

March 15 2013

The Managing Director

Saint-Gobain Ltd and British Board of Agrément

Dear Sir/Madam

Cavity Wall Insulation : Blown-In Mineral Wool

I had blown-in mineral wool cavity wall insulation introduced at my home and now have evidence of widespread and serious voids. The evidence is unequivocal and exists in both video clips and professional thermal imaging. The evidence also remains undisturbed for future reference. The product used is by Saint-Gobain Isover UK and the certification claimed for the product by the prevaricating contractor refers to the British Board of Agrément (96/3274).

The reasons for the failure may be plural but I can say that although the injection pattern broadly mirrors the certification model, there are certainly injection holes occurring in the middle of known voids (there may yet be more), therefore it is certain that no blown-in mineral wool entered those particular holes for whatever reason.

The bottom line is that I will have the work corrected and ultimately the contractor responsible (British Gas) will pay for the work. What I need from one or both of you is to know what the official recommended correct procedure is for remedial work in this kind of situation, where the need for remedial work arises simply from fraudulent installation rather than any other cause (such as dampness).

The work carried out here does not comply with the certification or Building Regulations. I know that because I am a practicing construction professional. This situation cannot be unique therefore I imagine something will exist on paper which I can in due course present to the courts as evidence of need for remedial work, should the need arise.

This letter is addressed to both Saint-Gobain Ltd and the British Board of Agrément and I will expect answers from both. There will also be a long list of other recipients to be published at a later date as I need to get this matter moving quickly. It has dragged on long enough.

Yours faithfully

W.L. Gradwell

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