

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

Dear Residents

### **Permanent Heating Solution – action required**

I am writing further on the proposals for a permanent solution to restore heating to your homes. I am sorry for the delay to the works and would like to apologise for any concerns this caused. This was necessary as our structural engineer at ARUP set out some additional spacing requirements for the pipework to be installed through the floor slabs that we were not aware of in the initial planning. I am sure you can appreciate we are ensuring that everything we do to your home is checked with ARUP and that they are happy it is safe.

We do understand that residents are concerned that heating is restored to homes as soon as possible. The work is now scheduled to start on Monday 25 September 2017 and complete by 26<sup>th</sup> October including any making good to the kitchen areas. Work to connect and test the new heating system will start on 7<sup>th</sup> October 2017 and complete by 15<sup>th</sup> October following which a fully operational heating system will be available to your homes.

### **PREPARATION WORKS**

The big challenge is to get hot water to the heating systems 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. The new pipe will be installed in the same location as the existing redundant gas pipe. We were hoping to use the existing gas pipe hole for one of the new hot water pipes but this will not be possible due to the new spacing requirements. Your old gas pipe will be removed at the same time as the new holes are made and temporary fire stopping will be fitted. The fire stopping is temporary as we need to remove to install the new hot water pipes. Permanent fire stopping will be installed following those works. Both temporary and permanent fire stopping will completely fill holes and gaps.

Two holes will be drilled through the concrete slab that the gas pipes run through. We will be using a process called diamond drilling which is a form of drilling used to create clean and accurate holes through surfaces such as concrete. The equipment used is easily carried and used in places where space is limited. The process is straightforward and generally causes little dust. As a precaution we will be ensuring

that each flat below the area affected by the drilling is properly protected and Keepmoat will visit the flats below before work starts.

You will need to ensure that the area where your existing gas pipe is located is cleared and kept empty. If you are not sure as to where this is please contact one of the project team who will visit you to explain this further and can make arrangements to assist residents who may not be able to do this alone.

Work to install the new hot water pipes will start four days after the new holes are created. Any old pipe work will be removed on the same day and the space temporarily fire stopped.

To ensure all of the new holes and the new pipes are correctly spaced and aligned we have to work in several flats at the same time. We need you to give us access on allocated days to allow this to happen. All of the preparation work has to be carried out in strict sequence to the flats, which is why access has to be gained on specific dates for this element of work. I have enclosed details of when critical access dates are required for your homes. We will send you reminders before works start. Myself and my team – with the resident service officers for each block – will be in touch with you before the dates to discuss any issues you may have and remind you of appointments.

We have safe key systems in place for anyone not able to be at home on critical dates or you may wish to leave keys with a trusted person. Your resident services officer will be able to give you further advice regarding this and we will send an information newsletter to explain how safe key systems work. We want to work with you to avoid using a locksmith to gain access. I do hope this will not be necessary. In all cases where we have to do this the lock will be changed and new keys left at the Ledbury TRA Hall.

### **Installation of the new heating system and associated work.**

Once all of the preparation work is complete, we will start to install and connect the new heating systems. This will mean new heat units (heat exchangers) looking very similar to small boilers will be connected to the new pipe work and then tested. The new heat units will provide both heating and hot water to your homes. Due to the limited space in the installation areas we may need to remove the hot water cylinder installed to allow for the heating unit to be fitted. This will vary from home to home. On the day we install the new system you will not have hot water while we connect to the new supply. We will also make good any damaged areas and install permanent fire stopping.

I have given the dates this is planned for your home. You will get further notification before planned dates. Without access we will not be able to connect your home to the new system and will be unable to provide you with permanent heating until we can get in. As this will not impact on your neighbours 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. These are the dates we will have to force entry if access is not given or alternative arrangements made. The

same property numbers for each block are affected on the same day. I have also attached details of other dates planned to connect systems and make good damage. We will not need to force entry on these dates but it will mean your home cannot be connected to the new heating system.

