



Wellington Mills Estate – Holst Court, Mead Row & Oakey Lane Lambeth Housing Standard (LHS) – New heating and hot water systems Newsletter: January 2019



Welcome to our January newsletter explaining how we plan to update the central heating and hot water in your home. T Brown Group will undertake works to replace your central heating and hot water systems as part of a borough wide programme to make sure homes meet the **Lambeth Housing Standard (LHS).**



Mechanical works (distribution)

Works began at Wellington Mills on 8th October 2018 to install the distribution primary pipework from the boiler room to all blocks, which will be completed at the end of January. Scaffolding has been erected as part of these works, local to flats 21-45 Oakey Lane (odds) on Tuesday 6th November 2018

Mechanical works (in flat)

We estimate that we will start with the in-flat works in March 2019, following detailed surveys and drawings to be produced specific to each property. We will be contacting you prior to this, to arrange the survey. Before any works commence T Brown will go over the proposed new layout of the pipe work, position of radiators and H.I.U, and ask you to approve a drawing by way of a signature. With your approval, we will take photos before and after all works are completed. Following completion, we will ask you to sign off the works as complete subject to your satisfaction.

The pipe work from the H.I.U (Heat Interface Unit) will be connected to the existing domestic supplies to your kitchen and bathroom (subject to validation) to prevent any unnecessary disruption to your hot water.

Please allow up to 5 working days for your installation to be completed. The operatives will leave your flat clean and tidy at the end of each working day. Once works are complete, our engineers will explain how to operate the 7 day programmer and the thermostatic radiator valves (T.R.V). You will also be given a handover pack, which will include instructions for the room thermostat.

Pilot flat

A pilot flat(s) will be carried out first for WM Estate Manager and members of the WMMC to view, and make comments.

For your safety and security

During these major works, contractors will be working in various parts of your buildings. They will all wear a photo-identity (ID) card (Example on the right of this page). If anyone asks for access into your home, you have the right to ask to check his or her ID card.



Only allow entry to someone who says they are Lambeth Council staff or a T Brown contractor and can show you their photo ID.

If you would still like confirmation of their identity, please call Lambeth's Customer Liaison Officer, **Elli Georgiou** on **020 7926 2069**.

Whom to contact

Key contacts are shown in the panel below.

For out-of-hours problems (5pm – 9am and at

weekends) please call the Lambeth Housing on **0207 926 6000**.

Surgery

A weekly surgery will be held where Lambeth's Customer Liaison Officer will be in attendance to discuss any issues you may have. These surgeries will be held in the Niblock Site office on the ground floor every Tuesday and Thursday from 10am – 12pm.

Staff Changes

It is with regret James Strong has left T Brown at Christmas due to personal circumstances. We all would like to thank James for his professionalism and contribution he made on this project up until him leaving. James has been replaced by Stacey Trotman, who is equally as professional and I'm sure will manage this project to its completion with the satisfaction of all parties. Nicola Brayne – T Brown Community Liaison Officer, will be working very closely with Stacey in achieving this.

Following on from James Strong leaving T Brown, in-flat surveys are now needed to be carried out again. However we would like to reassure all Leaseholder's that no further costs will be incurred regarding resurveying properties.

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