

**Brandon Heating Meeting
8th July 2021, via ZOOM**

Attendees:

Sylvester Hilton (Chair), Cllr Eleanor Kerslake, Cllr Stephanie Cryan, Simon Holmes, Marie Livingston, Tom Lloyd (Resident)

Apologies:

Cllr Alice Macdonald, Cllr James Coldwell, Dave Hodgson, Paul Gathercole, Bola Odusanya, Tom Vosper

Meeting opened by Sylvester and welcome and apologies given.	Lead
<p>Intrusive survey pictures from the recent inspection were shown by Tom Lloyd. The Heating engineer from Oco Colin told Tom that there are no deposits of anything within the pipes causing restrictions of flow and they have another 30 years of life left in them.</p> <p>Syl: The evidence is there to support the findings that doing the cut outs support that the risers are in good condition. We still will send them off for testing to solidify the way to move forward. The evidence is self-explanatory, where we expected limescale there was none.</p> <p>Tom: These are just the pictures Colin sent me. The second picture shows cut out a bit further down. The third picture shows where they put in the patch that they replaced. He said there was minimal to nowhere in the thickness that was worn, there were no deposits on the inside of the pipes and that they have been in for 30 years and we can get another 30 years out of them.</p> <p>Syl: The radiators were taken off and sent off for testing to check their condition. The riser pipe cut out and visual inspection has been done. There is more than enough information to show that the risers do not need to be replaced, we will get it sent off and tested then wait for the report.</p> <p>Tom: From the conversations with various heating professionals, in all the blocks, heating and hot water pipes come in at ceiling levels and drop down to the floor. All the crap building up has dropped down into the radiators for the 30 years, at the bottom of each property the crap will build up. If you want to clean a contaminated system you would have to move all the corrosion and crap at the same time. The problem is that there is 30 years' worth of crap built up. You would have to change all the radiators in all the flats at the same time. We previously had a direct heating system but when you introduced the new pumps you introduced a heat exchange, all the debris in the system is most likely continually clogging up the heat systems; this is one of the number of issues. Regarding the noise issues reverberating in the pipework, we may need to install baffles. You will have to rescind the Section 20 notice served on us, we will then need to agree to get an independent expert to decide what we do to get out of this mess.</p> <p>Syl: You would not have had the 2nd part of the consultation process. There are 2 stages and you would not have had a costing.</p> <p>Tom: I thought there was an action Section 20 hanging over our heads.</p> <p>Eleanor: I would want something a bit more formal stating that we are not intending to do this.</p>	

Syl: I will take this forward and find out if a Notice of Intention was sent. If one was sent and it transpires that the test shows the riser pipes don't need going then we will go ahead with that.

Steph: I think it would be good to get some communications out.

Syl: You can see that the pipes are as clean as a whistle. The report will give us validation.

Tom: I have people phoning me, worried about the bills coming in. Sylvester and I did a vigorous survey.

Eleanor: I think we should see what the results are and take it from there, if it shows serious flaws in the government report we will need to investigate what happened.

Action: Steph to bring survey results to her briefing when it comes back.

SC

Simon: I like to show robustness around valuation of work. The key principles I have across the board is that we always have to ensure we have investigated thoroughly.

Syl: We have replaced the pumps and we can now see the risers are clear. Tom was indicating that the deposits have ended up in the radiators.

Simon: I will check with Paul G to see if they have strainers that can stop anything going in, if there is debris then this can be resolved by direct or chemical flushing. We may need to do weekly flushing, this can be easily resolved.

SH

Syl: We still have the issue with the noise in the plant room. Riser pipes are in good condition, Simon has mentioned straining the radiators.

Tom: We have had the noise issue since the new riser pumps and I think there is talk of putting in mufflers on the pipework to make the pipes less of a transmitter of the noise. The noise isn't heard all the time or in all the flats but it does manifest itself in all 6 tower blocks. The number of winter failures has gone up from a handful to a load. With the heating systems I am currently connected to, if I was to sell my property, I couldn't say I have an effective heating system.

Syl: I recognise what you are saying, when we first embarked the replacement of the pumps we said we would put a regime in place in the winter months.

Eleanor: We agreed also to ask an independent expert what they thought the noise was etc. I would like to understand how we would work with TRA

Syl: We agree to look at market place and get the right people in to evaluate this in November, we also said we would involve Tom in the process. When the system gets turned on in October we will monitor the level of outages, the teething problems will have been ratified and we will monitor this.

Steph asked how we would monitor this and if we can set up a dedicated number that can be called as we need to get a true picture of this,

Syl: Simon and I to work out how this correspondence will go out, possibly in Sept. Send a correspondence out to the 6 Tower blocks, they will still use the call centre but specify which building they are referring to.

SH

SH: This needs careful considerations re how we manage this, if we had a dedicated source this would be better. I need to understand the flow in real true numbers. We will work out a strategy on how we address this; if we had a dedicated line separate to the Call Centre we could monitor this. I want to make the contractors accountable, we will look at the best route for the residents on the estate.

<p>Tom: Are you happy for us to have a bit of input. BSW were shocking, the person doing the riser pipes needing replacement we went along with that. I feel we have been kept in the dark and would like a proper seat at the table. Syl & Steph assured Tom that this will happen.</p> <p>Syl: This has been a good exercise. We cut pipes, saw conditions, sent for testing and await results. I will check out the Section 20.</p> <p>Steph – Thanks to Tom for pressing on this. We need to hold our hands up and say we got it wrong.</p> <p>Next meeting to be set up on ZOOM.</p>	
<p>Date of next meeting: Thursday 12th August, 3.00pm</p>	