

**Brandon Heating Meeting  
13<sup>th</sup> May 2021, via Microsoft Teams**

**Attendees:**

Sylvester Hilton (Chair SHy), David Hodgson (DH), Simon Holmes (SH), Bola Odusanya (BO), Paul Gathercole (PG), Cllr Eleanor Kerslake (EK), Marie Livingston (ML), Tom Lloyd (TL)

**Apologies:**

Tom Vosper, Ferenc Morath, Cllr Alice Macdonald, Cllr James Coldwell

Welcome and Introductions exchanged by all.	
<p><b>Brandon Riser Replacement Feasibility</b></p> <p>Feasibility was done, risers are in poor condition and the level of deterioration needs to be replaced, poor condition is based on justification of replacement of the risers. The Council is taking a step back to see how to move forward, we plan to take a segment to justify the reasons for the need to replace the risers.</p> <p>Paul said further works are being done on 19<sup>th</sup> and 20<sup>th</sup> May 2021. OCO are to try out testing works this week and we will have to shut down systems.</p> <p>Tom responded saying we previously agreed to pause the works for couple of month's Sylvester said the original survey was provisional and non-intrusive. They didn't realise they could access from different floors. There are panels covering the pipes so you cannot see the pipes inspected from this angle. We also agreed that if you were to do an intrusive survey then you would be happy for Heating Action Group to have both experts there together to validate this.</p> <p>Sylvester: The next stage of feasibility was to do the intrusive survey, we initiated OCO to do the sectional cut outs of the pipes. OCO were going to do more work week commencing 31<sup>st</sup> May 2021 on balustrades and various cut outs on the pipe work. This would be done initially internally towards the top of the blocks, then on the actual risers by the balconies. Next week's investigations will be internally, we can start with every 2<sup>nd</sup> floor, this can be discussed further later. We will not be replacing all the pipes, it will not be very invasive.</p> <p>Tom: I was not aware you were proposing to replace the pipework internally within people's homes, I thought it was outside. Risers run vertically.</p> <p>Q = Internally within the property, will you cut out a bit of piping to look at it?</p> <p>Paul = Yes</p> <p>Dave: This is a new thought process, we do the test to understand how it is set up. Water will impact the pipes, we need a full understanding. We will look at sampling of the whole network to get information about what we face in the future. If the tests come back with problems then we will need to rethink it.</p> <p>Tom: Bringing Eleanor up to speed. We have a central heating system on the Brandon that was fine until you installed 9 new riser pumps and the systems. Since this was done Oct 2019 we have had a high pitch humming noise in the flats. The pump you put in was not suitable (BSW have since turned all the pumps down), we have noise issues and multiple heating failures. In last 18 months we have had 57 heating failures and the heating system is now not functional. Contact centre do not log calls unless there is at least 4 complaints so we work together to put the calls in. This pump is incompatible with the rest of the system,</p>	<p>S.Hy</p>

new pipework will not stop the noise just cost extra money in Court.

Sylvester: We replaced the pumps in the plant room and I took the opportunity to look at all the pumps in operation, they were very quiet and worked well.

Tom: It is not constant it is intermittent. The temperature outside determines the load put on the pump. I have heard the pump running from 20 metres away.

Sylvester: There was a need for them to be upgraded and we believe they are energy efficient. Initially we had issues but these have been solved, the next stage on Brandon is to look at the risers. We will halt feasibility, but will need to carry out enabling works on sections of the riser pipes.

Tom: I would like us to agree before we cut into the pipes, what we deem as a pass and what we deem as a fail.

Sylvester: we need to test them first.

Simon: Regarding noise travel from the pump, I will look into this.

- ***Paul and Simon to look into noise travel from the pump.***

Dave: Can we also look at what levels of capacity these are running at; pumps could be underutilised which could cause this action and is worth being investigated.

Tom: BSW are trying to mask the noise. What you have done with the pumps is to squash a Ferrari engine into a mini... the pump system is incompatible. By changing the pipes you are not going to get rid of the inherent noise it will just act as a condurant.

- ***Simon to investigate***

Dave: We understand the rises condition, if the pipes are not adequate then they will have to be replaced. The risers look very poor.

Tom: This visual survey, when you stand on a balcony all you can see is aluminium boxing; on the survey they did not have the keys to access the boxing.

Sylvester: On my visit I saw a panel missing on the stairway, the pipe could be seen.

Tom: We have 6 blocks and 16 stories per block. There are 96 landings and you are basing your judgement on one panel?

Sylvester: We are exploring a number of options, there is nothing set in stone. We can meet again once the exercise is carried out.

