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Claire Williams

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Date: 30 October 2015

Dear Mr Barakat

**Change-over to the new heating system**

Following the email from Peter Maddison (director of assets and regeneration) of 18 September and conversations at the two subsequent Resident Compact meetings, you have requested that the HIU (boiler) is moved from the hallway to the kitchen. Currently Rydon and KCTMO are progressing the installation of the HIUs in the hallway to ensure residents are connected to the new heating and hot water systems.

As you have had most of the installation already fitted into your home, our priority is to ensure that is connected as we are now into the heating season. The TMO is not making any definite commitment at this stage to relocate the HIU, but will be reviewing the situation when we understand any demand and cost implications.

I am writing to confirm that a date has been made which is:

**Tuesday 10 November 2015 – morning from 8am**

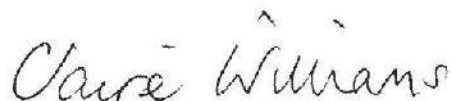
If you need portable electric heater until this date, then please let me know and including details of when someone could be available for this to be collected/delivered by the local housing office at 1 Station Walk; I note you would be responsible for the energy costs.

Once you are on the new heating and hot water system you will access central heating from the new boiler. Rydon will demonstrate the controls, and feel free to contact their RLO if you have any queries over its operation.

The TMO need to fulfil its landlord obligation and ensure that all residents have heating and hot water.

If access is refused then we will have no option but to refer this to our legal team who may look to obtaining an injunction to allow these works to continue.

Yours faithfully,



Claire Williams  
Project Manager