



CAVITY ASSESSMENT SURVEILLANCE SCHEME (CASS®)

(15-01-20)

British Board of Agrément
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Note: This document may be revised from time to time, Readers are advised to contact the British Board of Agrément to check the latest edition.

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Revision History (in reverse chronological order)

Issue	Date	Nature and Location of Change
6	26/10/2017	Addition of partial fill photograph requirement.
5	18/07/2017	Inclusion of BBA survey form
4	31/05/2017	Document updated with PAS2030:2017 references. Requirement to identify combustion appliances in the assessment. Update to appeals process.
3	26/04/2017	Document revisions & alignment with other scheme documents
2	09/02/2017	Document revisions, pp3-8
1	04/05/2016	Document creation

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1.0 TERMS AND CONDITIONS OF USE

Intellectual Property Rights, including Copyright, in the “BBA Cavity Assessment and Surveillance Scheme” (CASS®) (hereinafter referred to as the Scheme), this Scheme Document and any other related documentation, belong to the BBA.

This Scheme Document has to be read, considered and used as a whole document – it may be misleading and will be incomplete to be selective.

You may view, read, print and copy this Scheme Document, for your own personal use and/or your business purposes. If a copy is passed to a third party, the BBA’s Intellectual Property Rights must be acknowledged. Use and copying of this Scheme Document is permitted only in accordance with these terms and conditions.

References in this Scheme Document to any Act of Parliament, Statutory Instrument, Directive or Regulation, British, European or International Standard, Code of Practice, manufacturers’ instructions or similar publication, are references to such publications in the form in which they were current at the date of this Scheme Document.

This Scheme Document is valid only within the UK.

The surveillance and audit process is based on the information submitted by the Assessor and whilst BBA takes reasonable steps to ensure the compliance of Assessors with the terms of the scheme BBA cannot be held responsible for submission of false or inaccurate information by Assessors.

The BBA makes no warranties, representations or undertakings in respect of this Scheme Document.

In no event, will the BBA be liable for any direct or consequential loss or damage arising from the use of this Document or use of, or reliance on, its content.

2.0 BACKGROUND INFORMATION

BBA

BBA offers a range of services that provide reassurance to UK users, specifiers, insurers and regulators of construction products and encourages the adoption of innovative construction solutions

More specifically BBA:

- Tests and assesses construction products against UK requirements or other relevant recognised documents, issuing Agrément Certificates for those products it considers are fit for purpose;
- Inspects and certifies manufacturers to confirm consistency of production, and inspects the installation of products through independent or government schemes.

BBA Agrément Certificates

BBA Agrément Certificates provide BBA’s independent opinion of the fitness for purpose of a product or system for use in the UK having assessed all relevant performance factors including as appropriate safety, installation, durability and other essential requirements.

BBA Cavity Assessment Surveillance Scheme (CASS®)

Experience has shown that with regards to the retrofitting of cavity wall insulation, in some cases, consumer confidence is being undermined by the perception that insulation is being installed into properties which are unsuitable.

To seek improvement in this area and to increase consumer confidence, the BBA has developed a Cavity Assessment Surveillance Scheme (CASS®) covering Property Assessments. CASS® will check a proportion of Assessments at the beginning of the process in order to check the suitability of properties proposed by Property Assessors for cavity wall insulation and it will provide independent third party validation of suitability. Property Assessors can register for the Scheme via an online platform, described in this document.

3.0 DEFINITIONS

Definitions

For the purpose of this Scheme, the following definitions apply:

Abbreviation or term	Explanation of abbreviation or term
Applicant	A person who submits an application to the BBA CASS® platform in order to obtain a unique property Assessor number
Assessor	A person whose application has been successful and is deemed competent to assess buildings in compliance with the Scheme requirements
Assessment	Assessment of a building for the installation of Cavity Wall Insulation
BBA	British Board of Agrément
Certificate Holder	A Company which holds a valid and relevant BBA Agrément Certificate
Challenge	Means a challenge to the outcome of a desktop assessment or site surveillance visit
CITB	Construction Industry Training Board
Complaint	Means a complaint about the way or manner in which CASS® or the desktop Assessor or the Inspectors have operated
Customer	A person, homeowner, company or organisation, on whose behalf the assessment is being undertaken
CWI	Cavity Wall Insulation
Existing Buildings	A building that has been notified in writing to the relevant Local Authority as complete, signifying compliance with the Building Regulations
Installation Manual	The latest version of the Installation Manual prepared by the Certificate holder and approved by the BBA
Installer	A company or organisation approved by the BBA for the installation of cavity wall insulation
MTC CWI 1	Minimum Technical Competences to Determine the suitability of a building for Cavity Wall Insulation Work
Product	The material used for insulating the cavity space
Report	The property assessment prepared by the Assessor in accordance with this Scheme Document
Scheme	The BBA Cavity Assessment and Surveillance Scheme (CASS®)
Scheme Document or Document	The BBA Scheme Document for the surveillance of Assessments of properties by the Assessor
System	A system that comprises of the product, machinery and method of assessment and installation as defined in the Agrément Certificate for which there is an Installer or as agreed between the Certificate Holder and BBA
UAR	Unique Assessment Reference

The singular includes the plural, and vice versa and the masculine includes the feminine, and vice versa.

Paragraph headings and bold are included for convenience only and do not affect interpretation of the Scheme Document.

