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

Dear Residents

Change to appointment dates – Permanent Heating Solution

I am very sorry to have to inform you that there will be a one week delay in the works we had planned to begin next week to install heating into your homes. We have just heard from our structural engineers Arup that additional work must be carried out before we install the heating, for safety reasons.

We understand residents are concerned that the autumn is approaching and the likelihood of further cold spells will increase. I can assure you we will do all we can to get the permanent heating in place as soon as possible. If you are particularly concerned about the cold, please speak to one of our housing solution officers in the TRA hall to see what other options are available. We expect to be in a position to start work on Monday 25 September 2017 and will let you know when we plan to carry out works to your flat and block early next week, along with further details of the proposed works.

We are aware that you have appointments booked already, we recognise that you will have already made plans to be available. We will be talking to you face to face about what we can do to help if this means that you had to take time off from work which you cannot rearrange.

We appreciate the late notice of cancellations will impact on your daily lives and we are very sorry for the inconvenience caused. Our resident services team are knocking on residents' doors to discuss this with you. If we miss you, please do contact our officers in the TRA hall if you would like to discuss this further with one of the

Yours faithfully



Marc Surtees - Project Manager