

Application No:	Consultees Name:	Received:	Comment:	Response:
2024/0286/L	Jacqueline Comber	28/01/2024 14:01:56	OBJ	Camden Council

Reference:  
Proposed works at Alexandra and Ainsworth Estate, Rowley Way, London NW8  
4 2023/5338/P (new heating plant and distribution pipework)  
2 2024/0091/L (Listed building consent)  
2024/0286/L

I write to categorically object to the planning applications for the Alexandra and Ainsworth Estate (hereafter referred to as the Estate<sup>s</sup>) as they are interrelated. My objections follow on from the following:

I am aware that the planned installation of a new heating and hot water system is similar to that which had been installed at the Whittington Estate six (6) years ago, a Heat Interface Unit (HIU). The problems faced by those residents are well documented and have been widely reported in the press.

I would contend that you and your Contractors, Gem, have not shown an aptitude to dealing with the vagaries of the system in place at present on the Estate, ie Alexandra and Ainsworth, nor would it seem the new one at Whittington. I can but expect just as much disruption, in fact perhaps more than the Whittington has faced.

In light of this, I set out below the problems already being faced at the Estate to highlight my dissatisfaction with your intention to impose a new system:

#### Background

My name is Jacqueline Comber  
My flat number is [REDACTED]  
I have lived on the Estate for 43 years  
Maintenance of the heating and hot water system on the Estate is very poor  
There are frequent problems related to provision of hot water and heating to the Estate  
Repairs related to hot water and heating disruption are invariably untimely  
In some instances immersion heaters are used while also paying you for hot water  
Paying for the privilege of lack of heating with refunds continually ignored  
Some residents have neither heating, hot water or both for months and some for years  
Maintenance of the system in place at present continues to be inept or non-existent  
My experience with Gem as the heating engineers have been proved to be very unreliable

#### What Camden has not done

A lack of consultation with residents regarding the imposition of the new system  
There is no demonstration of consideration of our thoughts and views as residents of the Estate  
Those who have seen the new system have not seen them in operation  
Insignificant analysis of the effects of increased gas usage and the effect on the climate  
My understanding is that the HIU emits a constant intrusive background noise  
I do not believe that the HIU will deliver a marked change to our present problems  
I understand that the radiators and pipes will be obtrusive  
The job is likely to cause severe disruption to our routine for months  
The level of dust and health and safety of residents has not been properly assessed

