

# COMMUNAL WATER TANKS

## **1. Why do the communal water tanks need to be changed?**

Communal water tanks often date from when your homes were built and are now coming to the end of their useful life. The tanks often no longer meet the current regulations for water quality, and are manufactured from galvanised steel which is suffering from corrosion.

Replacement tanks are made from materials less likely to corrode and will ensure water quality meets all current regulations.

## **2. Why can't I go on the mains and not have to pay?**

The domestic water supply for your building was originally designed around a gravity system (i.e. Communal Water Tanks).

There are several technical reasons why we cannot convert to mains water supply ranging from possible water starvation at peak periods to homes on the upper floors. Where you may turn taps on during times of peak usage (early morning or evening) and find you have little or no water.

## **3. Why is lighting in the specification when we already have lights in the tank room?**

We have included lighting in the specification, but until the contractor carries out a validation survey we will not know if lighting is needed. If it is not needed we will remove it (and any associated costs) from the specification.

## **4. Why do we have to pay for a water meter when we pay against a rateable value?**

We don't use the communal water meter to calculate your bills. The small meter is installed on the supply to the tank in the communal area so we can monitor consumption for water quality (not cost) reasons.

## **5. When will the work start and how long will it last?**

Work will start on site between April 2017 and March 2018. We will provide a more comprehensive programme nearer this time, and residents will be regularly updated. We will keep you informed by delivering letters and newsletters and, where possible, displaying notices around the estate and/or blocks. Details of the Capital Programme are also placed on the Lambeth website.

## **6. Will there be much disruption?**

We will work with our contractors to minimise any disruption. We may have to interrupt your water supply for periods of time during the work but we will always let you know in advance if we have to do this by putting notices through your doors and around the estate and/or blocks.

If we need to come into your homes to do any work the contractor's Resident Liaison Officer will work with you to try and find a convenient appointment time to do this work.

**7. Have you conducted any independent surveys?**

Independent surveys have been conducted by external consultants who have provided feasibility studies for the proposed works. .

**8. Why hasn't this work been tendered and why can't I appoint my own contractor?**

Works will be awarded through the Long Term Qualifying Agreement Contract Lambeth awarded in 2011 and process will be referenced against the recent external procurement exercise undertaken in 2015.

**10. Why do tenders include payments to the contractor for overheads and profit?**

Overheads and profit will be included in any tender the contractor completes. Contractors tender against a schedule of rates, which is composed of costs plus an agreed overhead and profit.

**11. Why do tenders include payments for professional fees?**

Professional fees are payments to specialist Technical Consultants who carry out the design and contract administration of the work. They also act as CDM-C (Construction, Design and Management Co-ordinator) which is a health and safety function we are legally required to provide by the Health and Safety Executive (HSE).

**12. Why do we need to have site storage and welfare facilities?**

We will always try to keep costs down. We have to have storage for equipment and material needed by our contractors. Legally we also have to provide welfare facilities and toilets on each site. When we are undertaking a co-ordinated programme of works we will save money by avoiding any duplication of these facilities.

**13. Why do I have to pay against an estimated figure?**

We are legally required to send invoices based on an estimated cost. Residents can pay against this estimate which will be reconciled at the 'Final Account'. Final Account is the actual cost provided after the 12 month defects liability period (DLP) ends.

**14. What do I do if I can't afford the work?**

Home Ownership Services (HOS) offer various payment options to suit the individual needs of our customers. For further details please contact HOS via our call centre number 0207 926 6000 or email the team [S20majorworks@lambethliving.org.uk](mailto:S20majorworks@lambethliving.org.uk)