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

Date: 16 October 2017

Ref: **AB/161017/01**

Dear Residents

Update on heating, electrical and associated works

Heating

I am writing further to our letter dated 10 October 2017 to update you as to where we are with the works to your home.

The installation of the new heating units started on Saturday 7 October 2017. By the end of the day on Sunday 15 October 2017 we installed 220 new heating units giving operational heating and hot water to those properties.

We still have a small number of units to install. These are to two empty homes and two that will be vacated later this week. Keepmoat have arranged to be available on Saturday 21 October 2017 for anyone has any ongoing issues with the new units and will not be around during the week.

Using your new heating unit

On installation you would have been given a demonstration on how to operate your new heating system. You will soon get a resident's handbook to explain what to do and how to report any faults going forwards. This will be delivered over the next week.

If you have not got to grips with how to operate the new system, do not worry as we have arranged for Keepmoat to give further demonstrations on operating the new systems at:

- 32 Bromyard House on Thursday 19 October 2017 between 1.00 pm and 5.00 pm
- 13 Skenfrith House on Thursday 19 October between the hours of 5.15 pm and 9.00pm .

This will be on a drop-in basis so please just pop into either property at your convenience.

Do not worry if you still are unsure as to how your new system works. We will be maintain a presence at the site office after the main works are completed and the team will always pop up to see you. Further contact information will be given in our resident's handbook.

Leaks

We have heard reported that a lot of residents are getting leaks from the new heating units. This is not the feedback we are getting from you and the number of leaks reported which are connected to the new heating units is very low. So far 3 leaks have been reported that originated from the heating units. A further 3 leaks occurred while draining down the old hot water cylinders and tanks for removal.

It is important that any leaks or issues are reported directly to us so these can be attended to properly. It does not matter if these are not connected to the current works as we will always make sure any issues are dealt with.

Making good works

The contractors are visiting your homes to make good the areas where the new heating units are installed. Generally this will mean installing new cupboard doors or panels and removing redundant electrical cables.

Some residents have asked if they may use their own builders and this is fine but you must make an appointment through our project team who will arrange to visit you and agree the scope of works and cost of the works. Any reimbursement for this will be paid once the works are completed to an acceptable standard and on provision of receipts.

Just to note at this point you should not decorate areas affected by earlier works to install temporary fire stopping to the gaps and cracks. We will be installing permanent fire stopping and removable covers to these areas as part of the planned phases to the blocks once we know what the full scope of works will be.

External works

From Monday 16 October 2017 started works to tidy up the external areas to the estate. This will included reducing the scaffold around the buildings, erecting secure hoarding around the new temporary boilers and making sure the areas are secure. You will notice the new yellow hatched area near Bromyard House. This is to ensure there is plenty of room for when the temporary boilers needs to be refuelled.

Cookers

We have ordered a number of new cookers for residents who were not able to use their old gas cookers and these are being delivered and installed regularly. We have received a number of queries from residents who would like us to purchase a new electric cooker although they still have the use of an existing electrical one. Please note that the offer to purchase new cookers is to allow residents proper cooking facilities where they are unable to use previous gas cookers.

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 to replace your old gas one or check up on delivery times for any already ordered.

Electrical upgrades

We are pleased to inform you that the work we are carrying out with UKPN to improve the electrical capacity to your homes is very nearly finished. We wrote to you last week to remind you that this will mean power outages to Bromyard House on Monday 16 October 2017 and to Peterchurch House, Skenfrith House and Sarnsfield House on Tuesday 17 October 2017. This will affect the internal electrical supply but we can confirm lifts will be fully operational. This is necessary to allow the upgraded installations to be connected to the blocks.

Coffee Sessions

Just a reminder that we are holding our weekly coffee mornings in the resident respite facility on Thursdays. These give you an opportunity to have a chat with the team about any concerns or issues you may have. Please see dates/times below for the next sessions.

Thursday 19 October 2017 at 10am-11.30am

Thursday 26 October 2017 at 10am-11.30am

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.

Yours faithfully



Mike Tyrrell
Director of Ledbury

Site project Team

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