



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



Welcome to our February 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)**.



On Going Works

Works began at Wellington Mills on 8th October 2018 with the distribution pipe work which is now complete.

Mechanical works (in flat)

We estimate that we will start with the in flat works in mid March 2019 and will be starting in Oakey Lane numbers 21-71.

We will be contacting you prior to this to arrange the survey and in flat appointments. If you have received a letter to book a survey and haven't yet booked please call T Brown CLO Nicola to arrange an appointment.

Before any works commence T Brown will go over the proposed new layout of the pipe work, position and size of radiators and H.I.U, and ask you to approve the plans 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.

In some cases, it may be necessary to utilize existing pipe work subject to a pressure test. This will be confirmed during the survey and reasons for this explained to the resident.

We are currently on programme and completing a pilot flat at 29 Holst Court, which can be viewed by residents on completion. This would be organized through the Estates Office.

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 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.

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**.

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 surgery's will be held in the Niblock Site office on the ground floor every Tuesday and Thursday from 10am – 12pm.

For residents that are unable to attend during these hours, we are holding another surgery on the 1st Tuesday of every month between 08:00 – 10:00am starting on 5th March 2019.

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**.

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Contractor – T Brown

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