

Westminster City Hall
64 Victoria Street
London SW1E 6QP

Housing Enquiries
Tel : 0800 358 3783

Date: 9 July 2024

Ref: AA253

Dear Resident,

5 Queensborough Terrace - Boiler Replacement

We held a Residents Meeting on Wednesday 26 June 2024 in Pickering Hall to introduce the planned boiler replacement works for your block. The meeting provided an opportunity for residents to learn more about the scope of the planned works and for us to address any questions you had.

Please find enclosed a copy of the FAQ sheet from the meeting.

Yours sincerely



Shah Alam
Resident Advocate
E-mail: residentadvocates@westminster.gov.uk

5 Queensborough Terrace (Project AA253)

Frequently Asked Questions (FAQ)

The following questions were raised by residents at the introductory meeting held at Pickering Community Hall on Wednesday 26 June 2024.

What work is being carried out?

Initial inspections of the system at Queensborough Terrace have been conducted. The planned work includes:

- Asbestos removal
- Renewal of boilers
- Replacement of pumps and associated pipework
- Upgrading pipe insulation
- Installing a new building management system
- Implementing block heat metering

For more information, visit the project's major works link:

<https://www.westminster.gov.uk/node/25983/fire-safety/details>

Why is asbestos management carried out?

As per WCC policy, we aim to remove all asbestos from our plant rooms. This process will not interfere with residents' properties. The asbestos removal is scheduled to begin the week of 15.07.24 and will take approximately two weeks to complete.

Why are the boilers being replaced?

The current boilers are old and have reached the end of their life expectancy. New boilers will provide better operation, improved energy efficiency, and more accurate usage figures.

Will residents be charged for the replacement?

No.

Will there be temporary boilers?

Yes, two temporary boilers are currently installed in the plant room, these are to be relocated outside the plantroom for the duration of the works.

Are the temporary boilers more expensive to run?

No, their operating cost will be the same as the previous boiler.

Will there be any disruption to hot water?

When the temporary boilers are relocated outside the plantroom a period of approx. 4 hours, hot water will be interrupted. Once the new boilers are installed hot water will be unavailable for up to 4 hours. Residents will be notified in advance in writing about the planned temporary shutdown.

What stage is the project at the moment?

The design phase is complete. A 14-day notice period will follow for the asbestos stage.

When will the work start?

Work is expected to begin on 26 July 2024, following the asbestos stage.

When will the project be completed?

The project is planned to be completed by mid-September 2024.

Who will carry out the work?

GEM, with whom we entered a 10-year partnering agreement in 2018, will conduct the work. GEM operatives are familiar with the building and will strive to minimise disruption.

Who will be our point of contact?

GEM will provide a Resident Liaison Officer, Paul or Sania, to assist with any concerns or queries.

Contacted Details:

- Paul - 07377 937983 | paul.baker@gemebs.com
- Sania - Sania.mckenzie@gemebs.com
- GEM customer services line: 020 8985 0409 option 4

Will there be any disturbance to access points or lifts?

No, the work will primarily be conducted in the plant room.

Will there be any noise disturbance?

There may be mild noise disturbances due to drilling in the plant room. Otherwise, noise levels will be kept to a minimum.

Will GEM need access to our properties?

Yes, towards the end of the project, GEM will contact you to schedule an appointment for accessing your property. The purpose will be to bleed the radiators, which will take only 15 minutes.

Will scaffolding be required?

No.

What are GEM's working hours?

8:00 am to 5:30 pm.

Where can I get more information?

If you have any questions about the planned works, we are here to help. Please contact our Customer Services Team at 0800 358 3783 and ask to speak to Shah Alam in the Resident Advocate Team, or email Shah at residentadvocates@westminster.gov.uk with 'AA253' in the subject line.