

Camden Council

**Reference:**

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

- 2023/5338/P (new heating plant and distribution pipework)
- 2024/0091/L (Listed building consent)

I write to categorically object to both 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 Pamela Popo

My flat number is [REDACTED]

I have lived on the Estate for 22.5 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

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

I believe that both the applications are wrong in essence and principle

In conclusion, I request that both of the planning applications be denied