

Invergarry House
London
NW6 5EP

Westminster City Hall,
64 Victoria Street,
London SW1E 6QP

For any further assistance, please contact:
Repa Khan-Resident Advocate

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Date: 9 September 2024

Dear Resident

Major Works Project X104 Carlton Vale - Pilot Installation work at Invergarry House to improve low water pressure issue

Westminster City Council (WCC) has commissioned Mechanical & Engineering contractor, GEM to carry out exploratory works to address the low water pressure issues being experienced by the residents on the Carlton Vale Estate. Invergarry House has been chosen as a pilot to carry out these works.

Once the system has been installed and works completed, a test will be carried out to all properties and boilers currently connected to the cold water mains will be converted to the existing down water services.

Therefore, access will be need to **ALL** properties to check that there are no issues.

The work is scheduled to be completed within a week, commencing on Monday 23 September 2024 and completing on Tuesday 1 October 2024.

Please see below, we have set out the timeline of works in the table below:

Date	Proposed work to be carried out
Monday 23/09/24	8:00AM – Site set up of materials and tools at roof level. 10:00AM - Begin work to isolate tank and drain pipework. 12:00PM – Disconnect water supply to bathrooms ONLY in all properties and connect to new galvanised iron to copper fitting. Once completed, the system will be reconnected to the building outlet and the water supply turn on to all properties.
Tuesday 24/09/24	8:00AM – Fit all new pipework to pump set. 2:00PM – Complete electrical works to supply power to pump set.
Wednesday	8:00AM – Open valves to pump set, fill with water.

25/09/24	9:00AM – Close valves to what are now the bypass and drain pipework. 10:00AM - Turn on power to pumps and begin commissioning, set pumps to first nominal pressure setting. 2:00PM – Carry out pressure and flow rates test on all top and ground floor properties.
Thursday 26/09/24	8:00AM - Isolate and drain bypass. 9:00AM - Turn pump set back on, make any adjustments required. Carry out checks to top and ground floor properties to test pressure and flow rates. Continue with this until correct pressures are achieved on both levels. 2:00PM - Once the above is achieved, continue on to visit all properties and check pressures/flow rates. Check all WC cisterns for overflowing and change pressure cones where/if required.
Friday 27/09/24	8:00AM - Continue on to visit all properties and check pressures/flow rates. Check all WC cisterns for overflowing and change pressure cones where/if required.
Monday 30/09/24	8:00AM – Convert combi boilers to down service and continue visits properties to check and balance systems.
Tuesday 01/10/24	8:00AM – Convert combi boilers to down service and continue visits properties to check and balance systems.

TMO Manager Mary Waterhouse and I will be calling residents week commencing 9 September 2024 to arrange suitable appointments for our contractor to attend your home and carry out the water pressure and flow rate testing on either Wednesday 25, Thursday 26, or Friday 27, Monday 30 September and finally on Tuesday 1 October 2024.

To help us with the impending works, please let us know what type of boiler you have in your home by emailing me at rkhan@westminster.gov.uk

Thank you in advance for your patience and cooperation whilst these works are taking place.

Yours sincerely,

Repa Khan
Resident Advocate
Housing and Commercial Partnerships