

HEATING WORK

(Either communal or individual systems)

Frequently Asked Questions (FAQs)

1. Why does the heating need to be upgraded?

Communal heating installations often date from when your homes were built and are now coming to the end of their useful life and they often do not meet current regulations for energy efficiency. As these systems get older we have to maintain them using parts that are very expensive to buy (because they are no longer made) or we have to remove parts from other (older) systems. Re-using parts like this means there is an increased risk of them failing at a later date. So it makes sense to replace the systems now.

2. Will I be able to choose a different location for my radiators?

We usually put new radiators in the same place as the old ones because it cuts down the amount of redecoration needed. If you need a radiator to be moved to a new position we will work with you to see if this is possible (sometimes we can't move radiators because of space or health and safety issues). However, you will be responsible for any redecoration which is needed if we move your radiators to a new position.

3. Why is there the need for thermostatic radiator valves and room stat?

We are fitting room stats and thermostatic radiator valves to give you more control of the heating in your home. Fitting individual radiator valves means you can, for example, keep your living room warm and your bedroom cooler if you want to.

4. Are the heating pipes going to be boxed in?

We are not boxing in pipes but we will make sure they are routed around the walls and above the skirting in a tidy fashion.

5. Why can't I put my own individual system in and not have to pay?

Leaseholders will have the opportunity to arrange to have their own heating system installed where communal heating systems are being replaced by individual heating systems in flats. Although you will have the option to install your own system, you will still have to contribute to the decommissioning of the old communal system. Where we are refurbishing/replacing parts to an existing communal heating system leaseholders will not be able to opt out of the system and install their own heating, therefore you will be required to contribute towards the costs.

6. Why is lighting in the specification when we already have lights in the boiler room?

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

7. 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.

8. Will there be much disruption?

We will work with our contractors to minimise any disruption. We may have to interrupt your heating 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. We will also have to interrupt your supply when fitting new radiators and carrying out other work, but the contractor's Resident Liaison Officer will work with you to try and find a convenient time to do this work.

9. Have you conducted any independent surveys?

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

10. 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.

12. 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.

13. 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).

14. 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.

15. 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.

16. 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