



March 2025

Upgrading your heating

Kensa are continuing to make progress with the works to install a new heating system for Abbey View, Munden View and the nearby low-rise blocks, which will provide reliable heating and hot water for residents.

This newsletter includes more information about the works and the new heating system. Thank you for your continued patience as these works take place.



What will happen next?

We are working on a plan to implement a temporary car park – this will allow us to provide alternative parking to ease congestion while the works are taking place. We will update you when we have further information.

At the beginning of February, we closed the north entrance of the car park off York Way (by Abbey View) in order to start drilling in this area. We are aiming for these works to be completed by the end of March but will try to open this entrance as soon as we can.

The south entrance of the car park (by Munden View) has been reopened – please use this entrance for the duration of these works.

We appreciate that parking spaces are more limited at the moment. Please rest assured that we are doing all we can to ensure the works are carried out as quickly as possible, to keep disruption to a minimum.



Car parks

We are doing all we can to minimise the disruption to car parks and keep as many spaces available as possible.

As we mentioned above, we are working to implement a temporary car park that will provide residents with alternative parking. We will provide an update when we have further information.

We have also been sending messages to let residents know when parking areas need to be left clear.

Please ensure that vehicles are moved in good time when we ask for areas to be cleared. This helps to avoid any delays to the works.

Please be aware that we may take enforcement action to remove cars left in areas that are due to be closed, or blocking access routes, to ensure that works can progress on time.

We have recently opened additional car parking just a short walk away, opposite the shops on York Way.

Thank you for your ongoing support and cooperation.

An update on scaffolding

In our last newsletter, we advised residents that we are planning to put up scaffolding.

For the high-rise buildings, we need to receive approval in line with the building safety regulations before these works can begin. To keep disruption to a minimum, we will only begin to put scaffolding up once we have a clearer timeline for the works to get underway. This depends on when we can get feedback from the Building Safety Regulator.

We will provide further updates once we know more.

We will continue to engage with the Building Safety Regulator and Herts Fire and Rescue Service throughout the works, to ensure that the buildings remain safe at all times.

Our contractors are managing the site and safety of our residents. In the event of any anti-social behaviour taking place on site, we will make use of the CCTV, if necessary.



Drop-in sessions

We held our first resident drop-in sessions on 7 November – thank you to everyone who visited us. This was a great opportunity for residents to meet representatives from Watford Community Housing and Kensa, and to ask any questions they had about the new ground source heat pumps.

We received great feedback from the session and will be taking on board lots of the comments raised. There is more information on some of the most common questions on the next page.

We will let residents know once a date is confirmed for the next drop-in sessions.

Keeping you up to date

Over the last few months, we have sent messages by text and email to residents. Please look out for these messages, as they include important updates on the project and how the works might affect you.

If you have not been receiving these updates, please contact us to make sure we have the correct details for you.

We also have a dedicated information page on our website, which we will keep updated. Scan the QR code or visit

www.wcht.org.uk/works



Key contacts

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Show rooms coming soon!

To give residents a good understanding of how the new heating and ventilation systems will work in the high-rises, we are setting up demonstration systems in an empty apartment in Munden View.

Soon you will be able to visit the demonstration apartment to see exactly how the systems work and how they will look when we install them in your home. You will be able to book an appointment to visit the apartment, where a member of staff will be on hand to answer questions.

We will also be filming a walkthrough video of the show room for those unable to visit – we will let you know when this is available.

FREQUENTLY ASKED QUESTIONS

How will the new heating system benefit me?

The new system will provide you with a reliable supply of heat and hot water all year round. To find out more about the heating system and how it may benefit you, take a look at the FAQs on our website at: www.wcht.org.uk/works

Will we save money on our monthly bills with the new heat pump?

Watford Community Housing and Kensa are unable to provide billing advice, but we will advise residents on how to get the best from your heat pump.

How many times will you require access to my home?

Kensa may need to make up to four appointments with you. This will include carrying out surveys around design plans, as well as installation. The Resident Liaison Officer will firstly attend to conduct a pre-condition survey. Appointments will be made to suit you, as well as the requirements of the project. If you are not going to be available at the time of the installation, they have a key safe process so they can arrange to carry out the works in your absence.

How long will the installation take?

The installation will take four days. The first day will be the core drilling. Then it will take

one whole day, from 8am to 5pm, to install the pipework, 'Shoebox' unit and radiators. It is possible that they may need to be in your home beyond 5pm, depending on the results of your pre-condition survey. The third day will be for snagging and commissioning, and the final day for fire stopping.

What are the next stages?

After drilling the boreholes in the ground, trenching and header pipework will be carried out. Kensa will need access to the roof space in the low-rise blocks to start with the riser works.

Kensa began conducting pre-condition surveys on homes in our low-rise blocks at the beginning of February. Once they have completed this, they will then move on to Abbey View and Munden View.

Why does drilling need to take place in our car parks?

Boreholes are being drilled to allow for heat energy to be extracted from the ground for the new system. Kensa have invested in a new process called inclined drilling, which allows a number of boreholes to be drilled from the same location, rather than every borehole being drilled vertically. This means less space is taken up by drill rigs and equipment.

