



The Resident

Mechanical & Electrical Delivery Team

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Dear Resident,

Curnock Street Estate – Heating Works and Water Tank Replacement Newsletter update - March 2009

I am writing to update you on the plans to renew the underground heating mains, installation of radiator controls and water tank replacement works on your estate.

Firstly, please accept my apologies for the long delay in contacting you since the resident consultation sessions held last year. This was due to some changes in our ways of working which will improve the way we carry out major repair work.

Who will be doing the work?

You may be aware that Camden Council has formed a partnership with two contractors Apollo Group and Lakehouse. The benefits of the partnership are that we will be working with the two same contractors for up to five years with the option to extend to ten years. This will enable us to build a strong relationship with them, giving us a better opportunity to provide better value, higher standards of service and keep improving the quality of work.

The contractor that will carry out this work is the Apollo Group. They will also be responsible for the ongoing maintenance once the works have been completed.

What happens next?

In the coming months, G&D Higgins on behalf of the Apollo Group will be carrying out surveys of the outside of the blocks to finalise the design for the works. They are using the information that we already have from when we consulted residents last year. We do not expect there to be any changes to the design but if there are then we will consult with you again.



G&D Higgins will also be carrying out inspections in a sample of flats week commencing 23rd March 2009. This inspection is to assess what internal work is required in relation to the heating works. The inspection should take about 20 minutes to complete and will be carried out by David Elloway of G&D Higgins who will be carrying a photo ID card. I would remind all residents of the need to check the identification of callers before letting anyone into your home. If in doubt, do not let them in.

There is no obligation for you to give access should you be selected for an inspection, but it would assist us greatly if you could.

When will the work take place?

The work is not expected to start for at least six months. I will write to you again with an update as the project develops.

I am a leaseholder, what happens next?

We will consult with you about our plans to carry out the work. You will be given a document called a *Schedule 3 Notice* which is a legal requirement. It gives details about the proposed works, the estimated cost and your estimated contribution. You will have the opportunity to make observations about this. If you have any questions about this then you can contact our Home Ownership Service on 020 7974 3573.

In the meantime, if you have any questions about the scheme, please do not hesitate to contact me. My full details are given at the head of the letter.

Yours sincerely

A handwritten signature in black ink, appearing to be 'JL'.

Jackie Louis
Project Manager