4.0 REFERENCE DOCUMENTS

CASS® 01 Omitted areas (see appendices)

CASS® 02 Remedial works (see appendices)

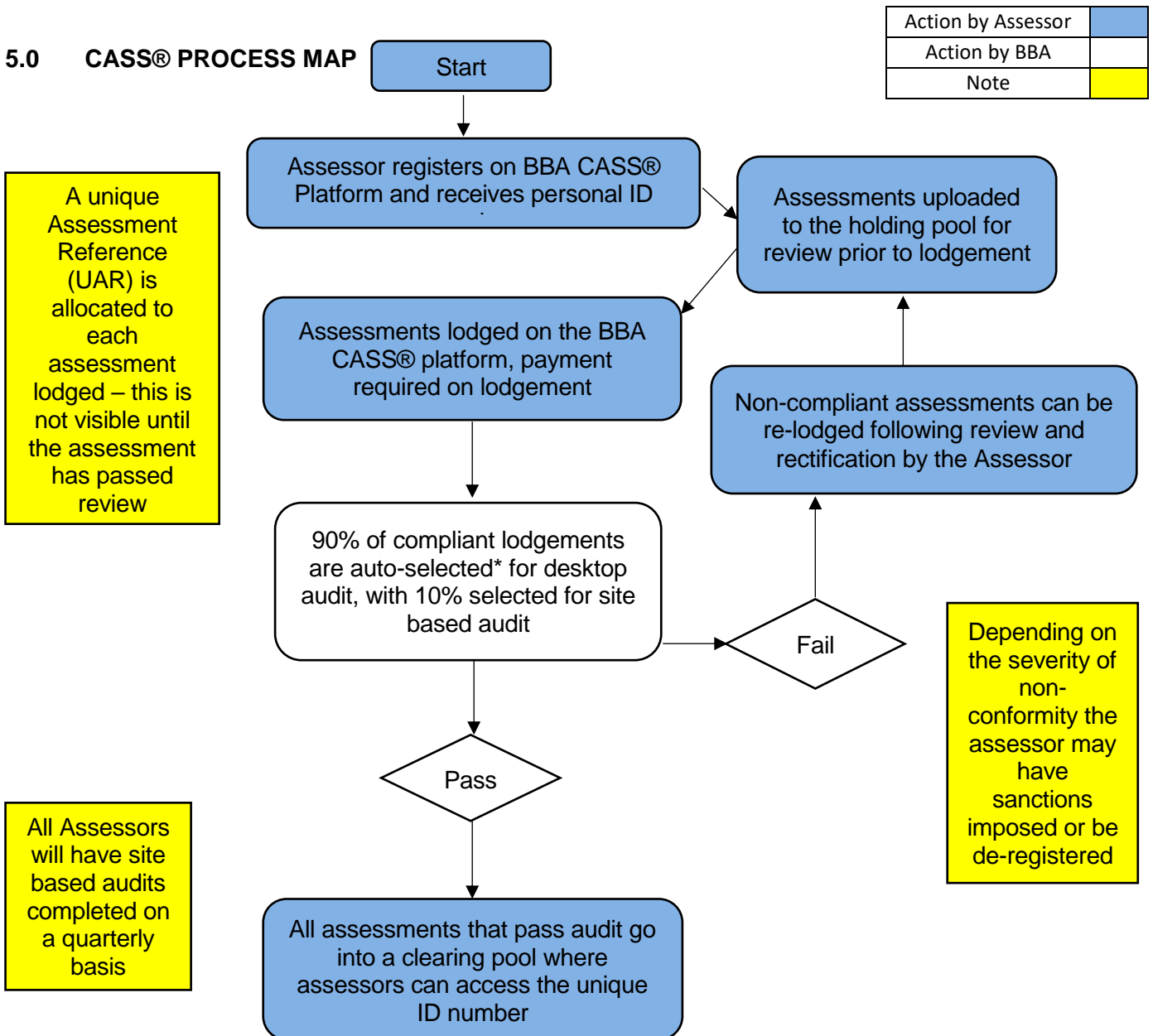
CASS® 04 Householder Consent Form DPA (see appendices)

CITB: MTC – Annex - CWI 1 Minimum Technical Competences to Determine the suitability of a building for Cavity Wall Insulation Work

CIGA Guides to Best Practice

PAS2030:2017 Specification for the installation of energy efficiency measures (EEM in existing buildings)

5.0 CASS® PROCESS MAP



*The system automatically checks the responses to the questions, including whether required documents have been uploaded. Any irregularity in the responses, or questions answered, in a negative way about the suitability of the property is either automatically rejected at that point or drawn to the Auditor's attention.

As a first step the applicant should log onto the BBA CASS® Platform and complete the registration section to obtain a unique BBA Property Assessor ID number. There is no charge to register as a property Assessor but for the application to be successful and to obtain the BBA ID number the applicant must provide corroborating evidence of technical competence as defined within this Scheme Document, PAS2030 and the Certificate Holder's installation manual (as defined in section 6). Access to the BBA CASS® Platform can be found via www.BBACASS.co.uk

Each time an assessment is lodged for review on the BBA CASS® platform payment will be required via a PayPal account or similar online payment portal.

The Scheme provides a validation process that checks if the information submitted by an Assessor on a property assessment lodged on the BBA CASS® Platform is compliant with the requirements set out in this Scheme. Where the assessment is not suitable, it will be returned to the Assessor for review with possible sanctions imposed by the BBA. Any appeal must be made within 5 working days of the initial rejection, or the assessment will have to be re-lodged.

All assessments are subject to Auto-Validation during assessment. Following lodgement 90% of all assessments will be randomly selected for an in-depth desk top audit by the Auditor. With 10% of assessments lodged, receiving an on-site visit by an appropriately qualified BBA Inspector. The site audit will be carried out by the inspection department to validate the assessment report content, Assessor competence and compliance with scheme requirements.

