

Central West  
320 Ruislip Road East  
Greenford  
London  
UB6 9FE

25 November 2024

Dear Shared Owners and Leaseholders,

Thank you for taking the time to complete our survey. Your feedback, which we are now able to consider along with the results from the recent electrical load tests (which measured the energy usage of the building), have helped us to identify the support we should be able to provide over the winter months:

### **Heating**

We are establishing if we can provide central heating powered by an electric boiler and increase hot water storage capacity, until the gas supply has been reinstated and other building remediation works are complete. We have progressed quite significantly with this since our last meeting.

From Tuesday 26 November we will pilot electric boilers in 2 homes which will use the existing central heating radiators to return heating to homes using your current infrastructure. We are expecting the heat output to be comparable to the heat provided by a gas boiler, and if so, we will offer this option to all residents with the aim of having these installed by end of January 2025. This arrangement will remain until the permanent gas heating solution is installed.

### **Cooking**

The load test identified that electric 4 ring hobs cannot be supported, however we will replace the existing 2 ring hobs where residents have reported these as faulty.

We would also like to offer you a double drawer air fryer, these will be available from 26 November and we will deliver them directly to you. The load test indicated that these can be supported.

### **Drying**

We will also be providing an electric clothes airer for each household. These will be available from Tuesday 26 November and we will deliver these directly to you. If you are experiencing condensation, we can also offer a dehumidifier to help, please let us know if you require one. (These will be provided on a case-by-case basis.) Please be advised that these items will be gifted, and the warranties will be provided.

### **Energy Costs**

Our commitment is to ensure that your energy usage costs do not exceed the normal running costs of your home in line with current energy costs. We will review the difference in running costs of the additional appliances and compensate you for these additional costs.

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### **Impact assessment/Future works/Temporary accommodation**

Following on from the meeting on the 30 of September we have listened to feedback and have instructed Newman Francis to complete an impact assessment with each household. This is an individual household assessment and is a process that is typically used within the housing sector to inform housing providers about individual circumstances. Your feedback in this assessment is important as it will help us to understand how the future works may impact your household and what adjustments and support (including potential moves) we might need to provide.

They will be in touch with you direct from 25 November to complete the assessment.

### **Compartmentation update**

We have completed all the communal compartmentation works and have completed works to 62 flats out of 69 flats. Thank you to those residents who have allowed access. If you have not yet had the compartmentation works to your home undertaken, please contact Tracey Abena Owusu on 07917642913 to arrange an appointment.

Thank you for your patience whilst we carried out the fire stopping works to the lift shaft in late October. We have now completed the fire stopping to the areas required.

We have inspected the AOV shaft based on the recommendation on the recent fire risk assessment and we installed fire rated sealant.

### **Front Entrance Fire Doors**

Our Contractor Savills carry out an annual survey of all flat front entrance doors to ensure compliance to the Fire Safety Act 2022, During their survey they complete a visual inspection of the external side of the door and (when access is permitted) to the internal side of the door too.

From the recent surveys 21 doors were highlighted as requiring some work, including to door closers and to address excessive gaps (including behind door architraves). These are being remediated. We are currently reviewing the incidence of gaps found behind door architraves to determine if action is required to all front doors.

### **Cladding remediation Update**

We are developing the scope in line with the M&E consultant CPW's design works for gas pipework and have completed a workshop to align designs to architect PRP's external wall remediation tender.

Once this is complete, the next phase of the programme will involve the selection and procurement of a suitable contractor with the required level of skills and experience. This process ensures that the project is well-defined from the outset allowing a contractor to execute the final design.

As detailed in our previous letter we are considering the inclusion of window renewals as part of the cladding remediation and will provide further updates on this in coming months.



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Part of **The Guinness Partnership**

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### **Parakeet Update**

We have replaced the broken gravity vents to the exterior of the building to prevent birds accessing the building through the vents. We are reviewing dates for the abseilers to return and replace all vents. We hope to have this completed before mid-December and will share a further update on this.

### **Compensation**

We have listened to feedback regarding compensation, through online information forms and those that have spoken to Newman Francis. We will be issuing a further communication setting out the principles of our compensation offer shortly. We will schedule a meeting in mid-December to discuss compensation with you in more detail once you have had a chance to read this.

Kind regards,

*Yimmy Abubaker*

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Head of Planned and Building Safety.

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