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Heating and hot water improvements - Reservoir Apartments & Watersreach Apartments – an update

We would like to provide you with an update on the programmed heating and hot water upgrades that will be commencing at your block later this month, to improve the performance and energy efficiency of the heat network and reliability of your heating and hot water services.

Our appointed contractors Vital Energi will be setting up on site to get ready to start the project from 15 May. Their heat engineers will firstly be decommissioning and stripping out redundant pipework and equipment from the plant room and from the four substations located within the block. This activity will continue up to early June.

From 9 June the heat engineers will start the installation of the new heating units (HIUs) in homes. They will be arranging to install three HIUs per day, and they will be in contact with you to make a convenient appointment for this work to take place in your home. The installation programme will continue over the summer months up until the end of August, when the heating upgrades are expected to be fully completed. See below a reminder of the work that will take place in your home.

What work will take place in my home?

Your existing heating interface unit (HIU), the device that provides your heating and hot water supply (a white box on the wall) will be removed, and a brand new VTherm heating unit will be installed. This is a model of HIU produced by Vital Energi. This will include a new heat meter, and a smart hub a device to monitor the performance of the HIU and energy consumption will also be fitted.

Additionally, new radiators will be installed and balanced for optimum room temperatures, and a new heat programmer and thermostat will be fitted to your wall. It is expected that this will take Vital engineering team approximately one and half days to conduct. Please note they will need clear access the area around your existing heating unit, radiators, and pipework.

What work will be conducted in the communal areas?

There will be improvements made in the main plant room and the substations

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located within your block. This will include:

- Plant equipment within the substations will be decommissioned.
- New heat pumps will be installed, and existing pumps either removed or recommissioned.
- New water quality monitoring equipment will be installed.
- A smart hub, a heat performance measuring device will be connected to the plant room heat meters.
- Insulation to pipe to reduce heat loss.

Vital Energi will be the principal contractor doing the work. Our heat consultants Fairheat will provide engineering support and quality assurance on site to ensure that Vital deliver the works to a high standard in line with the required specification and standards. All efforts will be made to minimise disruption while we make these heat improvements. The contractor will make good all areas of work conducted and will keep the communal areas safe, clean, and tidy.

There will be parts of the work programme that will require planned shutdowns of your heating and hot water supply. We will give you as much notice as possible of when heating and hot water will need to be switched off, and at least seven days' notice, avoiding the peak periods of heating and hot water demand such as early morning and early evening.

How will this affect my heating and hot water billing?

Vital's billing team will update your heating and hot water accounts with details of the new heat meter number, and they will reconcile your bills to reflect the change of meter readings. You will have the option to pay by monthly bills or to choose to pay-as-you-go. There will be no change to the heat tariff in relation to these heating upgrades. Through carrying out efficiency works; this will reduce future energy consumption needed by the heat network to generate your heating services.

How can I get more information on the heat improvement works?

We will regularly send you information on how the heat improvement project is progressing. We will also be arranging a drop-in session so that you can meet the contractor and ask any questions that you may have about the work. More details on this will follow.

In the meantime, if you have any queries in the meantime, please contact Radhika Chander, your Housing Officer.