Site surveillance audits are carried out by BBA Inspectors, trained and experienced in the assessment of properties as described in this Scheme Document and with extensive knowledge of CWI products and/or systems approved by the BBA. All Assessors will have site based audits completed on a quarterly basis.

Where the site surveillance visit identifies non-compliance with the Scheme requirements the assessment will be returned to the Assessor via the Platform with comments for review and rectification by the Assessor along with any sanctions deemed appropriate. Any appeal must be made within 5 working days of the initial rejection, or the assessment will have to be re-lodged.

Following rectification and re-submission (where applicable) of the assessment by the Assessor the site may have a subsequent visit completed by the inspection department to ensure compliance to Scheme requirements thus allowing for the non-compliance to be closed.

Where the re-visit by the inspector finds continued non-compliance with the issues raised sanctions will be implemented.

All assessments lodged for audit go into a clearing pool on the fourth working day, where assessors can access the UAR issued for progressing to installation stage.

For an Assessor to retain registration in the BBA CASS® Scheme, the Assessor must successfully demonstrate ongoing compliance with the Scheme.

6.0 SCHEME REQUIREMENTS (GENERAL)

Statutory requirements

The Scheme requires the Assessor to accurately document what is required to comply with the statutory requirements applicable to the building to be insulated, for example relevant Building Regulations.

Responsibilities

The responsibilities of the BBA, the Applicant and the Assessor are set out in this Document.

Enquiries

Information about the BBA, the Scheme, the Scheme Document, Assessors and Agrément Certificates is available from the BBA.

Applicant

The Applicant must satisfy the BBA that they are competent to operate in accordance with the Scheme. 100% of registered assessments will be subject to auto-validation on lodgement with a percentage of those deemed

valid selected for site surveillance by the BBA, to validate the assessment report content, Assessor competence and compliance with Scheme requirements.

Assessor Responsibilities

The Assessor is responsible for producing and uploading assessment reports, automatically dated, and GPS photographic evidence that shall document whether or not a building is suitable for the CWI to be installed.

The Assessor is at all times responsible for ensuring the accuracy of data and evidence that it submits under the Scheme and for ensuring that each Assessment complies with all statutory requirements and the specific requirements and terms of the Scheme.

Assessment

The Assessment Report shall include, as a minimum:

- the name of the Assessor;
- the Assessor registration number;
- the name and address of the homeowner and the location of the building;
- consent from the householder for BBA to process their personal data (see Appendix CASS® 04 – householder consent form DPA);
- the Installer's details (if known);
- identification of essential ventilation openings that require sleeving or safeguarding before installation including any additional combustion ventilation required and the agreed location with the customer;
- the position of all flues whether or not they are in service and measures that must be taken to safeguard their proper functioning;
- the identification of all combustion burning appliances within the dwelling to be insulated, the kW input rating of the appliance (for gas appliances) or the kW output of the appliance (for solid fuel appliances). Their location(s) should be clearly marked or recorded on the assessment for;
- confirmation that all internal rooms and external elevations have been checked and that no areas of existing damp are present (other than those caused solely by condensation);
- where the installation will take place through the internal leaf;
- areas of the building(s) to remain un-insulated shall be shown with the reasons why the installation could not take place. It must include a signature from the customer agreeing these exclusions including evidence that the customer has been informed of the possible ramification of omitting said areas, (see Appendix CASS® 01 Omitted Areas);
- areas where an internal examination of the cavity has been performed (minimum of one scope inspection per elevation for Standard Cavities and a minimum of three per elevation for Narrow and Partial Fill Cavities) and the results of each examination.
- A clear photograph of the inside of the cavity must be provided for all assessments.
- Where existing partial fill cavities are being assessed, the assessor should also confirm the type of existing insulation that is present in the cavity.
- the specification of any remedial action required before the installation of CWI. The responsibility for rectification shall be agreed with the customer in writing at the time of noting such actions, (see Appendix CASS® 02 Remedial Works);
- a risk assessment, notifying the customer of any issues arising therefrom;
- any special requirements/factors pertinent to the building in relation to the proposed installation, such as restricted access, etc;
- a statement as to whether or not the building is assessed as suitable for the installation of CWI; if not, reasons shall be stated;
- a signed declaration by the Assessor that the building has been assessed according to the requirements of the relevant Agrément Certificate and this Document;
- a space for the assessment to be countersigned later by the installing Technician prior to installation of the CWI, as final acceptance that the property is suitable for installation in accordance with the

- relevant Agrément Certificate and this Document;
- a signature from the homeowner confirming that they have read and understood the contents of the report.

Before installation of the System, the customer shall be supplied with a copy of the completed assessment report.

Competence

The Assessor must demonstrate that they are fully conversant with the contents and requirements of the Scheme Document and all other factors that could affect the success of an installation.

Required areas of competence include, but are not restricted to:

- suitability and preparation of the site
- installation techniques
- repair and maintenance
- finishing work
- health & safety, including working at heights, PPE, risk assessments
- adherence to all statutory requirements applicable to the building to be insulated, for example the Building Regulations

In addition, the Assessor shall:

- satisfy the requirements of Cavity Wall Insulation – Common Minimum Technical Competency Requirements (CITB MTC CWI 1)
- provide timely corrective action in relation to any issues raised by BBA
- maintain formal records of all assessments, including dates undertaken.
- upload up-to-date corroborating evidence of the above competence onto the Platform.

BBA Responsibilities

The BBA has responsibility for assessing, appointing and maintaining the membership of the Scheme on the basis set out in this document.

