



September 2024

Improving homes

A few months ago, we wrote to all residents to let you know that we are carrying out a large programme of works that will improve your home and make it fit for the future.

We are upgrading the **communal heating system** at Abbey View and Munden View, and we will carry out a programme of **ventilation, roofing, glazing** and **insulation** works, making homes warmer and easier to run. We are pleased to have secured government funding to support these works.

There will also be works to upgrade the **lighting** and extend the existing **sprinkler system** to further improve fire safety. The nearby low-rise blocks, **Coldharbour House, Foxtree House, Maple Court** and **Peartree Court**, will also benefit from the new ground source heat pump system.

We are very pleased to be investing in our blocks and creating modern homes where residents have more control over their heating, and feel safer and warmer. Thank you for your patience and understanding while works are ongoing.

What will happen next?

Following preliminary works carried out in August, Kensa Contracting have now been formally appointed as our contractor to install the new ground source heat pumps, which will provide reliable heating and hot water for residents. You can find out more about this in this newsletter.

From **23 September**, Kensa will begin drilling boreholes in the ground of the car parks for the low-rise blocks – this will involve equipment similar to the drill pictured below. Investigation works are continuing in the car parks near Abbey View and Munden View.



While the works are ongoing, we will need to block off some areas of the car park and you may need to move your car for a short period of time – thank you in advance for your help with this.

Please be assured that all the **car parks will be returned to use** once the works are completed – you will not lose any parking spaces. The drilling works will be completed on one small area at a time so that as many car parking spaces are kept available as possible at all times during the works.

We will also start putting up **scaffolding** on Abbey View and Munden View in the coming months. The scaffolding will take about three months to go up, and both blocks will be done at the same time. Scaffolding is necessary for the works to upgrade roofing, windows and insulation. We are aiming to carry out most of this work between February and September 2025.

We will be engaging with the Building Safety Regulator and Herts Fire and Rescue Service throughout the whole programme to ensure that the buildings remain safe while we do the works.



Keeping disruption to a minimum

We appreciate that these works will cause some unavoidable disruption to residents, because of the scale of the work being carried out. However, we will do all we can to keep noise and disruption to a minimum.

We will be putting up **acoustic barriers**, a temporary sound-proofing material, around the site and on the scaffolding to alleviate noise disturbance.

We will be placing our **site compound** – a hub that includes a temporary office, toilets and equipment storage areas – on the Hertfordshire County Council land to the rear of the blocks.

We will need to remove a few trees from the car park to create an **access point** to the compound. Please be assured that we have chosen the location of this access point carefully to ensure that we remove as few trees as possible, and we will be planting new trees once the works have been completed.

All our contractors will be asked to park considerately – if you have any concerns, please contact us.

As our contractors will be working at the bottom of the buildings, **please be careful to avoid leaving loose objects on your balcony**. There have been several incidents of items falling from balconies recently – we would appreciate your help to keep your neighbours and all other visitors safe.

How will the new heating system benefit me?

We are replacing the existing communal heating system with a new system which will provide you with a reliable supply of heat and hot water all year round.

It will be a ground source heat pump system, which will extract renewable energy from the ground via boreholes that can last for 100 years. Because it will use renewable energy, it will significantly reduce the carbon footprint of your home.

In addition to upgrading your radiators, we will install a quiet but powerful heat pump in your home, along with controls – it will be small enough to fit in an airing cupboard or kitchen cabinet. This means you will be able to control your own heating and you will only have to pay for what you use.

Once the installation works have finished, there will only be minimal maintenance required, thanks to the safe, non-combustion technology of ground source heat pumps.

Scan this **QR code** to watch a video by Kensa explaining how the ground source heat pumps work, and how they have benefited residents in similar high-rise buildings in Essex.



Other improvement works

Ventilation – we will be replacing the central ventilation system with an individual system in each apartment, so you will have more control over how your home is ventilated.

Windows and insulation – we are replacing all external windows and installing internal and external insulation. This will upgrade the thermal performance of Abbey View and Munden View, making your home warmer and easier to heat, as well as improving the appearance of the buildings.

Lighting – the lighting in your home will be upgraded to LED lighting, which is more efficient and lasts longer.

Fire safety – we are extending the existing sprinkler system to further improve the fire safety of Abbey View and Munden View.

Roofing – we are carrying out waterproofing works to prevent leaks and insulating the roof to make homes more energy-efficient.

Come and see the new systems!

To give residents a good understanding of how the new heating and ventilation systems work we will be setting up demonstration systems in an empty apartment. 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 demonstration apartment, where a member of staff will be on hand to answer any questions you may have. We will let you know once this is available.

Keeping you up to date

We're committed to keeping residents informed about the works and we are on hand if you have any questions.

Kensa has appointed a dedicated Resident Liaison Officer, Rachel Rose. Rachel started on 16 September and is based on site at Abbey View and Munden View, so she is available to answer your questions during working hours. You can contact her using the details below.

We will also be holding resident drop-in sessions for you to provide feedback and learn more about the programme. We will let you know about these in future issues of this newsletter.

The entrance screens at Abbey View and Munden View will be updated with information and we will also send you updates by text message and email, so please let us know if we don't have your contact details.

We also have a dedicated information page on our website, which we will keep updated.

You can find it by scanning the QR code here.



Key contacts

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