Application No:	Consultees Name:	Received:	Comment:	Response:
2024/0286/L	Rajaa Elmahmoud	28/01/2024 20:29:22	OHJ	<p>Insufficient conveyance to us of the noise level that the work is likely to create Redecoration will be required following the work, but no proffer for it has been made The elderly, disabled and those on benefits and families will be severely affected Insufficient thought given to insulation of flats for heating retention Personal security not properly assessed during the period of the work and over its phases Provision to us from National Heritage the consideration of the effects of proposed works There has been a total lack of continuity planning on your part</p> <p>I believe that both the applications are wrong in essence and principle In conclusion, I request that both of the planning applications be denied</p>
				<p>I am Rajaa Almahmoud I live at [REDACTED] I have lived here for 13 years.</p> <p>I object to this application on the grounds of what it will mean to the eventual heritage value of our Grade II* listed buildings. There are many parts to this application that have not even been mentioned to the residents of this estate and I never heard of! What are cold water storage tank rooms? What are the two new substations?</p> <p>You need to realise that although we may need a different heating system what Camden has gone back to again is an old-fashioned radiator system run by gas boilers! This is not a system worthy of this building, it is environmentally unfriendly, will cause irreparable damage to the listing, destroy our listed interiors and will not work. It will create fuel poverty and damp! We have seen what happened at the Whittington which is still ongoing six years later. You need to stop and properly listen to the residents. Camden cannot afford what they plan because the aftermath will be financially crippling for them and we residents will end up paying for this massive mistake giving you and us a living nightmare for years to come.</p> <p>There is still time to get the right system. Yes to double glazing now. Insulate various parts of the buildings which can be done now without the building looking any different. Replace some of the pipe work. Maintain the boilers properly. No HJUs. Then we look at the internals and a system befitting the world problems bringing us into the 22nd century.</p> <p>We do not believe Heritage England has any idea of the changes Camden want to do. We want a conversation with them and you should too. Camden should be putting themselves forward as a leader in retrofit for listed buildings such as ours NOT a council that plunges us into a plethora of wasted money and absolute misery.</p> <p>I object most strongly. Camden needs to get this right FIRST TIME and start thinking outside of the box. We have time to do that if the glazing etc is fine first. People with no heating, little heating or no hot water they just need to be dealt with on an ad hoc basis until we are all agreed!</p> <p>Thank you</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
2024/0286/L	Maria Mourato	28/01/2024 14:55:46	OBJ	<p>Camden Council</p> <p>I am Maria Mourato I live at 26K of Rowley Way, NW8 I have lived here for 32 years.</p> <p>I object to this application on the grounds of what it will mean to the eventual heritage value of our Grade II* listed buildings. There are many parts to this application that have not even been mentioned to the residents of this estate and I never heard of! What are cold water storage tank rooms? What are the two new substations?</p> <p>You need to realise that although we may need a different heating system what Camden has gone back to again is an old-fashioned radiator system run by gas boilers! This is not a system worthy of this building, it is environmentally unfriendly, will cause irreparable damage to the listing, destroy our listed interiors and will not work. It will create fuel poverty and damp! We have seen what happened at the Whittington which is still ongoing six years later. You need to stop and properly listen to the residents. Camden cannot afford what they plan because the aftermath will be financially crippling for them and we residents will end up paying for this massive mistake giving you and us a living nightmare for years to come.</p> <p>There is still time to get the right system. Yes to double glazing now. Insulate various parts of the buildings which can be done now without the building looking any different. Replace some of the pipe work. Maintain the boilers properly. No HlUs. Then we look at the internals and a system befitting the world problems bringing us into the 22nd century.</p> <p>We do not believe Heritage England has any idea of the changes Camden want to do. We want a conversation with them and you should too. Camden should be putting themselves forward as a leader in retrofit for listed buildings such as ours NOT a council that plunges us into a plethora of wasted money and absolute misery.</p> <p>I object most strongly. Camden needs to get this right FIRST TIME and start thinking outside of the box. We have time to do that if the glazing etc is fine first. People with no heating, little heating or no hot water they just need to be dealt with on an ad hoc basis until we are all agreed!</p> <p>Thank you</p>

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**Application No:** 2024/0286/L  
**Consultees Name:** Kanita Llapashtica  
**Received:** 28/01/2024 15:30:11  
**Comment:** OBJ

**Response:**

Camden Council

I am Kanita Llapashtica

I live at [REDACTED]

I have lived here for 13 years.

I object to this application on the grounds of what it will mean to the eventual heritage value of our Grade II\* listed buildings. There are many parts to this application that have not even been mentioned to the residents of this estate and I never heard of! What are cold water storage tank rooms? What are the two new substations?

You need to realise that although we may need a different heating system what Camden has gone back to again is an old-fashioned radiator system run by gas boilers! This is not a system worthy of this building, it is environmentally unfriendly, will cause irreparable damage to the listing, destroy our listed interiors and will not work. It will create fuel poverty and damp! We have seen what happened at the Whittington which is still ongoing six years later. You need to stop and properly listen to the residents. Camden cannot afford what they plan because the aftermath will be financially crippling for them and we residents will end up paying for this massive mistake giving you and us a living nightmare for years to come.

There is still time to get the right system. Yes to double glazing now. Insulate various parts of the buildings which can be done now without the building looking any different. Replace some of the pipe work. Maintain the boilers properly. No HUs. Then we look at the internals and a system befitting the world problems bringing us into the 22nd century.

We do not believe Heritage England has any idea of the changes Camden want to do. We want a conversation with them and you should too. Camden should be putting themselves forward as a leader in retrofit for listed buildings such as ours NOT a council that plunges us into a plethora of wasted money and absolute misery.

I object most strongly. Camden needs to get this right FIRST TIME and start thinking outside of the box. We have time to do that if the glazing etc is fine first. People with no heating, little heating or no hot water they just need to be dealt with on an ad hoc basis until we are all agreed!

