



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



Welcome to our **March 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 8<sup>th</sup> October 2018. These essential works are to the distribution pipework from the boiler room to all blocks on the Wellington Mills Estate. These works are still on going.

Scaffolding has been erected to local flats 11-32 Holst Court and 1-16 Mead Row.

### Mechanical works (in flat)

We estimate that we will start work at the end of April in numbers 21-71 Oakey Lane this delay is due to us having to complete extra works within the main boiler room to protect the new system.

We have now completed 130 surveys in total. If you have received a letter to book a survey and have not yet booked your survey, please call T Brown CLO Nicola to arrange an appointment on the contact details provided over leaf.

Before any works commence T Brown will go over the proposed new layout of the pipe work, position of radiators and H.I.U (Heating Interface Unit). T Brown will then 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.

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**.

## Whom to contact

**T Brown** have recently took on a new member of staff, **Ricky Van Niekerk**. **Ricky is the Assistant Site Manager at Wellington Mills. Contact details are in the contacts box below.**

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.

**A weekly surgery will be held on-site every Wednesday between 10 – 12pm in the Niblock Canteen for residents to ask any questions they have.**

### Lambeth Housing Services

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### Contractor – T Brown

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