



Westminster City Council  
64 Victoria Street  
London SW1V 6QP

Tel: 0800 3583783  
housing.enquiries@westminster.gov.uk

Date: 3 April 2023

**Ref: Major Works X104**

Dear Resident,

**Carlton Vale – Planned major works update (project X104)**

Thank you to everyone who responded to our water pressure questionnaire sent in December and January. We had over 30 responses from across the six blocks with 88% of you telling us you were experiencing some problems with the water pressure in your home. The problem seems to be evenly spread across the blocks and affecting properties on different floors.

Your feedback, alongside our own site inspections, support the need for additional work to the water supply system. This additional work will now form part of the scope of the major works project planned for the estate. Unfortunately this will mean a slight delay in progressing the planning stage of the major works as we need to do some further design work first.

As advised in my last update letter in December, the work to improve the water pressure is likely to include the following:

- **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.
- **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.

We are working with a consultant at the moment to work up some more details and estimate costs for this. Once complete, we will arrange an update meeting for residents to share the plans with you and the updated cost estimates.



**Next steps:**

The design work to the water supply system will take several more weeks to complete, however we aim to be able to send a further update by the end of May.

The updated client brief for the planned works should be ready by this time and we will arrange a meeting to share and discuss this with you.

We will provide an updated timetable at that time, however we still expect to start the works in 2024, albeit slightly later in the year than initially planned.

**Get in touch**

If you have any questions regarding the planned works, 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](mailto:residentadvocates@westminster.gov.uk), please quote reference '**project X104**'.

Yours sincerely

A handwritten signature in black ink that reads "Vicky Simpson". The signature is written in a cursive style with a large initial "V".

Vicky Simpson  
Resident Advocate  
Growth, Planning and Housing