

Living with External Wall Insulation (EWI)

A simple guide for tenants & homeowners



What is External Wall Insulation?

External Wall Insulation (EWI) has been installed on your home to help keep it warmer, more energy efficient and better protected from the weather.

It includes a layer of insulation fixed to the outside of the building finished with a protective render.



Warmer in winter
Retains heat for longer



Cooler in summer
Reduces overheating



Lower energy use
Can lower heating costs



Less condensation
Reduces damp and mould risk



Heating and Ventilation – Getting the Balance Right

- ✓ Use your heating steadily rather than turning it on and off at high temperatures
- ✓ Open windows regularly to allow fresh air in
- ✓ Use extractor fans in kitchens and bathrooms
- ✓ Keep trickle vents open (if fitted)



Good ventilation helps prevent condensation and mould.



Open windows regularly



Use extractor fans



Need Help or Advice?

Please contact us in the first instance unless you are under a housing provider.

For technical support, we may liaise directly with EWI Pro.



Important Reminders

EWI Pro systems help create warmer, healthier homes. Use heating and ventilation correctly, and report issues early.

Thank you for helping to look after your home.



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Looking After Your Home

Important guidance for tenants



General Care

- ✓ Do not drill or fix items directly into the external walls without prior advice.
- ✓ Avoid leaning ladders or heavy objects against the surface.
- ✓ Take care when moving bins, bikes or garden items nearby.
- ✓ Clean the walls with a soft brush or low-pressure wash where needed.



Drilling and Fixings

- ✓ Specialist fixings must be used when attaching anything to the External Wall Insulation system.
- ✓ Before any work is carried out, contact Kooka Group or EWI Pro to confirm the correct fixing method and best practice.
- ✓ Incorrect drilling or fixings can damage the system and may affect the warranty.
- ✓ Only suitable materials should be used when touching up or fixing any part of the system.



Repairs and Maintenance

- ✓ Report any damage to the system immediately.
- ✓ Cracks, chips or holes in the render.
- ✓ Loose or damaged areas.
- ✓ Gaps around windows, doors, pipes or cables.
- ✓ Damaged silicone sealants.
- ✓ Signs of water getting in.



Do not attempt to repair the system yourself.
Please report any issues to your housing provider.



Ventilation, Damp and Mould

- ✓ Keep good airflow around the home and ensure ventilation.
- ✓ Open windows regularly, use extractor fans and keep trickle vents open (if fitted).
- ✓ Notify your housing provider immediately if you notice any increase in mould, condensation or damp.
- ✓ If damage, including failed silicone sealants, is not reported, the system could fail and water ingress could lead to damp and mould.



If External Works Are Being Carried Out

- ✓ Window cleaners, electricians, decorators and other contractors must be told that the property has External Wall Insulation.
- ✓ This helps prevent accidental damage during maintenance or installation work.
- ✓ Any work affecting the external wall should follow the correct guidance for EWI systems.



Need Help or Advice?

Please contact us in the first instance unless you are under a housing provider.

Kooka Group may liaise directly with EWI Pro where required.



Important Reminder

Reporting issues early helps protect the system, the warranty and your home.

Thank you for helping to look after your home.