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Tel : 0800 358 3783

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**Ref: AD920**

Dear Resident

### **Lillington Gardens - PDHU heat exchangers and network (Project AD920)**

We are pleased to tell you that asbestos removal work in the old boiler room under Morgan House is complete. EPS, the asbestos removal company, has left site and GEM Environmental Building Services, commonly known as 'GEM' is ready to start their work.

#### **What work is being carried out and why?**

GEM will install a series of heat exchangers in the old boiler room. This work is important because it will create a 'separation' from the main Pimlico District Heating Undertaking (PDHU) and give us more control.

When the heat exchanger work is complete, we should see a drop in the pressure in the heating and hot water system, which in turn should reduce the number and severity of any leaks. Leaks from the heating system has had a significant impact on some residents living on the Lillington estate and we are keen to reduce this as much as possible.

We can also expect a fall in the number of 'responsive repairs' to deal with leaks and associated call out fees.

The upgraded system will enable us to incorporate any future carbon reduction related work that will be carried out on the PDHU system.

#### **When will the works start?**

GEM will start some 'enabling' works immediately, so that they can start installation work straight away. We want to do this so that we can complete as much of the work as possible over the warmer months of the year.



The works have been organised in a way so that we should be able to do the work without interfering with the hot water supply and heating. If for any reason we do need to reduce or stop either of these services, we will tell you in advance.

We do not need to come into your home to carry out any of this work.

### **Where to find more information**

We have produced a guide for residents that would like to find out more about major works. You can get your copy by visiting [www.westminster.gov.uk/housing/major-works](http://www.westminster.gov.uk/housing/major-works).

If you would like a paper copy of this guide, please get in touch using the details below.

We also have a webpage dedicated to this project, which can be found using the web address below:

<https://www.westminster.gov.uk/lillington-pdhu-heat-exchangers-and-network>

You can find more information on the project and key background documents.

The dedicated Resident Liaison Officer for this project is Abigail Thompson. Please keep an eye out for noticeboard updates from GEM with her contact information and the details of who is working on this project.

### **Next steps**

GEM will set up a series of resident drop-in sessions so that you can pop in and ask any questions you have about the works.

Please see the noticeboards on your block for further information. We will also arrange a special briefing for scheme managers looking after Charlwood House and Parkinson House.

### **Contact Details**

You can contact us by:

- Calling Westminster City Council Housing on **0800 358 3783** (freephone) - ask to speak to Ian Merriman in the Resident Advocacy Team.
- Emailing [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk), please quote reference '**project AD920**'.

Yours sincerely

**Ian Merriman**

Resident Advocate Team Manager  
Housing and Commercial Properties