Thank you

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Application No:	Consultees Name:	Received:	Comment:
2024-0286/L	Bahrije Llapashtica	28/01/2024 15:52:49	OBJ

Response:  
Camden Council

Reference:  
Proposed works at Alexandra and Ainsworth Estate, Rowley Way, London NW8

I write to categorically object to the planning applications for the Alexandra and Ainsworth Estate (hereafter referred to as 'the Estate') as they are interrelated. My objections follow on from the following:

I am aware that the planned installation of a 'new' heating and hot water system is similar to that which had been installed at the Whittington Estate six (6) years ago, a Heat Interface Unit (HIU). The problems faced by those residents are well documented and have been widely reported in the press

I would contend that you and your Contractors, Gem, have not shown an aptitude to dealing with the vagaries of the system in place at present on the Estate, ie Alexandra and Ainsworth, nor would it seem the new one at Whittington. I can but expect just as much disruption, in fact perhaps more than the Whittington has faced.

In light of this, I set out below the problems already being faced at the Estate to highlight my dissatisfaction with your intention to impose a new system:

**Background**

My name is Bahrije Llapashtica  
My flat number is [REDACTED]  
I have lived on the Estate for 13 years  
Maintenance of the heating and hot water system on the Estate is very poor  
There are frequent problems related to provision of hot water and heating to the Estate  
Repairs related to hot water and heating disruption are invariably untimely  
In some instances immersion heaters are used while also paying you for hot water  
Paying for the privilege of lack of heating with refunds continually ignored  
Some residents have neither heating, hot water or both for months and some for years  
Maintenance of the system in place at present continues to be inept or non-existent  
My experience with Gem as the heating engineers have been proved to be very unreliable

**What Camden has not done**

A lack of consultation with residents regarding the imposition of the 'new' system  
There is no demonstration of consideration of our thoughts and views as residents of the Estate  
Those who have seen the new system have not seen them in operation  
Insignificant analysis of the effects of increased gas usage and the effect on the climate  
My understanding is that the HIU emits a constant intrusive background noise  
I do not believe that the HIU will deliver a marked change to our present problems  
I understand that the radiators and pipes will be obtrusive  
The job is likely to cause severe disruption to our routine for months  
The level of dust and health and safety of residents has not been properly assessed  
Insufficient conveyance to us of the noise level that the work is likely to create  
Redecoration will be required following the work, but no proffer for it has been made

