warmworks complete the remedial works.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J. Spanswick', written in a cursive style.

Y Cyng / Cllr John Spanswick  
Arweinydd y Cyngor / Leader of Council