Details of the membership will be made available on the BBA website.

The Scheme will involve the BBA assessing the ability of an Assessor to meet the requirements of the Scheme Document. The Assessor must be able to demonstrate that they are fully compliant with the registration Criteria.

The BBA is responsible for checking that the properties are assessed according to the Technical Requirements of the Scheme. The site based surveillance audit and re-site based surveillance audit as appropriate of the BBA CASS® Registered Assessors Property Assessment is undertaken by the inspection Body's own inspectors who are trained and experienced in the assessment and installation techniques. Further details can be found within the main text of this document.

7.0 SCHEME REQUIREMENTS (SPECIFIC)

The Assessor must ensure that the building in which it is intended to install cavity wall insulation meets the requirements of this Scheme Document and the relevant BBA Agrément Certificate with respect to the following:

(a) **Height of wall** The Scheme encompasses the Assessment by Registered Assessors of cavity wall insulation which is the subject of a BBA Agrément Certificate, in buildings not exceeding 12 metres in height. See note 1 below.

(b) **Water Penetration** All buildings that show or have shown evidence of water penetration to the internal leaf, the cause and symptoms of which have not been satisfactorily corrected shall be classified as unsuitable for installation.

(c) **Condition of cavity walls** The cavity walls to be filled shall be structurally sound and shall comply with the requirements of the relevant BBA Agrément Certificate in terms of location and minimum cavity width. The outer leaf shall be reasonably free from cracking, defective mortar, damaged rendering, spalled bricks or discharge of water from building features. Gutters, downpipes, overflows, etc. shall be in good functional order. The inner leaf shall be free of dampness, other than that directly attributed to condensation.

(d) **Protection of cavities** Where the fill will come up to underside of a feature, e.g. sill, floor slab or roof, it is essential that this feature should not permit water to penetrate the cavity at that level, since otherwise the top surface of the insulation could act as a bridge for water to cross the cavity.

(e) **Recent construction** Where less than one year has elapsed since first occupancy, not only should the building meet the recommendations of (a) to (d) above, but also it should have been designed and built following the recommendations of the appropriate Building Regulations.

(f) **Visible Defects** Any visible defects that could result in water penetration or rising damp shall be identified on the Remediation Report. If defects are found, the Assessor shall notify the customer in writing that appropriate remedial action must be undertaken before installation of the insulation. The building shall be deemed unsuitable until the defects are rectified.

(g) **Cavity Barrier** Where the BBA Agrément Certificate requires the insertion of a cavity barrier, the Assessor should identify the location of the required barrier and record it on the assessment.

(h) **(Narrow/Partial fill)** When assessing Narrow cavities, the assessment shall be completed in compliance with the relevant BBA certificate and CIGA's Technical note Narrow Cavities May 2013 v1. Where the cavity is partially filled, the assessment shall be completed in compliance with the relevant BBA issued certificate and CIGA's Technical Note, Partially Filled Cavities Apr 2013 v1.

(i) **(Registration Criteria)** The following will be a minimum requirement for registration:

- Current BDC/CRB (Basic Disclosure Check/Criminal Records Check)
- Annex CWI 1 – Common Minimum Technical Competency Requirement – Determine the Suitability of a Building for Cavity Wall Insulation Work: With routes to competence as shown in PAS2030 B1-I3
- Narrow and/or Partial Fill Cavities, evidence to corroborate competence if applicable.

Note 1: Where buildings are above 12 metres high, installation may take place if the relevant Certificate holder has assessed the building as suitable and this is provided for in the relevant Agrément Certificate. In such cases, the Certificate holder must carry out an assessment and maintain a documented record that they have given approval for the installation to take place. This assessment is not required to be uploaded on to the BBA CASS® Platform for review.

8.0 VALIDITY OF BBA REGISTRATION OF AN ASSESSOR

The BBA can suspend or withdraw the approval of an Assessor if, without prejudice to the generality of the foregoing, BBA judges that the Assessor is considered unsuitable to continue as such.

Termination or suspension of Registration by the BBA under the Scheme will be notified to the Assessor by email or letter.

9.0 CONDITIONS OF REGISTRATION

All applicants will be subject to a pre-registration review (refer to Scheme Requirements Specific (h) & (i) above). Following a satisfactory review, the Assessor will be Registered on the Platform and issued with a BBA Assessor number.

Where the application is deemed unsatisfactory following the review, the applicant will be informed of the reasons. Re-application is permitted if unsuccessful.

The BBA shall be entitled to suspend or revoke its registration of an Assessor at any time by notice in writing to the Assessor, and without prejudice to the generality of the foregoing may suspend or revoke the registration by notice if:

- (a) Information detrimental to the successful registration becomes available which was not at the disposal of the BBA prior to its Registration of the Assessor.
- (b) Non-payment of fees.
- (c) The Assessor goes into liquidation or has a receiver or administrator appointed over any part of its business, property or assets.
- (d) Non-compliance with the Scheme requirements, as set out within this Scheme Document.
- (e) Non-compliance by the Assessor with the relevant BBA Scheme Document, as may be changed from time to time by the BBA.

BBA Registered Assessors found to be non-compliant with the Scheme requirements may at the discretion of the BBA be subject to additional surveillance visits to monitor compliance with Scheme requirements. Continuous compliance with BBA Scheme requirements may result in the number of annual assessments being reduced.

The BBA's entitlement to suspend or revoke a registered Assessor described above also applies to the following. BBA Registered Assessors must co-operate with the BBA and provide any information it requests relating to the Scheme and without prejudice to the generality of the foregoing must:

- (a) provide the BBA with any information requested that demonstrates compliance with the Scheme, the BBA Agrément Certificate under which the Assessor is assessing and Building Regulations;
- (b) have, maintain and make available to the BBA clear, easy to understand literature and documentation;
- (c) allow the BBA to carry out surveillance as determined by the BBA.

