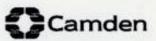Date: 18th March 2011
Your reference: 26787
Our reference: R10/734
Contact: Emma Adjei 0207 974 8660

Home Ownership Service
Housing and Adult Social Care
Department
London Borough of Camden
Bidborough House
38-50 Bidborough Street
London WC1H 9DB

Tel: 020 7974 4444
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hos@camden.gov.uk
camden.gov.uk

Camden Street
London
NW1 0HH

Dear

Re: Flat   Camden Street, London NW1 0HH

Thank you for your observation dated 24th February. I have now herd back from the project manager and can respond in full. I will answer in the order you raised your points:

1. The London Borough of Camden found out that the condition of the tank was poor in January 2011.

2. The decision to repair was taken on January 2011.

3. The name of the person who took the decision for these works is Mr David Cattell whose job title is Water Services manager.

4. The tank manufacturer is Balmoral – Please find attached the sectional list of components.

5. The warranty will be for 12 months.

6. The site will go onto the borough wide 'Planed preventative maintenance programme (PPM)' which will consist of 2 visits per annum, which include water quality checks.

7. The water tank will be installed at the site of existing one.

8. The contractors are the partnering contractors Apollo services Ltd who will be subcontracting the works to Hertel Solutions. The works are estimated to cost £16632.02 plus Apollo's' contractors running cost of 7.5%.

9. The installation should take one working week.

10. There will be very minor disruptions to the cold water down service. Apollo will advise via a letter drop as to date and duration.

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11. Council tenants pay for repairs through their rent.

12. The London Borough of Camden carries out repairs and essential works as and when it is needed. It is unfortunate that in your case this has happen within a short period of time.

Should you have any further questions please do not hesitate to contact me on 0207 974 8660.

Yours sincerely,

Emma Adjei
Consultation and Final Account Officer