

## **Background to Kilburn Vale Heating and Hot Water**

- Every flat on Kilburn Vale has its own Individual Boiler.
- All leaseholders are responsible for the maintenance of their own boiler.
- All Council Tenants should contact Camden 020 7974 4444 if they have any issues.
- Both Leaseholders and Council Tenants are free to choose their own Gas provider and are responsible for paying their own gas bill.

### **Background:**

- There used to be a communal Heating System which serviced all 115 flats on Kilburn Vale.
- The main Boiler room was situated underneath Holmesdale House.
- Each property had cast iron radiators.
- The Heating and Hot Water was serviced from this boiler and was available all year round including summer months.
- Residents controlled their heating by turning the radiators on/off.
- All Council Tenants were charged for their heating and hot water within their rent.
- All Leaseholders were charged for their heating and hot water as part of their Annual Service Charge Bill. This varied on the size of your flat. A one bedroom in 2010 was paying approximately £900 per year for this.
- Camden Council wrote to all residents in November 2010 informing them of the intention to replace the existing system with an upgraded version. As this would have been Major Works, it would have been “rechargeable to leaseholders”. The amount charged was between £15,000 - £27,000 per flat depending on the size of the flat.
- As with all Major Works that affects the whole estate, leaseholders are responsible for paying their own bill and are usually offered options to pay this in instalments over a number of years for large sums.
- All the Rents collected by Camden Council from their Council Tenants all over the borough, goes into one “pot” of money. So, whenever there are Major works to pay for, the Council Tenants’ portion for each property, comes out of this “pot” - Camden’s Rent Account.
- Many residents were not happy with this proposed “Upgrade” and so via the TRA, we met with Camden representatives and managed to turn this decision around. The TRA were able to prove that replacing the old system with another “Communal” boiler was not a very “green” option and was too expensive.
- A decision was taken by Camden Council to remove the existing Communal Boiler and install Individual Boilers into every property on the Estate.
- After much discussion, Camden installed the boilers into each property for free. In simple terms, since Camden were not “replacing the ‘existing’ boiler with ‘a replacement’ but installing individual boilers instead – which are not mentioned in the leases – Camden were not able to charge for this.
- The work to install all of these was carried out in the Summer and Autumn of 2011.
- New radiators were installed and extra ones in some cases.
- All the new Individual Boilers had a guarantee of 2 years so these ended in 2013.