Application No:	Consultees Name:	Received:	Comment:	Response:
2024/0286/L	Rajaa Elmahmoud	28/01/2024 20:33:32	OBJ	<p>The elderly, disabled and those on benefits and families will be severely affected Insufficient thought given to insulation of flats for heating retention Personal security not properly assessed during the period of the work and over its phases Provision to us from National Heritage the consideration of the effects of proposed works There has been a total lack of continuity planning on your part</p> <p>I believe that both the applications are wrong in essence and principle In conclusion, I request that both of the planning applications be denied</p>
				<p>I am Rajaa Almahmoud I live at [REDACTED] I have lived here for 13 years.</p> <p>I object to this application on the grounds of what it will mean to the eventual heritage value of our Grade II* listed buildings. There are many parts to this application that have not even been mentioned to the residents of this estate and I never heard of! What are cold water storage tank rooms? What are the two new substations?</p> <p>You need to realise that although we may need a different heating system what Camden has gone back to again is an old-fashioned radiator system run by gas boilers! This is not a system worthy of this building, it is environmentally unfriendly, will cause irreparable damage to the listing, destroy our listed interiors and will not work. It will create fuel poverty and damp! We have seen what happened at the Whittington which is still ongoing six years later. You need to stop and properly listen to the residents. Camden cannot afford what they plan because the aftermath will be financially crippling for them and we residents will end up paying for this massive mistake giving you and us a living nightmare for years to come.</p> <p>There is still time to get the right system. Yes to double glazing now. Insulate various parts of the buildings which can be done now without the building looking any different. Replace some of the pipe work. Maintain the boilers properly. No HlUs. Then we look at the internals and a system befitting the world problems bringing us into the 22nd century.</p> <p>We do not believe Heritage England has any idea of the changes Camden want to do. We want a conversation with them and you should too. Camden should be putting themselves forward as a leader in retrofit for listed buildings such as ours NOT a council that plunges us into a plethora of wasted money and absolute misery.</p> <p>I object most strongly. Camden needs to get this right FIRST TIME and start thinking outside of the box. We have time to do that if the glazing etc is fine first. People with no heating, little heating or no hot water they just need to be dealt with on an ad hoc basis until we are all agreed!</p> <p>Thank you</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
2024/0286/L	Rajaa Almahmoud	28/01/2024 20:21:29	OBJ	<p>I am Rajaa Almahmoud I live at [REDACTED] I have lived here for 13 years.</p> <p>I object to this application on the grounds of what it will mean to the eventual heritage value of our Grade II* listed buildings. There are many parts to this application that have not even been mentioned to the residents of this estate and I never heard of! What are cold water storage tank rooms? What are the two new substations?</p> <p>You need to realise that although we may need a different heating system what Camden has gone back to again is an old-fashioned radiator system run by gas boilers! This is not a system worthy of this building, it is environmentally unfriendly, will cause irreparable damage to the listing, destroy our listed interiors and will not work. It will create fuel poverty and damp! We have seen what happened at the Whittington which is still ongoing six years later. You need to stop and properly listen to the residents. Camden cannot afford what they plan because the aftermath will be financially crippling for them and we residents will end up paying for this massive mistake giving you and us a living nightmare for years to come.</p> <p>There is still time to get the right system. Yes to double glazing now. Insulate various parts of the buildings which can be done now without the building looking any different. Replace some of the pipe work. Maintain the boilers properly. No HILUs. Then we look at the internals and a system befitting the world problems bringing us into the 22nd century.</p> <p>We do not believe Heritage England has any idea of the changes Camden want to do. We want a conversation with them and you should too. Camden should be putting themselves forward as a leader in retrofit for listed buildings such as ours NOT a council that plunges us into a plethora of wasted money and absolute misery.</p> <p>I object most strongly. Camden needs to get this right FIRST TIME and start thinking outside of the box. We have time to do that if the glazing etc is fine first. People with no heating, little heating or no hot water they just need to be dealt with on an ad hoc basis until we are all agreed!</p> <p>Thank you</p>
2024/0286/L	Jane Burrows	28/01/2024 12:05:42	COMMENT	<p>I want new windows I need new windows especially the large patio window which has large gaps I do not agree to the new heating system which has already failed on the Whittington Estate. We need individual heating/hot water system that each dwell has control of</p>
2024/0286/L	Jane Burrows	28/01/2024 12:05:42	COMMENT	<p>I want new windows I need new windows especially the large patio window which has large gaps I do not agree to the new heating system which has already failed on the Whittington Estate. We need individual heating/hot water system that each dwell has control of</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
2024/0286/L	Rajaa Elmahmoud	28/01/2024 20:42:26	OBJ	<p>I am Rajaa Elmahmoud I live at [REDACTED] I have lived here for 13 years.</p> <p>I object to this application on the grounds of what it will mean to the eventual heritage value of our Grade II* listed buildings. There are many parts to this application that have not even been mentioned to the residents of this estate and I never heard of! What are cold water storage tank rooms? What are the two new substations?</p> <p>You need to realise that although we may need a different heating system what Camden has gone back to again is an old-fashioned radiator system run by gas boilers! This is not a system worthy of this building, it is environmentally unfriendly, will cause irreparable damage to the listing, destroy our listed interiors and will not work. It will create fuel poverty and damp! We have seen what happened at the Whittington which is still ongoing six years later. You need to stop and properly listen to the residents. Camden cannot afford what they plan because the aftermath will be financially crippling for them and we residents will end up paying for this massive mistake giving you and us a living nightmare for years to come.</p> <p>There is still time to get the right system. Yes to double glazing now. Insulate various parts of the buildings which can be done now without the building looking any different. Replace some of the pipe work. Maintain the boilers properly. No HILUs. Then we look at the internals and a system befitting the world problems bringing us into the 22nd century.</p> <p>We do not believe Heritage England has any idea of the changes Camden want to do. We want a conversation with them and you should too. Camden should be putting themselves forward as a leader in retrofit for listed buildings such as ours NOT a council that plunges us into a plethora of wasted money and absolute misery.</p> <p>I object most strongly. Camden needs to get this right FIRST TIME and start thinking outside of the box. We have time to do that if the glazing etc is fine first. People with no heating, little heating or no hot water they just need to be dealt with on an ad hoc basis until we are all agreed!</p> <p>Thank you</p>

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Total: 12