

Claire Curtis-Thomas  
BBA  
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WD25 9BA

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Dear Claire,

Many of the INCA System Designer members and Contractor members have recently received a letter relating to external wall insulation (EWI) system failures. The letter has caused some concerns which have been discussed within INCA and as such members have requested that we write to you for clarification on various items relating to the letter.

The letter indicates a serious situation concerning a system failure, however does not indicate what that failure is and based on this along with the other points made several questions have been raised which we would request a response to:

- What does the BBA class as a 'system failure'? Concern is that contractual items and on-going snagging may be reviewed as system failure and the process involved may slow down the completion of a contract. It would be useful if the BBA could identify at what stage you would require involvement.
- What would the BBA's service level agreement and resources be for investigating any 'system failure'. Concerns are that it would be in no parties' interest to delay resolution to a complaint to allow an additional investigation to take place.
- What will the BBA do with the data and findings? What sanctions have been discussed should a failure occur?
- Would the investigators be experienced in EWI to allow them to understand and work closely with the Contractor and System Designer in response to a 'system failure'?

INCA is currently updating its customer complaints procedure, and we are reviewing methods for assisting customers when failures occur. It is apparent that customer complaints vary from quite minor snagging items, to more serious issues, however; we feel that the first instance for any complaint should be directed to the Contractor in the first instance, then the System Designer and if the customer feels the complaint has not been dealt with, they can then contact INCA, as long as one of the above is an INCA member. We also feel that we need to outline what we would constitute a system failure, or a basic repair item so that the 'real' system failures are reviewed correctly. We would ask that the BBA considers or provides guidance on how it intends to assess what is a 'system failure;' and what can be dealt with at site level.

Yours faithfully,

**Ben Edmondson**  
Technical Consultant