

Scrutiny Review on Communal Heating Mini-Review

FINAL REPORT OF THE HOUSING SCRUTINY COMMITTEE



London Borough of Islington
12 November 2021

EXECUTIVE SUMMARY

The Committee considered the Council's communal heating service, given the difficulties it presents when there is a failure with the service.

The Council considered evidence from a number of witnesses, detailed at Appendix A below

RECOMMENDATIONS:

1. That subject to compliance with procurement rules, there should be standardised parts and equipment procured for communal heating systems so that spare parts/replacement parts are available and kept in stock by the service provider in case of breakdown . Consideration should also be given to a new inhouse team to be trained and available for an emergency repairs call out service.
2. That the council maintain a risk register of boiler plant where major faults have occurred or are likely to occur, and to maintain records in order for the Council to have an accurate history of repairs. and to ensure replacement parts are readily available in the event of breakdown.
3. That in light of the government regulations for end point metering /installation of heat meters, the Council should explore the possibility of personalised heat tariffs for tenants to reduce fuel poverty . The Committee recognises that the introduction of end point metering , as a result of government legislation could increase costs for some residents, and that this introduction should be communicated to tenants in order to ensure tenants are aware that some utility bills could increase.
4. That the future development of new build properties should be energy efficient in order to meet net zero carbon by 2030, and to have adequate budgets in place in order to achieve this. The council also wish to avoid recurring costs for heating plant/repairs in new projects when they move over to the maintenance department, and the risk register should include also include for new build sites .
5. That the Committee recommend subject to resource availability that the clerk of works inspections, and supervision of works, be increased in frequency, in order to ensure that plant is appropriately maintained, and that clauses in future contracts are strengthened to include financial implications to the contractor where possible for poor performance.
6. That whilst the committee do not feel hydrogen technology is well enough advanced in its current form to present a viable low carbon solution it is recommended that hydrogen technology be kept under review in the event it should move to a viable alternative where heat pump technology may not be suitable.
7. That an investigation be carried out by the appropriate team into the insulation requirements to blocks with no wall insulation and , in particular tower blocks, where the fabric is resulting in substantial heat loss The Committee would like to ensure that this work is integrated into the main capital improvement works

program to ensure every effort is made to retain heating within the fabric of the building while reducing energy costs to residents

8. That the committee welcome the investigation being carried out into the introduction of a automatic resetting of boiler plant, and to allow reinstatement of any service interruption at the earliest opportunity so that residents are not without hot water/heating whilst an engineer attends site to investigate the fault .In addition, where the fabric of the building permits substantial heat loss , the location of sensor/s to measure the outside temperature should be installed in areas to accurately reflect the outside temperature
9. That the committee note the ongoing work taking place with council communal heating contractor GEM on a Building Management System (BMS system), and the One Serve System, in order to ensure maximum integration, and sharing of information between the Council and GEM, and that this should be expedited as soon as possible .
10. That the Council maintain information on those tenants who have heat pumps installed to ensure that when there is a change of tenancy , that the council are aware of such changes so that heat tariffs could be adjusted accordingly .
11. That further information be provided to leaseholders about the support available to assist them where there is a low carbon solution alternative that is more expensive than a traditional system
12. That the Council promote awareness on the benefit of the Bunhill 2 network, particularly amongst those residents who have been affected by the Bunhill 2 installation works
13. That greater awareness be promoted across different platforms of the dates proposed that the communal heating system is due to shut down for the summer months

1. Introduction

- 1.1 The Committee commenced the review on 12 January 2021, with the overall aim to evaluate the communal heating service provided to approximately 4,000 properties throughout the borough, to identify opportunities for further development and improvement in service delivery, and to consider potential low-carbon alternatives and their implications.
- 1.2 The Committee also agreed to the following objectives:
 - a) To evaluate the performance of Islington Council's communal heating services, and to make recommendations on how this may be improved.
 - b) To review examples of gaps and failures in service provision, identifying what went wrong to prevent recurrences going forward.

- c) To consider if the systems and processes in place are optimal, and if there is scope for further improvement.
- d) To evaluate how Services communicate with residents, and to identify opportunities for further development and improvement.
- e) To consider and evaluate potential options for using low-carbon heating technologies as an alternative to gas-fired communal heating systems.
- f) To consider communal heating charges and the communal heating season.

