

Carlton Vale

Westminster City Hall
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Tel : 0800 358 3783

Date: 20 December 2022

Ref: X104

Dear Residents,

Carlton Vale – Planned major works update and water pressure questionnaire (project X104)

Further to my letter on 27 October I am writing to provide a further update on the major works planned for the Carlton Vale estate.

Our Asset Strategy and mechanical and electrical team have recently carried out some investigations into the water pressure issues reported at our introductory meeting in September. Unfortunately, there is no quick fix to the pressure issues, but this is something we are now looking to try and address as part of the planned major works.

Remedial works being considered are:

- **Tank room** - Construct a new tank room to house the installation of a new sealed water tank for each block, for which a suitable location on the ground floor will need to be agreed.
- **Boosted water** - A booster set pump will be housed in the tank room to serve each block pushing water to individual flats.
- **Location** - The location of each tank room will be considered on a block-by-block basis as there are limited spaces at ground level. Areas being considered are some of the pram shed / hard standing areas to the rear or spaces to the side of a block where the tank room could be practically constructed. Further resident consultation will be carried out ahead of agreeing any locations.
- **Distribution pipework** - It is likely that the existing distribution pipework will not be adequate, being over 40 years old is likely to fail when pressurised. Therefore new distribution pipework may need to be run from the new tanks to the properties.

Planned works

- Replacement of the water tanks at roof level formed part of the original proposed works. These tanks would no longer be required under this new arrangement and

therefore could be omitted, pending a full survey to confirm whether the tanks are still being used.

To help us with our planning for this work, we would be very grateful if residents could complete a short questionnaire with details of any water pressure problems you may be experiencing. We are particularly keen to hear from residents on the upper floors, but all feedback will be helpful. The QR code at the bottom of this letter will allow you to complete the questions and send back to us electronically. If you are not able to use the QR code, you can complete the enclosed paper questionnaire and return to Mary at the TMO office, 1 Helmsdale House.

Next steps:

In addition to working up plans to resolve the water pressure issues, we are also carrying out a full budget review of all the planned major works due to the current economic climate. This review is due to complete in January.

In light of this, we are unfortunately not yet able to share the updated client brief with residents to review. We are still committed to sharing this with residents for further feedback as soon as it is ready.

Get in touch

I hope to be able to send a further update by the end of January, but if you have any questions in the meantime, I will be happy to help. You can contact me by:

- Calling Westminster City Council Housing on **0800 358 3783** (freephone) - ask to speak to Vicky Simpson in the Resident Advocacy Team.
- Emailing residentadvocates@westminster.gov.uk, please quote reference '**project X104**'.

Yours sincerely

A handwritten signature in black ink, appearing to read 'V Simpson'.

Vicky Simpson
Resident Advocate



scan me to link directly to the questionnaire

Alternatively go to: <https://forms.office.com/e/sgxs64ThAC>