

Date: 15<sup>th</sup> October 2012

The Resident

Goldthorpe  
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London  
NW1 0HH

Repairs and Improvement  
Housing & Adult Social Care  
London Borough of Camden  
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London NW1 7DB

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Dear Resident,

**Re: Cavity Wall Insulation Works – Introduction Letter.**

We are pleased to inform you that we have secured funding to complete our cavity wall insulation programme. We will be externally surveying your home to confirm if it has cavity or solid walls and will insulate any fillable cavity walls.

Statutory leaseholder consultation will not be necessary as the works will be done at very low, and in some cases, no cost to Camden.

The insulation will be installed using two types of access: ladders for low rise buildings and rope access (i.e. abseilers) for high rise buildings.

The works are undertaken from the outside of the property by drilling holes at regular points through which the insulation can be injected. There will be some noise and dust whilst the drilling works are undertaken but we will ensure the contractors, Zero Carbon will keep this to a minimum.

You will be notified in writing at least a week before the works are due to take place and will receive a letter from the contractors. It is not expected that the works will take longer than five days per block.

The works will be starting forthwith in order to ensure we can get external funding and all works should be finished by January 2013.

Insulating the walls will make your home warmer and more energy efficient in the colder winter months and cooler in the summer months.

This work has been made possible with Carbon Emission Reduction Target (CERT) funding from an energy company and therefore the contractors are required to collect details from you regarding any benefits you may be receiving as the Government is keen to ensure as many low income households as possible benefit from the energy company grants. Zero Carbon UK Resident Liaison Officers will be responsible for collecting the information. We would like to assure you this information will be treated as confidential and will not be shared with any third parties.

If you have any queries, comments or concerns then please don't hesitate to contact me on 0207 974 3014 or contract support on 0207 974 3348.

Yours faithfully



**Justine Donnelly**  
Sustainability Officer