2. Main Findings

- 2.1 This report sets out an overview of the Islington communal heating service, the communal boilers, and the homes that they supply. It also includes data on breakdowns, the age of boilers, recent and ongoing difficulties which is detailed along with future plans, and future aspirations. There is also some background information on the contract included in order to put the current status into context.
- 2.2 The Council has responsibility for maintaining its communal heating systems serving circa 4700 homes across the borough, and employs contractors to deliver this service. Our previous contractors, Mitie Property Services, did not perform to satisfaction, and the contract was taken over by the Mears Group in October 2018, forming a new company – Mears Property Services (MPS). Council officers consider that the Council enjoys a good and productive working relationship with the Mears Group, who deliver a substantial part of our main capital programme. The Islington team worked hard with MPS to resolve the contractual problems inherited from the previous contractor, mainly around insufficient resourcing levels, and knowledge of our boiler plant rooms. Unfortunately, problems were not getting resolved with the contractor and despite formal contractual escalation processes being implemented, six months' notice was served in November 2019 to terminate the contract. The Council has learned lessons from this episode, particularly around the procurement process itself.
- 2.3 The council procured a new provider, with GEM Environmental Services formally taking over responsibility for the maintenance of the communal heating service from May 2020.
- 2.4 Prior to commencement of their formal contract, GEM agreed to assist with the maintenance of communal boilers from October 2019 until the contract was officially in place. This was extremely valuable to Islington, as it assisted in covering the period of greatest risk (over the Christmas and new year holiday period) and more or less all the winter months. Since the autumn of 2019, GEM have proved to be a valuable partner, taking a proactive and helpful approach. Since formally taking over the contract, they have worked closely with the in-house engineering team to ensure any legacy issues from the previous provider has been effectively managed. They have

done extensive work, and dealt with substantial challenges linked to connecting communal heating plant rooms to the Bunhill 2 Energy Centre. This work is out of the scope of the GEM contract with the council for which they were appointed. Work to the Bunhill2 network has necessitated a substantial increase in resources, and management time from GEM, with little notice and this meant that much of the work planned for them on the boiler plant has not taken priority. Connection to the Bunhill2 Energy Centre has and continues to be a council priority. To address this issue further steps were taken to appoint additional specialists, and contractors, to assist on the Bunhill2 project.

- 2.5 Despite the focus on the Bunhill2 project, GEM have managed to service all of the Islington boiler plant rooms as directed by the contract, and achieve 100% compliancy in terms of gas safety notices.
- 2.6 The Committee were of the view that the Council should promote awareness of the Bunhill2 network, particularly with the residents affected by the Bunhill 2 network installation works.
- 2.7 The Committee also recommend that the Council should promote greater awareness across different platforms of the dates proposed when the communal heating systems on estates is due to shut down for the summer months

3. Repairs Data:

- 3.1 In April 2018, a decision was made to manage the new communal heating contract on a new IT system called One Serve. One Serve is an industry-leading service software package, which allowed details of works undertaken to be collected and shared, updated and monitored allowing for improved business processes and a good customer experience. There is also an expectation that the new IT system would undergo a period of observation in order to identify improvements, which could be made to further improve the service.
- 3.2 An Excel spreadsheet from One Serve has been generated to provide asset information on boiler plant in the communal heating plant rooms and repair callouts. The table is self-explanatory, and will provide a greater understanding of the communal heating systems throughout the borough and is attached at Appendix C to the report
- 3.3 The Committee noted that work is taking place with GEM on the BMS and the One Serve systems, in order to ensure maximum integration, and sharing of information between the Council and GEM, and that this should be expedited as soon as possible

