

From: [Alison Paskell](#)
To: lesgradwell@canalview.org.uk
Cc: [John Albon](#)
Sent: Tuesday, March 19, 2013 11:54 AM
Subject: Receipt of Complaint Letter - Ref: 1409 - (BBA Certificate 96/3274)

Dear Mr Gradwell

Thank you for your letter.

The BBA can only consider complaints about products, systems and installers that are BBA approved, from your letter it would seem that your complaint is directed at the quality of a product that holds BBA Certificate 96/3274.

Please be aware that the BBA does not insure or guarantee these products, systems or installers and is not responsible for individual installations. Therefore, your first contact in making a complaint in this category should be with the company which sold you the product or, if applicable, installed the product, i.e. the company with which you have a contract.

That said, in relation to our monitoring of BBA Agrément Certificates we are keen to be informed of possible quality issues and the like. If the Certificate holder fails to respond to your complaint, then we will take the matter up with them as part of our monitoring role, but please bear in mind that it is not part of our remit to resolve individual customer complaints.

To make a formal complaint in line with our complaints procedure please complete and return the attached Complaints Form. This will then be added to your file, as referenced above, and processed further.

Kind Regards

Alison Paskell
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I refer to your email dated March 19 2013 (below). Any delay in responding is due to other life commitments which cannot be avoided.

I am fully aware of your role and status, which is why I wrote to you, as I did once before. The contractor concerned is British Gas who continue to prevaricate. Following sustained pressure from me they have at least claimed their Cavity Wall Insulation (CWI) system used holds BBA Certification 96/3274. British Gas sent the attached PDF as a rather pathetic and naive attempt to befuddle me into accepting it as a method-statement for remedial work. You are in a position to check whether they are entitled to cite BBA Certification 96/3274 as the system used in their original failed attempt at cavity wall insulation. That information is crucial and will be required for forthcoming proceedings.

I am also well aware that it is not part of your role to help resolve my complaint against British Gas. I have never asked you to get involved, I do not want you involved and would never permit you in that role. The BBA is not sufficiently qualified for that role; but I am.

You should note I now have unequivocal evidence that some injection holes were not utilised at all (voids behind those injection holes proven by video images) when the work was carried out, therefore this is not just a case of incompetence, rather deliberate fraud, which is a criminal offence. Fraud possibly by an out-of-control installation crew but fraud nevertheless.

If you wish belatedly to investigate "quality issues" as you put it, for your own purposes then that is for you to decide. I will cooperate fully with you but under strictly controlled conditions. My strictly controlled conditions. This is my home, not yours. You do not need to investigate on my behalf. I am investigating this matter myself as I am fortunately well qualified to do. More so than you are in the wider context, as I obviously know more about construction, particularly judging from what you have published and I am still attached to a company of Chartered Surveyors. Which brings me to question time and we will start with the question above.

I should mention that my home is of traditional construction and was built in 1965, the year that the first national Building Regulations were enacted by the Queen's Most Excellent Majesty.

Questions

1. Can you confirm that British Gas are entitled to cite BBA Certification 96/3274 as the system used in their original attempt at cavity wall insulation.
2. Given there are obvious weaknesses in the published certificate (weaknesses referred to below), do you publish any additional guidance to product manufacturers (for contractors) in support of 96/3274 ? If so I need a copy.
3. The question I asked you that you did not answer is whether or not you are aware of a system for remedial work in these situations where the need for remedial work arises from fraud and/or incompetence. In other words where this is the only need for remedial work ? This situation cannot be unique. I have written to the product manufacturer with this question and have not yet had an answer but I will deal with them in due course. I imagine it is their role to answer that but I have to ask you in case you have been involved before in remedial work and the County Court may well ask.

4. Page 7 of your certification PDF states "12.3 All uncapped cavity walls should be sealed prior to installation.". What procedure do you recommend to approved contractors when CWI is applied to an existing home, bearing in mind it is obviously impossible to cap the head of cavity walls on an existing home and your people must know that or ought to know that ?
5. Page 8 of your certification PDF states "16.4 The material is injected through a directional nozzle. Filling proceeds from the bottom to the top of the walls and from one end of an elevation to the other." Does this protocol require the directional nozzle referred to be inserted in any particular way (i.e. with the directional slot downwards or upwards for example) ?
6. For the record what 'monitoring' is carried out by you each year as claimed in your email ?

I had blown-in mineral wool CWI at my previous (pre-war) home as well and in neither case were any air-bricks touched by technicians. A check visit was carried out by someone at my current home but that visit did not include any technical inspection. From enquiries since made at other homes it seems unlikely to me that air-bricks *per se* are ever considered. No one really checks. I now know that. Unless standards are upheld and seen to be upheld they are worthless in reality and BBA certification likewise is worthless in reality.

The CWI voids identified at my home (there may be more) now add up to a very significant percentage in area and are sabotaging my considerable efforts to make my home energy efficient across the board. I will prosecute this as far as is necessary until my cavities are properly filled, which is what I paid for. I want the work done properly. That is all I want. The work carried out is obviously not of merchantable quality. All other possible energy efficiency options have been introduced.

Given my background it would be unprofessional and negligent of me to allow a bunch of cowboys to prevail, sabotaging not only my efforts, but the alleged wishes of Government and the Energy Saving Trust to encourage energy efficiency.

If you wish to see some of the evidence please visit:

<http://www.britishgasinsulation.co.uk/thermography/thermography.htm>

Les Gradwell

Copies by post also to:

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