

Resident Advocates  
Westminster City Council  
64 Victoria Street  
London  
SW1E 6QP

Ms YBD Johnson  
FLAT 1 5 Queensborough Terrace

Customer Reference: AA253

Date: 27 February 2024

Dear Ms YBD Johnson

### **Boiler Replacement Project (known as AA253)**

The boilers that serve Queensborough Terrace are defective and we are pleased to tell you that there is a project being developed to replace them.

In addition to replacing the boilers we will also take the opportunity to upgrade the heating system and make sure that we meet all current regulations and guidance.

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

We have carried out some initial inspections of the system at Queensborough Terrace and we are looking to carry out the following works:

- Renewal of boilers, pumps and all associated pipework,
- Upgrade the insulation (around the pipes)
- Install a new building management system
- Install block heat metering

#### **Who will carry out the work?**

In 2018 we entered into a 10-year partnering agreement with GEM and they will carry out this work. GEM operatives know your building well and will use this knowledge to help deliver these works with as little disruption as possible.

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

Work is expected to start in the early summer of 2024. There are a number of steps we need to follow before starting work so we cannot give you an exact date right now.

However, we will continue to write to you as the project develops and tell you

when work is expected to start.

### **Do you need to come into my flat?**

No, the work will take place in the shared areas of Queensborough Terrace and the boiler room in the basement.

Please note, that when the work is finished we may ask to check that your radiators are working correctly before we finish and the contractor leaves site. All contractors will have photo ID and you should NOT let anyone into your home that does not have this.

### **Will the heating and hot water to my flat be turned off?**

No, we are using a temporary boiler at the moment and we will continue to use this while fitting the new boiler and other associated works.

If we have to turn off the heating for any reason, we will tell you in advance to help you make suitable arrangements to manage this.

### **How can I find out more information about the work?**

We plan to call at your home on **Thursday 7 March between 10am and 11:30am** to tell you about the works and find out if you have any questions or concerns.

### **How to find out more**

If you have any questions or concerns about the works but are not in on 7 March, please contact **Shah Alam or Ian Merriman** in the Resident Advocacy Team via the Contact Centre on 0800 358 3783 or at [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk)

Otherwise we look forward to meeting you shortly.

Yours sincerely

Shah Alam  
Resident Advocate