

3.3 Heating

Bruce discussed heating system located in the basement and not the roof as it presented better economical value.

Q) Residents wanted confirmation that new meters will be installed within their home and also wanted confirmation that they can control the amount of heat being used within their home.

A) New meters to the heating system will be installed within each flat. This will assist you and TMO in understanding and monitoring energy consumption within your home. We can also confirm that you will be able to control temperature of heat within your home via individual thermostatic controls. More details and instructions on their use will be provided upon installation.

Q) Would this mean reduction in their service charge for energy use?

A) Peter, this may mean reduction however would need to look into this and come to them.

Bruce informed residents in the way the new heating system pipework would be distributed through the building in the communal areas and into their flat.

Q) Residents had concerns on how the pipework would be run within their flats and the decorations following installation. They wanted to know if we were looking to carry out making good is so to the extent.

A) Peter, The new heating pipes will be surfaced fixed and run along walls to each new radiator. To show residents the pipe runs and how this will look we intend to complete a show flat which residents can view upon request prior to installation of new heating system so they understand exactly how the pipes will be installed

A) Bruce advised residents that access would be required into every flat and this would mean some disturbance for surveys and installation work to be completed.

A) Peter, Access is the responsibility of contractors and scheduling their resources, however the estate management team will assist in gaining access to ensure the programme is completed.

Note: Peter would like to look into the way residents are billed for use of heating. Does the new system allow residents to be charged separately from others? Only the amount of heating they use.