The BBA's entitlement to suspend or revoke the registration described above also applies to the following. BBA registered Assessors must not contravene any Scheme requirements and without prejudice to the generality of the foregoing must not:

- (a) in the opinion of the BBA bring its name into disrepute;
- (b) misrepresent their BBA registration; or
- (c) promote themselves as, or state or imply in any way that they are BBA registered if promoting, seeking, carrying out or giving notification of work outside the scope of their BBA registration.

Data Protection

You acknowledge that, as part of any assessment, you will be required to obtain and provide to BBA personal data which may include the personal details (names, addresses and other contact details) of householders. You agree to comply with the BBA CASS® Data Protection Policy and relevant obligations under the Data Protection Act 1998 and associated codes of practice when processing personal data relating to any householder.

You shall only collect personal data of householders using the forms provided by BBA which contain a data protection notice and set out the purpose for which the data will be used. You must promptly input such personal data accurately using the platform provided by BBA and retain the original forms in a secure manner in accordance with the seventh data protection principle. You shall comply with any request from BBA to transfer or delete such personal data and shall immediately notify BBA if any personal data is lost or destroyed. If you fail to comply with any such request, BBA reserves the right to delete or alter a record.

You shall indemnify BBA against all costs, claims, damages, expenses or fines for which BBA becomes liable to the extent that these are due to any failure by you to comply with any of your obligations under these Data Protection Obligations.

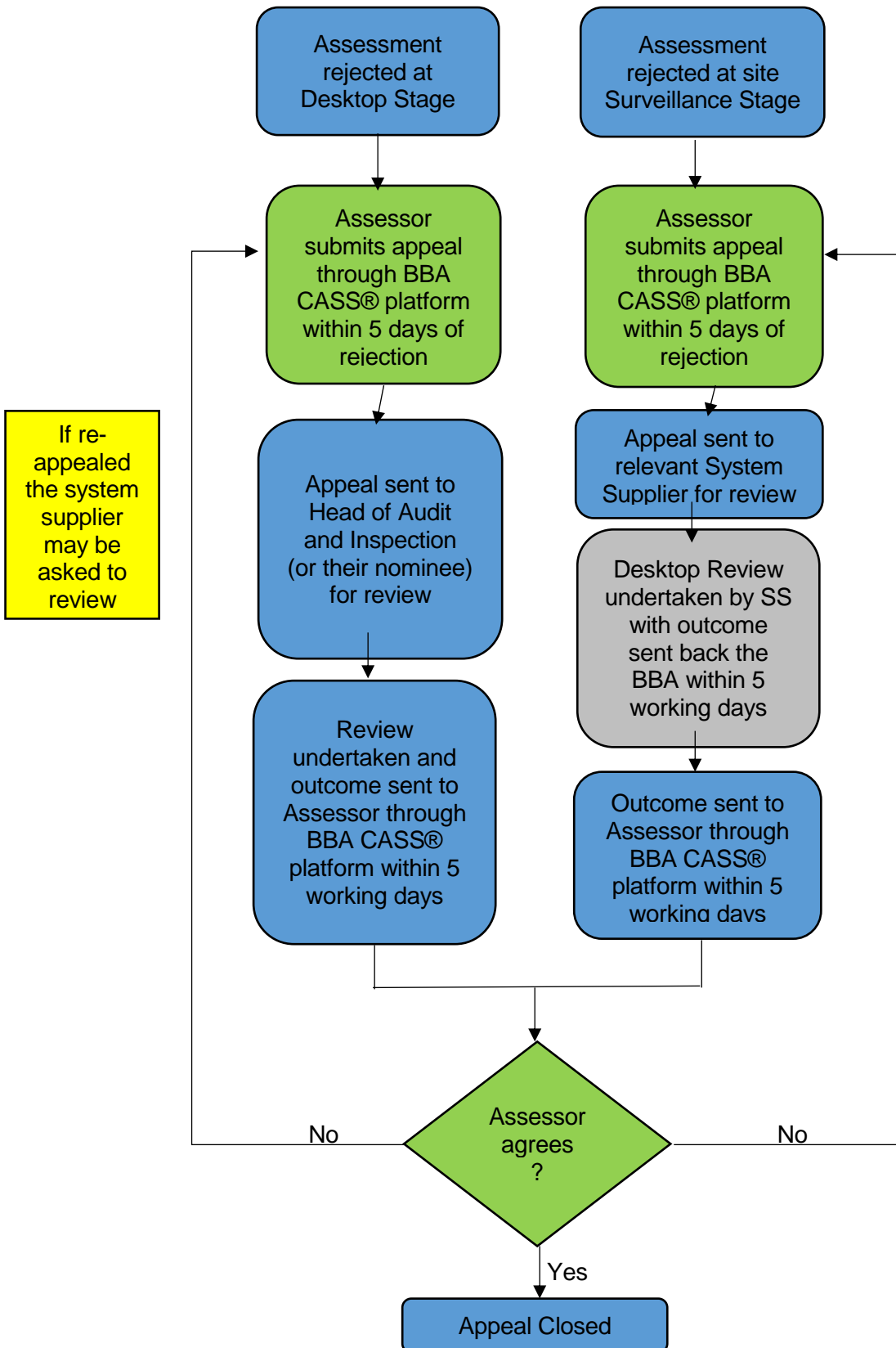
You acknowledge that all personal data relating to householders is and shall remain confidential and you undertake not to use or disclose such personal data except as set out in the BBA CASS® Scheme Document and the BBA CASS® Data Protection Policy.