### **New communal boilers**

The new heating systems will be powered by temporary boilers which will be located near the base of the buildings. Due to the short timetable to get a permanent heating system fully operational as soon as possible, the boilers will initially be oil-fuelled. The oil is secured in what is known as bunded tanks which are a containment system compliant with government regulations to ensure safety to both people and the environment. We are currently working on a future change to supply the boilers with an external gas supply and we will update you further regarding this.

Work will start on preparing areas for the new boilers this week in advance of the main works. Access to your homes will not be required for this.

### **Respite centre**

The properties are of a similar layout to each other but it is likely the work needed in your homes will vary due to such things as the type of fittings residents have put in their kitchens, such as additional kitchen units or washing machines where the new pipes need to go, and whether or not residents have had asbestos removed and immersions installed. As I explained earlier there are critical dates when access has to be gained and it is likely that due to the amount of work needed Keepmoat will need to be in your homes from 8.00 am – 8.00 pm on the days the preparation is carried out. We have arranged for a respite centre to be installed by the site compound area should you want to leave your home for a while. Cooking and drinking facilities as well as toilets will be available in the respite centre. The location of the facilities will be clearly signed once installed.

If you are particularly concerned about the cold weather and the disruption while works are ongoing please speak to one of our housing solution officers in the TRA hall to see what other options are available. We want to work with you to minimise any disruption as far as possible.

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 speak to Keepmoat or the resident services team.

Yours faithfully



Marc Surtees  
Project Manager

**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 /hours days	Start	Finish
Protection works 45-48 ( 4 properties )	45 minutes	25 September 2017 7.45 am	25 September 2017 8.30 am
49-56 ( 8 properties )	12 hours over one day	25 September 2017 8.00 am	25 September 2017 8.00 pm
Protection works 29-32 ( 4 properties )	45 minutes	26 September 2017 7.45 am	26 September 2017 8.30 am
33-48 (16 properties)	12 hours over one day	26 September 2017 8.00 am	26 September 2017 8.00 pm
Protection works 13-16 ( 4 properties )	45 minutes	27 September 2017 7.45 am	27 September 2017 8.00 am
17-32 (16 properties)	12 hours over one day	27 September 2017 8.00 am	27 September 2017 8.00 pm
1-16 (16 properties)	12 hours over one day	28 September 2017 8.00 am	28 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 hours / days	Start	Finish
49-56 ( 8 properties )	12 hours over one day	29 September 2017 8.00 am	29 September 2017 8.00 pm
33-48 (16 properties)	12 hours over one day	30 September 2017 8.00 am	30 September 2017 8.00 pm
17-32 (16 properties)	12 hours over one day	1 October 2017 8.00 am	1 October 2017 8.00 pm
1-16 (16 properties)	12 hours over one day	2 October 2017 8.00 am	2 October 2017 8.00 pm

## 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	30 September 2017 8.00 am	30 September 2017
33-48 (16 properties)	One	1 October 2017 8.00 am	1 October 2017
17-32 (16 properties)	One	2 October 2017 8.00 am	2 October 2017
1-16 (16 properties)	One	3 October 2017 8.00 am	3 October 2017

### Works – a) Installation of Heating units b) Connections to existing system c) electrical works to connect Heating unit, removal of hot water cylinder if necessary

Flat numbers	No of days	Start	Finish – Time to be confirmed
49-56 ( 8 properties )	Two	7 October 2017 8.00 am	8 October 2017 8.00 pm
33-48 (16 properties)	Two	9 October 2017 8.00 am	10 October 2017 8.00 pm
17-32 (16 properties)	Two	11 October 2017 8.00 am	12 October 2017 8.00 pm
1-16 (16 properties)	Two	13 October 2017 8.00 am	14 October 2017 8.00 pm

### 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 October 2017 8.00 am	11 October 2017
33-48 (16 properties)	Two	12 October 2017 8.00 am	13 October 2017
17-32 (16 properties)	Two	14 October 2017 8.00 am	15 October 2017
1-16 (16 properties)	Two	16 October 2017 8.00 am	17 October 2017