

Holly Lodge heating and hot water resident meeting minutes

22 November 2021 at 5.30pm via Zoom

Camden representatives:

Alex Maguire – Floh Consulting
Susanne Afra – Head of Capital Works
Thomas Broad – Consultation Manager
Jennifer Powell- Consultation Officer
James Wainwright – Project Manager

Holly Lodge Residents (names as shown on screen)

Anna Wright (cllr)
Azem
Brendon
Sue Dibben
Lorna Jane Russell
Michelle
Dermot Alexander
Sue
Richard Mollineaux
Cecelia Cheung
Sophie Bircumshaw
Laura-Jane
Stephanie
Judith walker
Michele Freedman
Linda Seddon

Apologies:

Sian Berry (cllr)

Introduction

The meeting was called to provide an update to residents on the proposed Heating and Hot Water works. The original boilers stopped working properly in May 2015. Heating and Hot Water to the estate is currently being supplied by temporary boilers which are not environmentally friendly and are expensive to run.

Introductions were given and Alex Maguire the consultant from FloH gave a presentation on the overview of proposed works which will take place in 2 phases.

Phase 1: upgrading boiler room and removing the temporary boiler. The Phase 1 works will be to upgrade the boiler room and remove the temporary boilers

Phase 2: a future-proof, climate friendly solution. Phase 2 of the project will look at the heating and hot water system inside your blocks and homes.

Several questions were raised from the presentation and they have been summarised below:

Subject	Question	Response
Windows and insulation	The windows are not insulated. Will the new heating system have the capacity to cope with the less well insulated properties	Camden is looking at the overall energy-efficiency of the block as part of the phase 2 project. If insulation is improved, the demand for heating will be reduced.

Connected Blocks	Please confirm that the information shared regarding which systems are attributed to each block is correct.	Our consultant has reviewed the information shared and it is correct.
Environmental Benefits	What are the environmental benefits?	The new boilers being provided as part of phase 1 works will give a more efficient heating and hot water system. The new system is designed to integrate with low carbon technology. Phase 2 will allow for greater energy savings.
Opting Out	Can Leaseholders opt out of the communal system now?	We are not considering requests to disconnect from the communal system as part of these works.
Timescale	We have been discussing this for five years. What is the timescale for the delivery of phase 2?	Phase 1 works are due to start in Spring 2022 but phase 2 will be at a later date as there is work required to develop the design.
Cost	When will we be notified about cost. Leaseholders need to plan ahead for this financially.	We do not have the cost information as yet but will share this as soon as we can.
Working Group	Who is in the working group perhaps it's worth putting out a new call for members? It would be great to see some of the information that is being shared with the working group, just to ensure there is transparency and no surprises for the rest of us.	We are going to make more information available to all residents through your Camden Accounts at camden.gov.uk/camdenaccount as well as by post and on our website at camden.gov.uk/better-homes-holly-lodge . This will include information we share with the working group, as well as a list of frequently asked questions and answers including those raised during this zoom meeting.
Grants	Have you looked properly into grant funding? There are several grants for both district heating and heat pumps.	Yes we are regularly reviewing opportunities and assessing which are suitable for different projects across Camden stock. If any grants are suitable for Holly Lodge then we will ensure to progress this but it should be noted that grants are usually available for projects that are ready to be commissioned and delivered.
Regeneration Properties	Don't the regeneration units have heat interface already	They have a type of interface unit called a thermal store. However these are a different type to those that may be used on Phase 2.
Gas	Why are you proposing another gas-based system if it is going to be phased out? Leaseholders will effectively be charged twice if gas is going to be phased out.	Phase 2 is a long way off and we need to address issues soon. Leaseholders will not be charged twice. The plant being installed will operate for its intended lifecycle.

Renovations	Can LH do any renovations in advance of the phase 2 internal works taking place?	If any Leaseholders are planning to undertake works then they should get in touch with the project team.
New Boiler	What is the type, lifespan and guarantee of the new boiler?	Replacement boiler plant would be expected to last 25-30 years. Manufacturer guarantees vary and some now offer up to seven years but this will be confirmed when final selections have been made.
Temp boiler and regen scheme	Is the reason that the temp boiler is required because the Regen scheme has added lots of extra properties to the system and the system can't cope?	Whilst we are not able to confirm what the capacity of the previous boiler was, it was replaced during the Regeneration project in 2012 so was some way through its lifecycle. The temporary boiler is required because the previous boiler failed.
Temp boiler costs	The previous boiler upgrade failed – why should LS pay for the works again? Weren't the old works covered under warrantee?	Leaseholders will not be 'charged twice'. The plant installed in 2012 was paid for by Camden (under the regeneration project) and leaseholders were not charged for it. If the plant had not failed then leaseholders would still contribute to the replacement when it reached end of life.