

### **Remedial works to heating and hot water system: Camden's Plan of Action**

- Camden intends to reconfigure the pipe works, re-piping from the boilers to "buffer vessels" (big hot water tanks)
- They will ensure that the automated heating management system works properly
- They will then re-commission the system
- They will also work to ensure improved water quality by using an "oxygen scavenger" and improved filtration: they believe water quality has been much improved, although it is difficult to remove dirt once it is in the system
- There is also a possibility of replacing a current boiler with a condensing boiler but Camden have not decided on that yet
- The works are scheduled for December 2023 and are expected to take 6-12 weeks.
- Temporary boilers will be installed to provide heat and hot water while the existing boilers are out of action

### **Camden's Diagnosis of the Problem**

- Camden can see there are a range of problems with the system
- Camden report there is no particular sub-system of the entire system which is worse than another and similarly no one area of the distribution to the estate which is worse than another. Camden, though, are not equipped to record faults in a coded way, so there are not analytical tools built-in to understand the performance of the system (or its improvements)
- The various problems are rooted in the design, installation and now maintenance of the system (Camden not admitting that but it is evident from discussion of the defects in the meeting)
- Camden are working to correct the defects using the Max Fordham report as a guide, but not following all the recommendations made in either the 'immediate' or 'medium-term' category of recommended actions.
- Camden stated their commitment to getting the system to work well
- Camden have already upgraded some HIUs and implemented a water treatment system that includes magnetic filtration, removing iron particles from the pipework

### **Who Is Responsible, and Who Will Pay for the Remediation?**

- The building contract was a "design and build" contract signed under seal, so defects liability runs for 12 years from certification of Practical Completion which took place in May 2018. Potentially this opens the door to a claim by Camden against the contractor, Apollo
- Camden claim that the problem of clogged filters originated or worsened after a flood one December but this is refuted by a survey Grag Karachuk organised in 2017

- Camden say that they will investigate whether liability lies with the contractor but are likely to be hampered by their own poor record keeping
- Cost of Remedial Works - Gavin Haynes, Head of Property Management, reported that **Camden would be seeking to recuperate costs from leaseholders** under the terms of the leases if they are not able to recuperate the costs of the remedial works from the contractor.

#### **Future Activity and Comments**

- Retro-fit to carbon zero: MF reported that the system would be suitable for future connection to a heat pump, at which point other changes would be required including the replacement of radiators as heat pumps work at lower temperatures.
- A number of salient points were made in no uncertain terms to Camden including:
  - Their evident incompetence generally
  - That their incompetence had led to threat of legal action against upstanding leaseholders (because of the statute of limitations)
  - That the system that had been promised at consultation would have a 30-year life span, but 5 years after practical completion had not yet reached a satisfactory performance.
- Camden have committed to another meeting
- Camden advised that there would be a further phase of major works upcoming addressing building envelope elements (roof, walls, windows etc.)