

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

Abigail Buckingham  
Design & Delivery Manager  
Investment  
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Tel: 07951 379947

Date: 03 October 2017

**Ref: AB/021017/1**

Dear Resident

### **Update on planned heating and electrical works**

I am writing further to our letter dated 28 September 2017 to update you on where we are so far with the work to your homes.

#### **Heating**

The work started on Monday 25 September 2017 and we know there were initial problems with completing each property to programme. This was mainly due to the preparation and drilling taking longer than anticipated. Our communication to let you know where there were issues affecting access was not good enough. We are sorry for this and hope you find things have improved significantly over the last few days.

We are really pleased to tell you that the works are now back on programme and this could not have been achieved without the goodwill and cooperation of residents, so thank you. The drilling and pipe work are now fully complete and this was the most challenging part where access has been critical.

Over the next few days we will be concentrating on completing the external works to allow the new boilers to be installed between 4 October, 2017 and 7 October, 2017. The installation of the new heating units will start on 7 October 2017. The dates your home is programmed for this work is in the attached schedule. Please note that we will not force entry if you are not in but it will mean that we cannot fit your heating unit.

#### **Cookers**

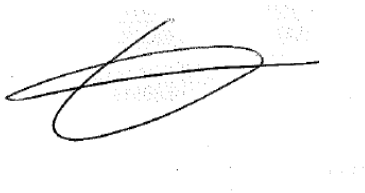
The first 20 cookers have been delivered to the contractors who will start contacting residents today to arrange convenient installation times. A number of residents

haven't responded to our teams to advise of the cooker they would like so we would urge you to do so we can get orders in as soon as possible. Please ring our customer relations officer, Janet Miller, or Maureen Myles / Fred Bygrave at Keepmoat if you want us to arrange for a new cooker, or check up on delivery times for any already ordered.

We are currently working with UKPN to improve the capacity of the mains electrical supply to your homes. I am pleased to say that this work is well underway and we will update you with the progress in our regular updates.

We will update you next week as the works draw nearer completion. In the meantime please do not hesitate to contact us or the resident services team at Ledbury TRA Hall if you want to discuss this or any other matter further.

Best regards

A handwritten signature in black ink, appearing to be 'Abigail Buckingham', written over a light grey dotted grid background.

Abigail Buckingham  
Design & Delivery Manager

## Access date reminders

### 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

**Site project Team**

Maureen Myles Resident Liaison Officer Keepmoat

<b>077956 45754</b>	<a href="mailto:Maureen.myles@keepmoatregen.com">Maureen.myles@keepmoatregen.com</a>
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Fred Bygraves Resident Liaison Officer Keepmoat

<b>07788190153</b>	<b>Fred.bygrave@keepmoatregen.com</b>
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Janet Miller Customer Relations Officer Southwark

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Paul Thomas Contract Manager Southwark

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