



## Wellington Mills Estate –

## Holst Court, Mead Row & Oakey Lane

## Lambeth Housing Standard (LHS) – New heating and hot water systems

### Newsletter: September 2018



Welcome to our September 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)**.



### Upcoming Works

Works will shortly be commencing to the distribution pipework from the boiler room to all blocks on the Wellington Mills Estate. On 29/08/18 the site was walked by a selection of stakeholders, following this it was decided some pipe work is to be re-positioned which would improve the aesthetics and make the installation easier. This does require planning approval which is currently being sought.

### Surveys

We will need to carry out a survey in each flat before any in flat works can begin. Our CLO's will contact you either by phone, in person or by letter during the distribution works period in order to re-survey your property prior to any installation works take place. Whilst we appreciate that some surveys may have already took place last year, we will need to resurvey due to the proposed changes.

You can contact CLO **Christine Searles** on **07843027767** or **projectsclos@tbrown.com** for any other queries or to book a survey.

The site office is open between 8am – 5pm.

Please feel free to come down and visit us if you have any questions related to the works.



## Mechanical works (in flat)

Before any works commence T Brown will go over the proposed new layout of the pipe work, position of radiators and H.I.U (Heat Interface Unit), and ask you to approve the plans by way of a signature.

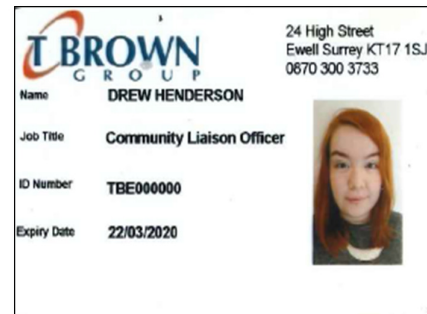
With your approval, we will take photos before and after all works are completed. Following completion, we will ask you to sign-off the works as complete, subject to your satisfaction.

The pipe work from the H.I.U will be connected to the existing domestic supplies to your kitchen and bathroom (subject to validation) to prevent any unnecessary disruption to your heating and 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 discuss how to operate 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

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.

### Lambeth Housing Services

#### Senior Project Manager

Paul Cook  
T: 07808 890 108  
E: PCook@lambeth.gov.uk

#### Project Manager (LHS works)

Michael Axtell  
T: 020 7926 2084  
E: MAxtell@Lambeth.gov.uk

#### Customer Liaison Officer

Elli Georgiou  
T: 020 7926 2069  
E: EGeorgiou@Lambeth.gov.uk

### Contractor – T Brown

#### Project Manager & Site Supervisor

James Strong & Dean Murphy  
T: 077 9332 6536 & 07534354498  
E: James.Strong@tbrown.com  
Dean.murphy@tbrown.com

#### Community Liaison Officer

Christine Searles/Annie Brayne  
T: 07843027767 / 07976573357  
E: projectsclos@tbrown.com

#### Consultants – Baily Garner Kaivery Heslop

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