

Many thanks to CIGA's new CEO Nigel Donohue and Ola Taiwo Head of Customer Service at CIGA for meeting with CIVALLI on 21/2/2017. Here are CIVALLI's key points taken from the meeting.

The common ground and the positives

- Some recognition that there are devastating consequences when things go wrong.
- Empathy for the potentially life changing outcomes.
- Recognition that the policies underpinning the roll out of CWI, particularly record keeping have been substandard.
- Acknowledgement that customer service needs to improve and a clear vision of how that might be done.
- Ideas around procurement and cutting repair costs through this process (Economies of scale). If done properly.
- Standardisation of works undertaken and quality assurance processes.
- Recognition that substandard work at all levels should not be tolerated.
- Positive engagement not alienation of victims.
- Packs should be issued to potential CWI customers clearly stating their obligation to maintain prior to installation.

The very strong and clearly represented differences.

- **There is no maintenance condition in the CIGA guarantee until 2014**
- **The maintenance condition should not be added retrospectively nor used as a caveat even after 2014 when homeowners or LAs and HAS were unaware of their obligation under the guarantee until after installation.**
- **We strongly disagree with CIGA that maintenance should have been assumed.**
- **We were unable to clarify what that maintenance is nor what the expectations are.**
- **We could not clarify what permitted maintenance is nor what types of work void the guarantee.**
- **We do not believe that CWI is appropriate for fuel poor home owners as professional gutter cleaning alone could negate any potential savings.**
- **CWI means potentially expensive maintenance bills that many people simply can't afford.**
- **We believe CWI should never be installed in areas of severe wind driven rain.**