



Cornerstone Steps in to Rectify External Wall Insulation Defects

Client: **Private Home Owners**

Measure: **External Wall Insulation**

Location: **Parkside Estate, Bradford**

Date: **January to April 2014**

Value: **£200,000**

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'I'm very pleased that we were able to help local residents who had been treated so poorly. I would like to again thank Cornerstone for their hard work in quickly addressing the problems in my constituents' homes that were left by the previous contractors.'
– David Ward MP



The Challenge

In January 2014, we were approached by a 'big six' energy company to undertake rectifications to 21 properties on the Parkside Estate in West Bowling, Bradford. Residents of these properties had signed up to receive fully funded external wall insulation under the Energy Company Obligation (ECO), but the appointed contractors had underperformed and caused a number of defects, and were removed from the scheme.

The local MP David Ward had received complaints from residents, and alongside the energy company funder, selected Cornerstone to carry out the remedial works due to our reputation for technical excellence.

Our Solution

Cornerstone inspected the properties to determine the nature of the issues that had occurred. Defects included improperly installed insulation as well as half-finished properties left without window cills and guttering. Residents also reported that engineers from the previous contractor were unprofessional and unskilled.

We set about engaging the residents involved and scheduled the works in priority order. In all cases, the installation or finishing of at least one elevation of external wall insulation was required. We maintained a constant site presence to oversee our highly skilled and directly employed engineers and provide reassurance for residents.

Facts & Figures

The Parkside Estate is in Little Horton ward, one of the most deprived in Bradford

The Result

The rectifications were completed in good time and to the complete satisfaction of the residents, local MP and funder. Cornerstone was acclaimed for the quality of our work and of our customer service, and thanked by David Ward MP for our speed and diligence in effecting the remedial works.

David Ward MP continued to campaign for better regulation within the external wall insulation industry, lobbying the then Secretary of State for Energy and Climate Change Ed Davey MP, citing Cornerstone as an example of good practice.

