

Property Management  
London Borough of Camden  
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30<sup>TH</sup> December 2021

1-22 Barnbrough  
Camden Street  
NE1 0HL

Dear Resident,

### **1-22 Barnbrough heating and hot water**

I am writing with an update on the work to repair your heating and hot water.

We have found a second leak on the pipes and working hard to fix this. To do this work we have had to switch off the service to the entire block and we won't be able to turn it back on today.

We understand how disruptive this is and we're very sorry for the inconvenience. We can't give you an exact time when we will be able to turn your heating and hot water back on, but we will contact you again as soon as we have more information.

When we're ready to switch the system back on, we'll need access to each home so that we can take the air out of the radiators. This will make sure your radiators work properly once the heating is turned back on.

To make sure you can stay safe and warm, we have been offering fan heaters to you and your neighbours. If you have not been offered a fan heater, or if you need any other support while your heating and hot water is being fixed, please phone our repairs helpdesk on 020 7974 4444.

Thank you for your patience while we work to restore your heating and hot water.

Kind regards

Michael Capper  
Mechanical Manager  
Property Management  
London Borough of Camden