

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

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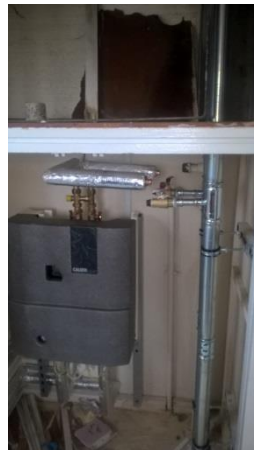
Date: 6 October 2017

Dear Resident

Safety Controls Preventing Leaks from New Pipework

I am writing to explain the safety features in place to prevent leaks where a resident doesn't get a Heat Interface Unit (HIU) installed, as this has been raised as a concern.

The photographs below show the pipe work installed to connect to the new HIUs.



We can confirm that if the HIU is not connected, the valves shown on the attached photograph will be permanently capped off (they are currently capped off and are uncapped for the HIU installation only). Even if you open the valve, there will be no water.

The built-in filling loop is capped off. There will be no way that there can be additional water added to system.

The valves on top of the HIU will be connected to the pipework. These valves must not be turned off. If it is turned off the HIU will fail safe as there will be no flow of water and nothing will work, however it will not cause a leak.

If the water pressure drops during normal working hours, please contact your Keepmoat Resident Liaison Officer. If this happens out of working hours, please call Keepmoat's emergency number. When the HIU is installed and commissioned you will get a manual/guide that will advise on areas such as what the water pressure should be and how to operate the appliance.

I hope that you find the information clear and helpful. If you should have any further queries in relation to this however, please contact Keepmoat's Residents Liaison Officer or Southwark's Contracts Manager – Paul Thomas on 07950 318 450 or via e-mail at paul.thomas2@southwark.gov.uk

Regards,

Mike Tyrrell
Ledbury Director