

**Highgate New Town Leaseholders Association Queries Regarding *Highgate New Town Heat Network System Remedial Proposals* (20 June 2022) (hereafter, *Remedial Proposals*).**

**Fitness for Purpose**

- Which of the Max Fordham recommendations has Camden committed to implement?
- Over what time scale will those recommendations be implemented?
- What are the agreed Key Performance Indicators (KPIs) (*Remedial Proposals*, p. 5) that will determine when the system is working optimally? Who agrees them?
- If Camden implemented all the repair work recommended in the *Remedial Proposals* would the system provide consistent hot water and heating for the estate throughout the year?
- What are the benchmarks for the “reliability” and “effectiveness” of the supply of heating and hot water (“Medium Term Improvement Works”, *Remedial Proposals*, p. 9)?
- When do you believe the system will begin to work properly?
- How long would you expect the system to last as is/ after remediation?
- May we have a copy of the *Camden Heat Network Supplementary Design Specification* (Nov 2016) to be used in assessing the system (*Remedial Proposals*, pp. 4, 9, 14, 15)?
- May we have a copy of Drawing 00200 (*Remedial Proposals*, 3.1, p. 9)?
- May we have an anonymised record of Work Order References (or “callouts”) from June 2022 to the present?
- Will Camden commit to provide similar anonymised records going forward?
- We note the reference to 353 residential properties across 10 low rise blocks (*Remedial Proposals*, p. 4). Is that a correct description of the scope of the heat network?
- When was Practical Completion (or other contractual equivalent) certified?

**Diagnosis of the Source(s) of the System’s Shortcomings**

- We note the references to a problematic hydraulic configuration (*Remedial Proposals*, 2.2). Is the distribution network fit for purpose in its layout and the standard of lagging?
- How much of the distribution network was renewed and which components, other than two boilers (*Remedial Proposals*, p. 4; 3.4, p. 10), were retained?
- Can Max Fordham expand on the problem of heat loss and the efficiency of the system (*Remedial Proposals*, 2.3)?
- Will the replacement of boilers (*Remedial Proposals*, 3.4, p. 10) lead to additional costs? Who will bear them?
- Did things go wrong because of a failure to implement a design (*Remedial Proposals*, 3.1, p. 9)? Is there a plan to reinstate that design by implementing it?
- Who was responsible for the failure to install permanent pipework fittings to allow periodic flushing (*Remedial Proposals*, 3.2, p. 8)?

- Did Max Fordham consult any residents when conducting their evaluation and in framing their recommendations?
- Why is the level of breakdown inconsistent through the estate?
- Did Max Fordham miss the distribution pattern of breakdowns because it did not speak to residents or because it was not provided with relevant data (*Remedial Proposals*, 3.2, p. 8)?

### **Maintenance/Future Works**

- Once the system is functioning according to the agreed KPIs, what maintenance programme will be put in place and who pays the costs?
- Who is responsible for any failures and shortcomings in the design and performance of the system, the designer Alex Maguire, the contractor Apollo, or some other party?
- Has Camden taken legal advice in considering how to enforce contractual provisions, guarantees, and/or indemnity clauses as a result of problematic workmanship or design?
- We have been repeatedly told that the cost of remedial works is being dealt with under “contractual mechanisms”. How are the costs being covered, by Camden or by a contractor or consultant? Which one(s)?
- How much longer are the costs of remedial works to be covered?
- How far do the records go back in respect of repairs/breakdowns of the system?
- Who will perform the recommended testing, monitoring, proving, verifying, checking, and demonstrating (*Remedial Proposals*, 2.5, 2.7, 3.4, 3.7, 3.21, and 4)?
- When will the recommended verbal and written feedback from residents be sought (*Remedial Proposals*, 3.21)?
- What Capital Works does Camden have planned in the foreseeable future on the estate?
- Are there works on windows, roofs, insulation, asbestos, and external and communal areas planned in the foreseeable future? During what date range?
- Will such works benefit from UK Government money and will resident leaseholders therefore be eligible for Florrie’s Law?
- Can Max Fordham expand on the timing and practical entailments of the recommended addition of heat pumps (*Remedial Proposals*, p. 7)?
- How would such additions dovetail with the introduction of a new condensing boiler (*Remedial Proposals*, 3.4, p. 10).