

1-56 Skenfrith House
1-56 Sarnsfield House
1-56 Peterchurch House
1-56 Bromyard House

Dear Resident

Permanent Heating Solution – action required

I am writing to update you on the proposals for a permanent solution to restore heating to your homes. We understand that residents are concerned that autumn is fast approaching, and that we need to do all we can to get the heating in place as soon as possible. For this to happen we will require access to your flat and will be allocating dates and times for when we need to carry out the works in your flat . More details are given below

The council has appointed Keepmoat as our partnering contractor to deliver the works and they are working very closely with the project team and your resident services team who are based in the Ledbury T&RA Hall. Contact details for Keepmoat and my project team are listed in this letter.

As you will be aware, the council is unable to restore the gas supply to the four blocks, therefore we have designed a new type of heating system that replaces the gas fuelled boilers with heating units supplied by hot water from central boilers located at the base of the buildings. We will be working on all four buildings at the same time and if we are to get a full operational heating system to your homes before the cold spell starts we will need to work throughout the whole week including weekends, and the cooperation of everyone involved will be essential.

The heating work in the four blocks is schedule to start on Monday 18 September 2017 and should be complete by Thursday 19 October 2017 including a time for the testing of the new system. This will mean all of your homes will have full operational heating systems within the next six weeks.

The big challenge is to get hot water to the heating units and to do this we will need to run new pipe work from top to bottom in each corner of the blocks, as well as removing the redundant gas pipes..

To install the new pipe work we will need to drill new holes to the concrete slabs that the gas pipes currently run through. We have to do this in several flats at the same time to make sure the holes correctly align. We need you to give us access on

allocated days to allow this to happen. Other works such as removing the existing risers will happen on the same days

Following the preparation works outlined above, the new heating pipework will need to be installed. This will be fitted in several flats at the same time so again access will be needed on the same day to each flat.

The works have to be carried out in strict sequence, which is why access has to be gained on specific days. I have enclosed details of when the critical access dates are required for your homes. Myself and my team – with the resident services officers for each block – will be in touch with you before the dates to discuss any issues you may have and to remind you of your appointments.

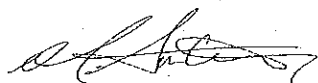
If we can't get access to carry out the preparation works and installation of pipework on the appointed days, this will impact on other residents, so we will give notice to you, but will need to use a locksmith to gain entry to your property if you are not available on the appointed day. In all circumstances where this is necessary we will change the lock and leave keys in a secure place at the Ledbury Office. I do hope this will not prove necessary. We will work with you to try to avoid using a locksmith and give you details of other options such as using a key safe or leaving the key in a safe place of your choice such as with a neighbour or at the TRA Hall.

You will also get further notification of a further appointment to connect your property to the system. Without access we will not be able to connect your home to the new system and will be unable to provide you with alternative heating until we can get in. This will not affect other residents and therefore we will not use a locksmith to gain access, we will wait for you to let us know when you want this work carried out.

I have attached details of when critical access is needed to your flat and a simple flow diagram to explain the works. The same property numbers in each block are affected on the same day. I have also attached a detailed works programme that shows the works in more detail and also gives other details of other dates to connect systems and make good damage.

The team will contact you as things progress. In the meantime please do not hesitate to contact us if you wish to discuss this further, or call into the TRA Hall to discuss this with Keepmoat or the resident services team.

Yours faithfully



Marc Surtees
Project Manager

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Keepmoat Team

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Southwark Team

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Critical access dates – 1-56 Sarnsfield, 1-56 Bromyard, 1-56 Skenfrith, 1-56 Peterchurch

Critical access date

Works – a) Removal of redundant pipes b) Core drilling c) other preparation works

Flat numbers	No of days	Start	Finish
49-56 (8 properties)	One	18 th September 2017 8.00 am	18 th September 2017 8.00 pm
33-48 (16 properties)	One	19 th September 2017 8.00 am	19 th September 2017 8.00 pm
17-32 (16 properties)	One	20 th September 2017 8.00 am	20 th September 2017 8.00 pm
1-16 (16 properties)	One	21 st September 2017 8.00 am	21 st September 2017 8.00pm

Critical access date

Works a) Installation of new hot water pipe b)) temporary fire safety work and associated work.

Flat numbers	No of days	Start	Finish – time to be confirmed
49-56 (8 properties)	One	22 nd September 2017 8.00 am	22 nd September 2017
33-48 (16 properties)	One	23 rd September 2017 8.00 am	23 rd September 2017
17-32 (16 properties)	One	24 th September 2017 8.00 am	24 th September 2017
1-16 (16 properties)	One	25 th September 2017 8.00 am	25 th September 2017

Other access dates

Works – Installation of permanent fire stopping

Flat numbers	No of days	Start	Finish – Time to be confirmed
49-56 (8 properties)	One	23 rd September 2017 8.00 am	23 rd September 2017
33-48 (16 properties)	One	24 th September 2017 8.00 am	24 th September 2017
17-32 (16 properties)	One	25 th September 2017 8.00 am	25 th September 2017
1-16 (16 properties)	One	26 th September 2017 8.00 am	26 th September 2017

Works – a) Installation of Heating units b) Connections to existing system c) electrical works to connect HEU

Flat numbers	No of days	Start	Finish – Time to be confirmed
49-56 (8 properties)	Three	7 th October 2017 8.00 am	9 th October 2017
33-48 (16 properties)	Three	9 th October 2017 8.00 am	11 th October 2017
17-32 (16 properties)	Three	11 th October 2017 8.00 am	13 th October 2017
1-16 (16 properties)	Three	13 th October 2017 8.00 am	15 th October 2017

Works a) Making good decorations and other areas. Days and time will be dependant on property. Allowed for two days

Flat numbers	No of days	Start	Finish
49-56 (8 properties)	Two	10 th October 2017 8.00 am	11 th October 2017
33-48 (16 properties)	Two	12 th October 2017 8.00 am	13 th October 2017
17-32 (16 properties)	Two	14 th October 2017 8.00 am	15 th October 2017
1-16 (16 properties)	Two	16 th October 2017 8.00 am	17 th October 2017