Tom: I am not 100% against replacement of the risers, I object on the basis on which you have made the judgement to replace them. I also have concerns - the work took place Oct 2019, we have had so many heating failures, our heating is going down more than once per week. The pipe only carries water from downstairs to upstairs. You transformed a reliable system to an unreliable one. I would like to hear the opinion of the Grundfos pump manufacturers to see whether they are fit for purpose or suitable. We have had the noise and failure stemming from you just replacing one thing.

Eleanor: Is it an issue with what was initially installed? (pls include in the questioning)

Paul: I'm sure your consultant checked the pumps, please find the document. We have been monitoring outages, we had a request re checking air in the systems, some of the cylinders could be bypassed. With 16 stories it could be difficult to find which it can be.

Tom: Cylinders are isolated from the heating systems. Leaks would be on the hot water side. There is a separate pipe that comes in to supply hot and cold water, BSW have shown

PG&  
SH

SH

me that the 2 systems are isolated. I was told the heat comes from the energy centre, you have introduced a plate heat exchanger. Hot water cylinder has nothing to do with heating.

Paul: they field from the same place. The pressure come from the same place. They are separate but the way they are pressurised are the same. We need to do a process of elimination to find out where the leaks are coming from.

Dave: We have got a document in preparation which sets out what Paul describes.

- **Document to be shared**

DH

Tom: I am happy to have any documentation which relates to this subject as I would like to keep residents up to date. I don't understand why you say the pressure loss is from the heat cylinder.

Paul: We need to identify where the loss is coming from as the loss of pressure is causing outages on the top blocks. There is no visible sign of leakages affecting mainly the top floors.

Tom: All the odd floors have a concrete flooring. How come in 18 months I have not seen a heating Engineer get the key and physically look properly and visually inspect the pipework?

- **Paul to make further enquiries and check with OCO to find out.**

PG

Tom: The keys are available. Our local housing manager got the keys previously and had the windows cleaned, all 6 tower blocks. The Council also has the keys.

- **Sylvester to arrange a walkabout appointment, we will arrange to get the keys and Tom can show us what he is referring to.**
- **Sylvester to speak to Nat Stevens.**
- **Tom & Sylvester to meet before the next meeting**

SHy

SHy  
SHy&  
TL

Tom: Q = How do you determine if a pipework needs replacing. Is it the thickness or the diameter?

Paul: A = It is visual, the thickness of the pipe. The expert will have an idea of the pipework, it is done to British Standards.

Dave: I am happy to share a previous report from another building, it will be a PDF document. The Inspecting body are working under their chartered status, we have nothing to hide.

Tom: Q = Can each of the pipes you cut out be split between you and us so that we can validate that your experts and our experts are of the same mind?

Dave: You can pick your own testing station if you please if you have someone advising from an expert point of view.

Sylvester: The feasibility is still in draft. We need to enable OCO to do the cut outs and send them off for testing, we will share these reports with you.

Tom: The Brandon Estate was built in 1960/61, there was a heating system retro fitted around the late 80s.

Sylvester: The report shows the pipes are about 30 years old.

Tom: You state a 2.2 million project, the probable build will be about £7000 each. This is hideously bad value to leaseholders. Other boilers could be put in for a fraction of the price. I don't believe this is good value for money.

<p>Eleanor: The general point about transparency is good. I am not clear on the origin of £7000 figure, all costs need to be investigated. We will work out the costs and look at next steps.</p> <p>Tom: If you gave the leaseholders a disconnect from district heating I would happily put in a combi boiler at my own expense.</p> <p>Sylvester: We can pick up some of these points at the next meeting, we will do the walkabout and feedback.</p> <p>Tom: About disconnecting and not being a part of this meeting, I have taken Southwark to Tribunal before over window replacement scheme, if this is not done properly I will raise £20k over the 129 leaseholders we have and take this to Court. Your legal team versus my legal team. It can be done, but not willingly...</p> <p>Sylvester: We will take this on board, take the steps we promised and carry your items forward and also seek advice from home ownership about disconnecting. We will get the information for the next meeting. We will also arrange to get keys for the access needed.</p> <p>Eleanor: We need to look at costs at the next meeting.</p> <ul style="list-style-type: none"> <li>• <b><i>Tom volunteered to send papers to Eleanor to get her up to speed.</i></b></li> </ul> <p>Sylvester: It is difficult to pinpoint at this stage, we need to wait until specifications have been done.</p> <p>Thank you all for attending.</p> <p>Close</p>	<p>TL</p>
<p><b>Date of next meeting:</b> Thursday 10<sup>th</sup> June, 3.00pm</p>	