

# Sorrel and Champion House Pipework improvement project



## FREQUENTLY ASKED QUESTIONS

For more information, please visit our website [www.broadlandgroup.org](http://www.broadlandgroup.org) 'Sorrel and Champion House', using the code **1963** or contact Jo Milne on 01603 750111, [jo.milne@broadlandgroup.org](mailto:jo.milne@broadlandgroup.org)

### Q Why are we doing these works?

**A** When we upgraded the communal boilers at Sorrel and Champion House, we identified that the pipework also needed improving because of its age and condition.

### Q What are the works?

#### **A New pipework**

We will replace the heating, hot water and cold water supply pipes to all areas. Each flat will have completely new pipework to supply all radiators, taps and toilets. The new pipes will arrive from a single riser (incoming supply) cupboard and flow around the entire flat.

#### **Heat flow meters**

In the final year of works (due to be 2023 or 2024), we will introduce heat flow meters, in line with Government directives, so that each home only pays for the amount of heat and hot water they use, plus an even share for any heat and hot water used in the communal area.

At the moment, you pay an even share of the total heating and hot water bill for the scheme, no matter how much or little you use within your own home.

Once the heat flow meters are installed, if you turn down your temperature controls from the current levels, your energy bill will be lower than if you prefer it warmer and have your controls at a higher setting. As part of the heat flow meter work, some tenants will have new radiators installed to improve the spread of heat.

#### **Other improvements**

- Improved controls to the heat output within each home
- New thermostatic taps in some areas to control levels of hot water
- New wash hand basins, toilets and panelling behind these items and improvements to some of the extractor fans.

### Q How long will the works take?

**A** Each phase (year) we will identify the homes that will be included in the works for that period. During 2022 the following homes will be affected

- Sorrel House RS06, including Flats 3, 4, 5, 24, 39 & 54
- Sorrel House RS07, including Flats 1, 2, 23, 38 & 53
- Champion House RS17, including Flats 7, 8, 12 & 25
- Champion House RS18, including Flats 5, 6, 11 & 24
- Champion House RS19, including Flats 3, 4, 10 & 23
- Champion House RS21, including Flats 1, 2, 9 & 22

We will contact you in advance when work is due to start on your home, and how long it will take. We will house you in an alternative property at the scheme while works are carried out. This is normally for 6 weeks approximately and we will communicate with you individually about this nearer the time.

## **Q What to expect after the works are completed?**

- A** The contractors will not move, or touch belongings left in your flat. Dust sheets will be laid over any items left in the flat.

When the work is complete the flat will have a surface clean to the areas that have been worked in. When the dust sheets are removed you may notice some dust around the flat that has settled on the un-touched areas.

You may notice that the hot water temperature is lower than before the works. The change is to bring the temperature of the hot water in line with current day regulations.

The flush to the toilet and water pressure has also changed slightly. The pressure changes are in place until the works on the entire scheme are completed. We will then change to fully Mains Pressure. Your toilet cistern will also be changed to again meet current regulations, where the amount of water held is reduced.