

Sent: Thursday, October 4, 2018 12:19:51 PM

To: Taylor, Eva

Cc: Primesh Kalia; HLRA Andrea Westall; Oliver Lewis; Sian Berry; Holly Lodge; Joanna Newman; O'Neill, Pat; Apak, Meric (Councillor); Anna Wright; Rusowicz, Nina

Subject: Re: Holly Lodge Residents Association response to heating and hot water options appraisal

Hi Eva

Thank you again for your desire to keep residents fully engaged in the development plans for heating and hot water provision. Sorry I wasn't able to respond earlier but we have just had an AGM and a new committee is in place so it has been difficult to easily engage with other people.

With regards to the list of options that you presented to us for agreement, we feel that the options presented and the approach being taken is as though we are starting again from scratch. We don't think that this was the substance of the meeting we had. Our understanding is rather that Camden would:

- Revisit the existing options appraisal to answer the questions and concerns we raised earlier in the year about the options considered in that appraisal
- Eliminate options which are not feasible due to physical space or other constraints, because it would be a waste of resources to investigate the further and misleading to present them to residents as options if they have no realistic prospect of being implemented. For example, the existing options appraisal refers to several options as being dependent on space being available - surely that can be ascertained fairly easily and then the time can be put into thoroughly assessing the options which are actually possible?
- Proceed to a point where residents can be given an update and engaged as soon as possible.

Questions which would help narrow down the options are:

- Is there a suitable location on the estate for a main boiler house to serve the estate or alternatively for several smaller individual block boilers?
- Can the sub plants be refurbished or are they entirely obsolete? Yes/no. If yes, how and at what cost?
- Do you agree/disagree with our assessment of the advantages of individual boilers? If the current system cannot be continued then we see many advantages as I outlined in a previous email, but the existing options appraisal dismisses them out of hand.

The Residents Association can't be the one to define what the options are - Camden has the resources/can employ the expertise to advise on that. What we do want is properly costed options with the information presented in a way that is relevant to tenants and leaseholders rather than only to Camden accountants.

Where options have been eliminated there needs to be a robust explanation of why. As an example, Alex Maguire insisted that the sub-plant rooms could not be brought up to an acceptable standard of reliability, yet several years on at least some of them seem to be operating with minimal issues, whilst others have suffered extensive issues. As a resident who is not in full possession of the facts its impossible for me to know if they are all limping along on the brink of catastrophic failure, or whether they were too hastily dismissed.

The following point is perhaps redundant given what I have said above, but one thing that specifically worried us about the list of options listed below was that it seemed to refer to replacing the distribution network on the estate. This is something that the existing appraisal insists is unnecessary. One of us may have raised the concern that it is just another major job waiting for the future, but that doesn't mean it should automatically be built into the plan of work - what is needed is a proper assessment of its suitability and longevity. Also the phrase "renew everything" is rather unclear.

We look forward to hearing form you

Many thanks

Grainne