

Date: 24th February 2010



Reference:  
M&E/Site Set Up/D1b/Scope of works

**Mechanical & Electrical Delivery Group**  
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**The Resident**

Camden Street  
London  
NW1

Dear resident

**Re: Heating Works and Water Tanks Replacement**

Camden Council is investing £413m in its 'investing in Camden homes' strategy to bring all of Camden's Council homes to the 'decent homes standard' and deliver essential investment in lifts and heating systems.

Improvements made to residents' homes focus on 'decent homes' elements such as wiring, windows, kitchens and bathrooms, as well as improvements to mechanical and electrical equipment like lifts and heating systems.

Further to the surveys Apollo carried out in March 2009 I am writing to let you know that the heating works to your estate will be commencing in May 2010 for a period of 6 months. Please be aware that work can sometimes take longer than predicted. If this happens we will let you know as soon as possible.

I am aware that Decent Homes works are currently on site and will liaise with the Camden Decent Homes Project Manager. These works are currently estimated to complete on site in May 2010.

**What work will be carried out?**

We will be replacing the heating distribution pipe work below ground level, in the private car park and also to the car park that serves the estate, installing radiator controls, replacing 2 water tanks and 2 hot water calorifiers and reducing the amount of noise from the boiler house.

**What disruption will the work cause me?**

Due to the renewal of the heating pipe work there will be some shut down periods to the heating service during the change over periods, but they will fall during working hours for 8 hours or less (Monday to Friday). The disruption will be kept to a minimum. You will be notified of this in advance. There is also a provision of temporary heaters if required.

In accordance with Camden's policy residents will be given a rebate on their service charge for loss of heating in excess of 7 days. Please note that should you need to use the temporary heaters provided Camden will be unable to reimburse the electric costs incurred.

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**Please turn overleaf**



**Help for residents with special needs**

So that we can help residents with special needs such as disabilities and illnesses we need to find out as soon as possible who might need extra help. We can then decide what the best way is to help each resident based on their needs. Enclosed with this letter is a questionnaire, please complete it and return it to me in the freepost envelope provided by **15<sup>th</sup> March 2010**.

**What access is needed?**

We will require access for half a day to your property in order to install the radiator controls.

**What happens if I am a leaseholder?**

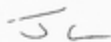
You will shortly receive a legal document called a 'Schedule 3 Notice'. The notice will contain details about the proposed works, and the estimated cost of your contribution and invite you to attend the statutory leaseholder consultation meeting. You will have the opportunity to make observations about the work. If you have any queries about this then you can contact our Home Ownership Service on 020 7974 3573.

**What happens next?**

We will send an invitation to a 'Meet the Contractor' drop in session. At the drop in you will meet the project team including a dedicated Resident Liaison Officer. We will write to you again with more details about this drop in session once the leaseholder consultation has expired. Should you be unable to attend the drop in sessions please note that you will be sent further information about the works together with contact details for the project team.

If you have any other questions please do not hesitate to contact me.

Yours sincerely



**Jackie Louis**  
Project Manager

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# Resident Profile Information – Curnock Street Estate Heating Works

Please fill this form in so that we can give you any extra help that you might need during the works. Please return the completed form to Jackie Louis in the freepost envelope provided by 15<sup>th</sup> March 2010.

Your details		
Your address		
Your name		
Your age		
Your telephone number		
Communication needs		
Do you need help with translation or interpreting?	Yes/No	
If yes, please give the name of the language that you need		
Do you have any hearing or sight difficulties?	Yes/No	
If yes, do you need a sign language interpreter or information provided in spoken word format? Please give details of what you need.		
Who else lives with you? (Please only list those who live in your home permanently).	<b>Name</b>	<b>Age</b>
Are you registered for a housing transfer?	Yes	No
Your home		
How many bedrooms are there?		
What floor is your home on?		

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<b>Your health</b>		
Are you registered as a disabled person?		Yes/No
If yes, please give details of your disability.		
Do you have any long term or serious illness?		Yes/No
If yes, please give details of your illness		
<b>Self-assessment – how the work might affect you</b>		
We need to know how the different works that we do might affect you. For all the following questions please put a cross in the coloured box that you think applies to you		
<b>Hot water supply</b>		
On a couple of occasions we will need to stop your hot water supply temporarily (for 8 hours or less during normal working hours), how would this affect you?		
<b>GREEN</b> <b>(No real problems)</b> Can manage without hot water for a limited time.	<b>AMBER</b> <b>(Some problems)</b> May not be able to manage without hot water.	<b>RED</b> <b>(A lot of problems)</b> Need a constant supply of hot water.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Heating</b>		
On a couple of occasions we will need to turn off your heating for a temporary period (for 8 hours or less during normal working hours), how would this affect you?		
<b>GREEN</b> <b>(No real problems)</b> Can manage without heating.	<b>AMBER</b> <b>(Some problems)</b> Can manage without heating but need a temporary heater to be provided	<b>RED</b> <b>(A lot of problems)</b> Need constant heating. Temporary heating may not be enough.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other information**

Please use this space to give us any more information about your or a member of your household that you think might be important when we do the work.

Ref:M&E/Planning/A2/Resident Profile

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