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Ledbury Team
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Ref: **AB/101017/2**

1-56 Sarnsfield House
1-56 Skenfrith House
1-56 Peterchurch House
1-56 Bromyard House

Dear Residents

Update – Heating and Electrical works to your homes

I am writing further to our letter dated 2 October 2017 and would like to update you on where we are so far with the work to your homes.

Heating

The work started on Monday 25 September 2017 to install the new pipe work. This in the main included drilling and the installation of new pipes. We are really pleased to tell you that on Saturday 7 October 2017 the first homes had heating and hot water back to their properties.

We are on schedule to have fully functioning heating and hot water to all homes by Saturday 14 October 2017, subject to access, and this could not have been achieved without the goodwill and cooperation of residents, so thank you.

On installation the residents' services officers will give you a demonstration on how to operate your new heating system. You will also get a resident's handbook to explain what to do and how to report any faults going forwards. This will be delivered once the heating works are fully completed and operational.

Making Good

The contractors are starting to visit your homes to make good the areas where the new heating units are installed. Generally this will mean installing new cupboard doors or panels and removing redundant electrical cables.

Some residents have asked if they may use their own builders and this is fine but you must make an appointment through our project team who will arrange to visit you and agree the scope of works and cost of the works. Any reimbursement for this will be

paid once the works are completed to an acceptable standard and on provision of receipts.

Just to note at this point you should not decorate areas affected by earlier works to install temporary fire stopping to the gaps and cracks. We will be installing permanent fire stopping and removable covers to these areas as part of the planned phases to the blocks once we know what the full scope of works will be.

Electrical Works

The initial phase of the electrical works completed on Tuesday 10 October 2017 with the installation of the new Rye field boards. We are also working in partnership with UKPN to upgrade the main supplies to the buildings and we expect this work to be completed within the next couple of weeks. We will be sending you a separate letter regarding this ,

Cookers

We have ordered a number of new cookers for residents who were not able to use their old gas cookers and these are being delivered and installed regularly. We have received a number of queries from residents who would like us to purchase a new electric cooker although they still have the use of an existing electrical one. Please note that the offer to purchase new cookers is to allow residents proper cooking facilities where they are unable to use previous gas cookers.

Please ring our customer relations officer Janet Miller or Maureen Myles / Fred Bygrave at Keepmoat if you want us to arrange for a new cooker to replace your old gas one or check up on delivery times for any already ordered.

We will update you next week as the works draw nearer completion. In the meantime please do not hesitate to contact us or the resident services team at Ledbury TRA Hall if you want to discuss this or any other matter further.

Best regards



Mike Tyrrell
Director of Ledbury

Site project Team

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