You may disclose personal data relating to householders to BBA registered cavity wall insulation installers in order for such installers to contact householders with information about their services where the informed consent of the householder for that disclosure has been obtained.

You also acknowledge that you may be required to provide personal data relating to yourself to BBA in order for BBA to carry out its obligations under the BBA CASS®. You agree to provide personal data to BBA as required and consent to BBA holding and processing data relating to you for legal, personnel, administrative and management purposes. BBA may transfer such personal data to its agents and third parties as required for these purposes

10.0 BBA CASS® APPEAL PROCESS MAP

Action by BBA	
Action by SS	
Action by assessor	
Note	



Appeals process:

- (a) An Applicant may challenge a decision for non-approval of registration to the Scheme by completing the Appeal process on the BBA CASS® Platform.
- (b) A Registered Assessor may challenge a decision by the BBA to reject an assessment of suitability for installation of CWI, either at desktop audit stage or at site surveillance stage (by completing the Appeal process on the BBA CASS® Platform).
- (c) Appeals received relating to the desk top surveillance will be reviewed by the Head of Audit & Inspection or their nominee.
- (d) Following the review and within five working days, the results will be forwarded to the Assessor.
- (e) Appeals received relating to the failure of an assessment following the site surveillance visit, will have a desktop review completed by the System Supplier's representative (see flowchart above), for the system proposed for the installation.
- (f) Following the System Suppliers desktop review and within five working days, the results will be forwarded to the Assessor.
- (g) Where the system supplier is not available, the challenge will be reviewed by an appropriately qualified BBA representative, with the results of the review forwarded to the Assessor.
- (h) A Registered Assessor may appeal a decision by the BBA to impose sanctions or to de-register the Assessor.

The appellant will be advised of the outcome following the review as soon as possible.

- (i) A single re-appeal to an appeal outcome is permitted in any of these situations, if there is new evidence to support the appeal, or if the Assessor has other reasonable grounds on which to challenge the outcome.

Complaint issues should be directed through the BBA website.

11.0 FURTHER GUIDANCE AND TRAINING

System Suppliers may offer Assessor training for their own systems.

The Cavity Insulation Guarantee Agency (CIGA) also offer Assessor training:

Cavity Insulation Guarantee Agency
CIGA House
3 Vimy Court
Vimy Road
Leighton Buzzard
LU7 1FG
Telephone: 01525 853300
www.ciga.co.uk

12.0 APPENDICES

CASS® 01 Omitted Areas

CASS® 02 Remedial Works

CASS® 04 Householder Consent Form DPA

CASS® Data Protection Policy

CASS® 01 - Omitted Areas

Dear Customer: Name: _____

Date: _____

Following the assessment of your property for the suitability to have Cavity Wall Insulation installed at:

Address: _____

The following area/s of applicable cavity wall for the installation of Cavity Wall Insulation have been identified for omitting from the installation for the following reasons.

Area) _____

Reason for Omitting) _____

Area) _____

Reason for Omitting) _____

Area) _____

Reason for Omitting) _____

Percentage of measure installed) _____

All of the issues recorded above relating to the agreed omitted areas have been explained to you by the Assessor with the possible ramifications associated with the decision to omit said applicable areas.

I affirm that I have explained to the customer the possible ramifications and implications associated with the omitting of Insulation from the applicable areas as recorded above.

Assessor's name: Print: _____ Sign: _____

I have received full explanation and understand the ramifications and implications associated with the omitting of Insulation from the applicable areas as recorded above.

Customer's signature: _____ Date: _____

CASS® 02 - Remedial Works

Dear Customer: Name: _____

Date: _____

Following the assessment of your property for the suitability to have Cavity Wall Insulation installed at:

Address: _____

The following remedial action need to be completed prior to the installation of cavity wall insulation, ensuring compliance with good practice, system designer and industry requirements.

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____

All of the issues recorded above have been explained to yourself by the Assessor with the remediation actions required and must have the remediation works completed before the Cavity Wall Insulation is installed.

Item no's _____ will be completed by the occupant/owner.

Item no's _____ will be completed by another agreed entity.

I affirm that I have explained to the customer the reason for and remediation action required regarding the items recorded above to ensure the suitability of the property to have cavity wall insulation installed.

Assessors name: Print: _____ Sign: _____

I have received full explanation and understand the remediation actions I need to complete prior to the installation of cavity wall insulation.

Customers signature: _____ Date: _____

CASS® 04 - Householder Consent Form DPA

British Board of Agrément (**BBA**), Bucknalls Lane, Watford, Herts WD25 9BA is the data controller for the purpose of the Data Protection Act 1998.

As part of the BBA's Cavity Assessment Surveillance Scheme (**CASS®**), a registered CASS® Assessor will visit your property to assess whether it is suitable for cavity wall insulation.

BBA will process the personal data that you provide in accordance with the CASS® Data Protection Policy, a copy of which is available from BBA on request. In particular, BBA may use information it holds about you (including your name and address) for the purpose of recording that your property has been assessed under the CASS®. BBA may disclose your details to third parties (including government and regulatory bodies) in order to administer the CASS®.

Please address any questions, comments and requests regarding BBA's data processing practices to BBA at the address stated above.

Please **tick here** to confirm that you consent to your personal data being used by BBA as stated above.

Please **tick here** if you are happy for BBA to contact you with information about other goods and services which we feel may be of interest to you.

