

Westminster City Council
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Date: 22 May 2023

Ref: Major works AD920

Dear Resident

Ref: Planned major works to the PDHU heating and hot water system

We are pleased to tell you that we are ready to carry out upgrade works to PDHU (Pimlico District Heating Undertaking) system serving Lillington Estate (only).

What works are you proposing?

To resolve the leaks on Lillington part of the estate, we have been carrying out a number of investigations into the way that the PDHU system currently serves residents. Our investigations have led us to conclude that we need to install heat exchangers into the old boiler room under Morgan House. The exchangers will create a 'separation' between the estate and the PDHU system and help us reduce the pressure in the system.

In preparation for the heat exchanger works, we have been removing the asbestos from the boiler room. This work took longer than expected because a double layer of asbestos had been installed, and the area that needed removal work was greater than first thought. This asbestos removal work is now almost completed.

What are the benefits and drawbacks of carrying out these works?

By installing the heat exchangers and separating the estate from the rest of the PDHU system we will have more control and be able to reduce the pressure in the system, by as much as half. This should lead to a reduction in the number and severity of leaks to your homes but it will not reduce the amount of heat and hot water that you get.

We do not foresee the need to shut the hot water and heating service down during the works. However if this changes we will tell you about this in advance and work to make sure that the sheltered and supported blocks keep their supply.

Major works by their nature will also cause some disturbance on the estate, though we will do our best to minimise the impact of this.

Who is doing the work?

At the start of 2018, we entered a ten-year partnering contract with GEM to carry out major works.

GEM is also the day-to-day repairs contractor for the heating system and this has helped them build up a good understanding of the estate and how the system works currently.

This contractor will also have a dedicated Resident Liaison Officer (RLO), that is experienced of working in Westminster. Once the works start, the RLO will be available for residents to ask any questions. Darren Gamble will be the contract manger for GEM.

When will the works start?

The asbestos removal works are very nearly complete, so we should be able to start work in very early June.

Find out more

We have organised a drop-in session for you to find out more. Following this, we will set up a dedicated webpage and update this with progress.

Residents' drop-in session

We are holding a meeting drop-in session for residents. This has been arranged for:

Thursday 8 June

4:30 to 7pm – just us at a time that suits you

The Lillington & Longmoore Community Hall – under Morgan House

In addition to representatives from GEM we will also have following present:

- EPS who carried out the asbestos works present. They will be able to show you the before and after photographs of their asbestos removal works.
- Mohammed Soliman, repairs surveyor will come if you have any repairs queries,

- Housing Department staff will also be there.

We do hope you will be able to join us and look forward to seeing you at this session.

However, if you are unable to attend and have any queries about the works, please get in touch using the details at the bottom of this letter.

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, please quote reference 'project AD920

Yours sincerely

A handwritten signature in black ink, appearing to be 'IM', followed by a horizontal line extending to the right.

Ian Merriman
Resident Advocate Team Manager