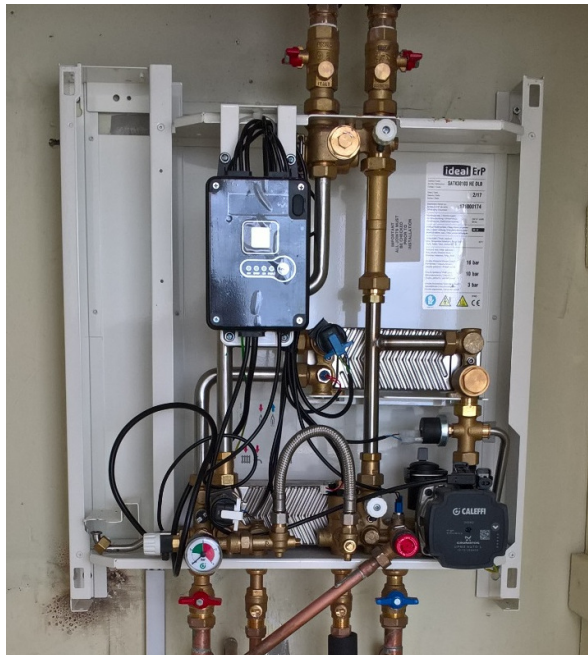




Wellington Mills Estate

Lambeth Housing Standard (LHS) – New heating and hot water systems at Holst Court, Mead Row and Oakey Lane

Newsletter 8: December 2017



Welcome to our December newsletter explaining how we plan to update the central heating and hot water in your home.



Surveys

The majority of surveys have been completed and we kindly thank-you for your co-operation during this time.

If you haven't had a survey please contact the CLO **Drew Henderson** on **07734 569 958**, or alternatively you can email **Drew.Henderson@tbrown.com** to book your appointment if you have not yet had one.

Planning application

T Brown have currently submitted the Pre-Planning application, along with some additional information pertaining to the boxing, which was requested as part of the formal application. This application closes on the 1st of Jan 2018, and with WMMC submitting a number of objections, no work can proceed until the Planning Application has been approved.

What has been done so far

We are in the process of agreeing the exact position of the site compound, to include welfare, office, storage, parking and skip location.

When works are due to begin our CLO will deliver letters notifying residents, and begin the process of agreeing installations and booking in dates. As of yet we have no definite start date but works are scheduled to begin in the New Year.

Mechanical works

Please allow up to 5 working days for your installation to be completed.

Prior to any works being carried out, we will go over the proposed new layout of the pipe work, position of radiators and H.I.U, then ask you to approve the plans and sign to schedule in the installation.

Then 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.

Any reasonable making good will be carried out by T Brown, including filling-in any holes/cracks and painting either white or beige. If a resident has their own paint, TBrown would be happy to apply this.

All pipe work would be either boxed-in or painted subject to each individual survey with residents. Prior to any installation residents would agree radiator size and position and pipe work runs.

A drawing would be presented showing this detail to be signed by each resident. A room thermostat would normally be located in the hallway with a radiator without any TRV (Thermostatic Radiator Valve) fitted. This sets the temperature control to the entire flat.

For your safety and security

During these works, contractors will be working on various parts on your estate and within your homes. They will all wear a photo-identity (ID) card. 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 has an appointment and valid ID. If you would still like confirmation of their

identity, please call Lambeth's Customer Liaison Officer, **Elli Georgiou** on **0207 926 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 Services Contact Centre on **020 7926 6000**.

Meetings and updates

We will write to invite you to project meetings or consultations. We will publish details on our website when practical.

Lambeth Housing Services

Senior Project Manager

Graham Statham
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Project Manager (LHS works)

Michael Axtell
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Customer Liaison Officer

Elli Georgiou
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North Area Office: 91 Kennington Lane, London SE11 4HQ
E: HMnortharea@Lambeth.gov.uk

Contractor – T Brown

Site Supervisor

James Strong
T: 077 9332 6536
E: James.Strong@tbrown.com

Community Liaison Officer

Drew Henderson
T: 077 3456 9958
E: Drew.Henderson@tbrown.com

Consultants – Baily Garner

T: 0208 294 1000
E: general@bailygarner.co.uk