Please **tick here** if you are happy for BBA to disclose your personal data to selected third parties so that they can provide you with information about their goods or services.

Customer's Name _____

Address: _____

Customer's Signature _____ Date _____

BBA CWI Approved Cavity Assessment Surveyor Scheme Report.



General Assessment Details:

Customer name:		Date:	
Address:		Assessor Name:	
		Assessor ID:	
		Installer Name: (if known)	
		Installer Number: (if known)	
Landlord details (if different from above)		Property type:	
		Age of property:	
		Client contact telephone no.	

Main House

	Please delete as appropriate			Please delete as appropriate		Please delete as appropriate	
Clean Cavity	Y / N			Narrow or Partial fill (please specify the type of insulation present)		Y / N	
Main house to be insulated	Y / N			Any areas to be excluded (to be shaded on the survey form)		Y / N	
Cavity width Front		Cavity width R/ H side		Cavity width L/H side		Cavity width Rear	

Extension(s)

	Please delete as appropriate			Please delete as appropriate		Please delete as appropriate	
Clean Cavity	Y / N			Narrow or Partial fill (please specify the type of insulation present)		Y / N	
Extension to be insulated	Y / N			Any areas to be excluded (to be shaded on the survey form)		Y / N	
Cavity width Front		Cavity width R/ H side		Cavity width L/H side		Cavity width Rear	

Construction

	Main building	Extension		Main building	Extension
Brick			Mortar colour		
Render			Render colour		
Recon stone			Tyrolean		
Natural stone			Raked mortar		

Site specific question

Is there any remedial action required? (if yes Please specify on the CASS remedial form).	(Please delete) Y / N	
Are there any asbestos containing materials present that could be affected by the installation of CWI? If yes please specify.	Y / N	
Are there any Safety alarms installed at the location?	Y/ N	
If yes, by enquiry with the customer, have they been tested in accordance with the alarm system design specification?	Y/ N	
Are there any protected species identified at the location that could be affected by the installation of CWI? If yes, please specify.	Y/ N	
Is there any existing damp present on internal rooms or external walls (other than those caused solely by condensation)? If yes please specify	Y / N	
Is there a suitable DPC, as per CIGA's technicians guide to best practice? If no please specify	Y / N	
Are guttering / downspouts in good repair with no signs of leaks, spills, or blockages? (Fenlock gutters should be lined). If no please specify	Y / N	
Will the installation compromise the functionality and / or safety of existing services? (Gas, electric, water telephone etc.) if yes please specify	Y / N	
Will the site layout or conditions impair the execution of the works? If yes please specify	Y / N	
Will the installation result in any non-compliance with building regulations e.g. relation to workmanship, materials structural stability, fire safety resistance to moisture; or any other requirements stated by the supplier? If yes please specify	Y / N	
Is the type, location, exposure and condition of the structure / property suitable for the cavity wall system to be installed? If no please specify	Y / N	
Have any areas to be omitted been agreed with the customer? If yes please specify on the CASS omitted areas form	Y / N	
Is neighbour access required and permission granted?	Y / N	
Any other access issues? (Site access / working at height, vehicle access /parking restrictions etc.) if yes please specify	Y / N	

Assessor photo check list:

	Please delete		Please delete
All external Elevations	Y / N	Guttering / downpipes	Y / N
Inner leaf walls with any issues	Y / N	Inside the cavity	Y / N
Loft space (walls and eaves)	Y / N / NA	DPC	Y / N
Fuel burning appliances and flues	Y / N / NA	Remedial sheet	Y / N / NA
Existing combustion ventilation	Y / N / NA	Omitted areas sheet	Y / N / NA

Agrément certificate to be installed:	
Front	L/H side
R/H side	Rear
Plan	Additional info.

Calculations

Note: 1 scope hole per elevation or for non -standard cavities such as partial fill, 3 holes per elevation.		Cavity width (mm)			Area (m2)
Front					
Right hand side					
Left Hand side					
Rear					
Extension 1 (all elevations to be recorded)					
Extension 2 (all elevations to be recorded)					
Type of existing partial fill?		Total Area (m2)			

Number of Cavity barriers required?				Indicate: Essential air vent (E) Other vents (V) Flues (F) Boroscope holes (X) Omitted areas to be shaded.
Internal drill?	Y / N			
Vent sizes	9"x3"	9"x6"	9"x9"	
Number of vents to sleeve?				

Ventilation.

In accordance with PAS 2030:2017, Annex A.5 please check there is adequate ventilation prior to the installation taking place. Existing ventilation requirement should be recorded below.

Type of ventilation	Living room	Dining room	Study	Bed 1	Bed 2	Bed 3	Bed 4	Bed 5	Bathroom	En-suite	Other
Background											
Purge											

Additional ventilation required as per the requirements of PAS2030:2017 annex A.5?	(please delete) Y / N	
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Combustion appliances and Essential ventilation

Please record details of combustion burning appliances and their ventilation requirements below

Appliance location?	Appliance make?	Appliance model?	Appliance K/W rating?	Adequate combustion ventilation?	Additional combustion ventilation required?

Signatures

This property has been assessed in according to the requirements of the assessment and surveillance scheme for approved installers of cavity wall insulation, and the relevant BBA certificate.	Assessor's Name.	
	Assessor's signature.	
	Date.	

