



Residents of
74, 76, 78 & 80 Cambridge Road
London
NW6 5FL

The Hive
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Wembley
HA9 0HP

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customerservice@
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0300 373 3000

Tuesday 12 January 2021

Dear Resident,

Recent leaks from communal heating and hot water system

We would like to apologise for the recent disruption to your heating and hot water supply. The most recent disruption occurred yesterday evening and Oakray are on site today resolving the issue. We can confirm that the recent leaks that occurred throughout late 2020 and early 2021 are as a result of splits in the pipework in different locations of the heating and hot water system.

The design of your heating and hot water system means that a substantial leak on any part of the system supplying the four blocks results in the isolation of the supply to all connected blocks until a repair is undertaken. The nature of the pipework and installation methods means that specialist tools and suppliers need to be accessed to repair leaks of this nature.

We are concerned by the number of leaks that have occurred in quick succession, so we have appointed a specialist consultant to review the design and installation. This consultant will work with us over the next few weeks to identify the causes of the leaks and assist us in taking appropriate action to mitigate future leaks. We apologise for any inconvenience caused by these investigations and we can commit to notifying you of planned heating and hot water downtime at least 24 hours in advance. Any periods of downtime will be managed during the middle of the working day when demand for heating and hot water is usually at its lowest.

We are also working with our maintenance contractor, Oakray, to source and store a supply of spare essentials on site so that we can attempt to repair any future leaks same day. Some of the parts are manufactured in mainland Europe so at the current time we cannot confirm a timescale for these being in place.

Please again accept our sincere apologies for the inconvenience caused during the period of system downtime. If you wish to discuss the content of this letter or have any other concerns relevant to the recent leaks, please contact our M&E Team by calling 0300 373 3000 or email us at MandEandCompliance@networkhomes.org.uk.

Yours faithfully,

A handwritten signature in black ink, appearing to read "P. Flynn", with a long horizontal flourish extending to the right.

Head of Compliance and M&E