

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

Dear Residents

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

I am writing further to the letter dated 20 September 2017 regarding the above which detailed the proposals for a permanent solution to restore heating to your homes.

As you will be aware, works started on Monday 25 September 2017. There have been various issues that have arisen, which have meant that not all appointments made between 25 September 2017 and 27 September 2017 have been achieved.

We are liaising with affected residents and are aware that early on communication could have been vastly improved in terms of dealing with the programme delays. We have been working with the contractor and internal teams to agree processes to improve this.

Despite the above we are still anticipating that today's appointments and the following critical appointments detailed in this letter will be achieved. We also anticipate that all works will complete by Thursday 26 October and this includes any making good to the kitchen areas. Work to connect and test the new heating system will start on Saturday 7 October 2017 and complete by Sunday 15 October, following which a fully operational heating system will be available to your homes.

### **Preparation Works**

Further to the above, the preparation works have started this week, with the first phase being the drilling of the holes through the concrete slab and the temporary fire stopping of these holes. The majority of these works will be completed by close of play today as planned.

For those still outstanding, as advised by the contractor to affected individuals, these will be picked up when access is obtained to properties to carry out the planned pipework installation – dates and times are detailed below and these are the same as provided in the aforementioned letter dated 20 September 2017.

For those who still need their core drilling to take place, you are reminded that 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.

As previously advised, the next phase of critical works will be starting on Friday 29 September and is due to complete on Monday 2 October.

As promised in the last letter, this is a reminder of when the next critical access dates are required for your homes.

As you will be aware we do have safe key systems in place for anyone not able to be at home on this next critical date or you may wish to leave keys with a trusted person. Attached is a copy of the letter dated 20 September explaining how the system works. We want to work with you to avoid using a locksmith to gain access. In all cases where we have to do this the lock will be changed and new keys will be left at the Ledbury TRA Hall. This is a last resort and we do hope this won't be necessary.

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

Once all of the preparation work is complete after this round of critical appointments, we will start to install and connect the new heating systems. As previously advised, 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 once again given the dates these work are planned for your home. You will get further notification before these planned dates. As a reminder, 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.

### **Respite centre**

The residents' Respite Centre will be opened next to the Keepmoat site office, by Bromyard House, from Monday 2 October. The centre will remain locked while not in use but if anyone would like to make use of it please ask at the Site Office.

The centre will have seating, a TV and refreshments like tea, coffee, squash and biscuits.

### **Southern Gas Network (SGN) Works**

As part of the preparation works our contractors have asked Southern Gas Network (SGN) to re-check the gas supply pipes in the towers. The majority of the pipes are clear but a couple are showing traces of residual gas. SGN have been clear the levels are of no concern and do not pose any kind of risk, but they will be going back into some flats to purge the pipes again to make sure they remain completely clear. We

will be contacting those residents individually to arrange access. This will have no impact on the work to install heating.

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 the resident services team or the Keepmoat site office to speak to the contractor.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Sharon Shadbolt', written over a light blue horizontal line.

Sharon Shadbolt  
Project Manager

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

**Critical access date**

**Critical access date**

**Works a) Installation of new hot water pipe b) temporary fire safety work and associated work c) core drilling where original appointment was missed**

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