This assessment has been explained to me, and I understand its content. I have been informed the BBA may contact me to arrange a visit to confirm the suitability of this property.	Customer's name:	
	Customer's signature:	
	Date:	

I confirm as lead technician that this property is suitable for installation in accordance with the relevant Agrément certificate, and the assessment and surveillance scheme for approved installers of cavity wall insulation.	Technician's name:	
	Technician's signature:	
	Date:	

Quality Checks:

Date		Technician					
Fibre:		Box Weight: (kg)			Box Time:		
Density: (k/gm3)				Batch number(s)			
Bead:	Head 1, Bead g/min	Glue ml/min		Head 2 bead g/min	Glue ml/mm		
Foam: Nozzle A	Temperature	No. of Strokes		Cream time	Density k/gm3		
Nozzle B	Temperature	No. of Strokes		Cream time	Density k/gm3		

CASS® Data Protection Policy

British Board of Agrément (**BBA**), Bucknalls Lane, Watford, Hertfordshire WD25 9BA

1. About this document

During the course of BBA's activities in administering the Cavity Assessment Surveillance Scheme (**CASS®**), BBA may process personal data (which may be held on paper, electronically, or otherwise) about householders, installers and assessors. BBA recognises the need to treat personal data in an appropriate and lawful manner, in accordance with the Data Protection Act 1998 (**DPA**). The purpose of this policy is to make data subjects aware of how BBA, its data users and any third parties who process data on behalf of BBA will handle personal data.

"**Personal data**" means information BBA holds about a data subject from which that person can be identified. Personal data may include names, addresses, contact details and photographs of properties. "**Processing**" means doing anything with the data, such as obtaining, recording or holding the data and also organising, amending, using, disclosing or destroying the data.

2. Data protection principles

BBA and any third parties who process data on BBA's behalf will comply with the eight data protection principles in the DPA, which state that personal data must be:

- a) processed fairly and lawfully;
- b) processed for limited purposes and in an appropriate way;
- c) adequate, relevant and not excessive for the purpose;
- d) accurate;
- e) not kept longer than necessary for the purpose.
- f) processed in line with individuals' rights;
- g) secure;
- h) not transferred to people or organisations situated in countries without adequate protection.

3. Fair and lawful processing

For personal data to be processed lawfully, data must be processed on the basis of one of the legal grounds set out in the DPA. These include if the data subject has consented to the processing or that the processing is necessary for the performance of a contract with the data subject. BBA may also process data in order to comply with a legal obligation.

4. How BBA is likely to use personal data

- 4.1 BBA will collect and process personal data about householders, installers and assessors for legal, personnel, administrative and management purposes and to enable BBA to meet its legal obligations as CASS® administrator. This may include data BBA receives from a data subject (for example, by completing forms or by corresponding with BBA by mail, phone, email or otherwise).
- 4.2 BBA and any third parties who collect data on BBA's behalf will inform data subjects about:
 - a) the purpose or purposes for which BBA intends to process those personal data;
 - b) the types of third parties, if any, with which BBA will share or to which BBA will disclose those personal data.
- 4.3 BBA will only process personal data for the specific purpose or purposes notified to data subjects or for other purposes specifically permitted by the DPA.
- 4.4 Personal data will only be processed to the extent that it is necessary for the specific purpose notified to the data subject or for other purposes specifically permitted by the DPA.
- 4.5 BBA will only use personal data for marketing purposes or disclose personal data to a third party for marketing purposes if it has obtained the data subject's prior consent. Consent is provided by the data subject ticking certain boxes on the forms used to collect data.

5. Accurate data

BBA and any third parties who process data on BBA's behalf will take reasonable steps to keep the personal data they store accurate and up to date. BBA will take reasonable steps to destroy or amend data that it becomes aware are inaccurate or out of date.

6. Data retention

BBA and any third parties who process data on BBA's behalf will not keep personal data for longer than is necessary for the purpose for which they were collected. BBA will take reasonable steps to destroy data or erase data from its systems when they are no longer required.

7. Processing in line with data subject's rights

Data subjects have the right to:

- a) request access to any personal data BBA holds about them;
- b) prevent the processing of their data for direct-marketing purposes;
- c) ask to have inaccurate data held about them amended;
- d) prevent processing that is likely to cause unwarranted substantial damage or distress to them or anyone else.

8. Data security

8.1 BBA and any third parties who process data on BBA's behalf will ensure that appropriate measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

8.2 BBA has in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. BBA will only transfer personal data to a third party if that third party agrees to comply with those procedures and policies, or if the third party puts in place adequate measures itself.

8.3 BBA will maintain data security by protecting the confidentiality, integrity and availability of the personal data, defined as follows:

- a) **Confidentiality** means that only people who are authorised to use the data can access them;
- b) **Integrity** means that personal data should be accurate and suitable for the purpose for which they are processed;
- c) **Availability** means that authorised users should be able to access the data if they need them for authorised purposes. Personal data should therefore be stored on the CASS[®] software platform instead of individual devices.

8.4 Security procedures include:

- a) **Secure lockable desks and cupboards.** Desks and cupboards should be kept locked if they hold confidential information of any kind. (Personal information is always considered confidential.)
- b) **Methods of disposal.** Paper documents should be shredded. Digital storage devices should be physically destroyed when they are no longer required.
- c) **Equipment.** Data users must ensure that individual monitors do not show confidential information to passers-by and that they log off from the CASS[®] software platform when their devices are left unattended.

9. Providing information to third parties

BBA will not disclose personal data to a third party without the data subject's consent unless it is satisfied that the third party is legally entitled to the data. Where BBA does disclose personal data to a third party, BBA will have regard to the eight data protection principles.

10. Subject access requests

Data subjects may make a formal request for information BBA hold about them. This must be made in writing. Any such request may be subject to a fee of £10 towards BBA's costs in providing the data subject with details of the information BBA holds about them. All such written requests should be forwarded to BBA at the address shown at the start of this policy.