



Exeter Road Heating Improvement Project

Tiverton House

Due to the Police incident our works have been delayed as the basement area is not accessible, due to this we have only been able to fully connect two of the four risers. We anticipate carrying the works in the properties week commencing 30th September and will keep the Tiverton House residents informed of progress over the next two weeks.

Ashcombe House

We commenced the communal works in Ashcombe House on Monday 9th September. Heating and hot water services to the block have been turned off whilst the communal works are taking place and will be restored when we gain access to either install a new heat pump or complete the connection to the new system. **The longest period a property will be without heating and hot water is approximately 8 weeks.**

Residents will need to use the immersion heater for hot water and fan heaters will be available. If you require a fan heater or if your immersion heater is not working, please contact Jessica Rees on the details provided in this newsletter.

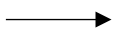
Honiton House

The communal works in **Honiton House** are due to start on **Monday 14th October** and residents will be notified of the shutdown closer to the date.

Newton House

There will be no shutdown in **Newton House** as no communal works will be taking place. This is due to the block recently having new communal pipework installed.

Although we will not be working on the communal pipework in **Newton House**, we may need to carry out works inside the properties, so it is necessary to complete a heating survey.





Important Information

We have sent several letters asking residents to arrange an appointment for a design survey to take place. If you have not made an appointment, please contact Jessica Rees on the details provided in this newsletter.

If we do not gain access to the property to carry out the survey, we will not be able to carry out the necessary works to restore your heating and hot water services once it is turned off.

We will make every effort to keep noise down to a minimum whilst working in the blocks. However, there will be some disruption that cannot be avoided between the hours of 08:00 – 17:00 Monday – Friday. We are sorry for the inconvenience this may cause and would like to thank you for your co-operation and understanding.

Questions or Concerns?

Please contact **Jessica Rees** on **07961 671 359** or email **Jessica.Rees@invictabs.co.uk**. Alternatively, you can visit the site office located outside Ashcombe House.