- 3.4 Islington currently has 57 plant rooms, providing a communal heating service to approximately 4700 homes. Most of the plant rooms provide heating and hot water. In most cases hot water is provided to individual storage tanks within dwellings. This system is described as "individual" in column I of the enclosed spreadsheet. Although this is sometimes considered old technology, the design ensures that residents have some supply of hot water, even if the main boiler breaks down. Heat Interface Units (HIUs) have recently become more popular for communal heating systems, as they can provide hot water on demand at mains pressure and they provide greater efficiency over traditional systems. However, unless there is suitable space in the plant rooms for communal hot water storage, HIUs will not include stored hot water so, although very efficient, they can result in almost instant loss of hot water in the event of boiler breakdown.
- 3.5 Information on the age of the boilers and infrastructure (pipework and radiators) is also set out in the spreadsheet (Appendix C). Due to the format in which information is collected, specific detail on breakdowns is difficult to represent accurately. On the first tab of the spreadsheet details of significant breakdowns that have caused an outage for five days or more since April 2018 are included, (five days being the trigger point for the council paying residents compensation). It should be noted that there have been relatively few occasions where this situation has arisen.
- 3.6 The total number of responsive call outs received is also provided in the second tab of the spreadsheet. In contrast to major breakdowns this appears surprisingly high. There are many thousands of callout orders, and significant time and resource would be required to interrogate the detailed narrative on each call out, in order to determine the exact nature of the problem. Further work to the One Serve system will be required to enable capture of more specific information from data fields. From past experience when a communal plant fails, communications are received from many residents, as would be expected. Each call will be recorded in the data provided as a further possible callout.
- 3.7 In addition to system failures, a portion of call outs will also be received from individual flats where the problem is local to just one flat, and in some cases just one radiator (eg. a curtain draped around the thermostatic radiator valve can stop the radiator from warming up). So caution must be exercised when interpreting this data. Increased calls generally occur at the end of the communal heating season when communal heating is switched off for the summer
- 3.8 The Committee are of the view that subject to procurement rules, there should be a standardised parts and improvements procured for communal heating systems in order that spare parts/replacement parts are available and kept in stock.

Consideration should also be given to an in-house team that can be trained and available for emergency repairs call out

- 3.9 The Committee feel that the Council should also maintain a list of boiler plants, and where faults have occurred/likely to occur and the Council have a history of repairs and likely replacement parts that will need to be available in the event of breakdown

4. Evidence received from Rob Jack of London Borough of Hackney

Rob Jack, Mechanical and Electrical Manager, L.B.Hackney gave evidence to the Committee on the communal heating systems in operation at Hackney

- 4.2 Hackney has 68 plant rooms serving 3308 properties consisting of both tenants and leaseholders
- 4.3 The efficiency of the pipework and materials in individual properties was insufficient, and 47% of the plant rooms serviced only 11% of the properties, and 32 of these plant rooms only serviced 361 properties. L.B.Hackney are seeking to rationalise the number of plant rooms and a review has been carried out to ascertain the most efficient way of servicing the properties
- 4.4 The Committee were informed that the communal heating systems at L.B.Hackney were maintained by the DLO, however during the pandemic a contractor had assisted
- 4.5 The Committee noted that there had been no significant issues with the failure of communal heating systems in the previous 12/18 months, and work is taking place with a consultant to ascertain the best method of providing heating to tenants/leaseholders in the future. The Consultant had recommended heat pumps and a heating network, however these would take a long time to install and also could be prone to breakdown for a number of reasons
- 4.6 Another option was green hydrogen, but at the moment this was expensive and it did meet net Zero Carbon requirements
- 4.7 The Committee were of the view that whilst they did not feel that hydrogen technology is well enough advanced at present, this situation should be kept under review in the future, if it is shown that heat pump technology is not able to be installed for certain properties
- 4.8 The Committee noted that Council communal heating system is the cheapest option over a 40 year period, and there is no intention to replace these at the moment but to rationalise them. Members were informed that the boilers in the plant rooms were not used constantly in order to preserve their life and risk of breakdown as back up boilers were available

4.9 The Committee were informed that in relation to new build properties in L.B. Hackney these are serviced by a communal boilers, but there is a back-up system boiler in the event of the boiler failing, however from 2025 individual gas boilers could not be installed

5. Comparison with evidence from London Borough of Hackney with London Borough of Islington

5.1 Information and evidence presented to Housing Scrutiny Committee from LB Hackney referred to 32 out of their total of their 68 boiler plants supplying just 361 properties. This is an average of just 11 properties per boiler plant. In other words, nearly half their boiler plants are serving approximately 11 properties each. Where situations like this arise, a communal boiler plant is not economically viable, as the capital costs associated with the plant are disproportionately high when broken down per property.

5.2 In Islington there are only 13 boiler plants that serve 20 units or less, 10 boiler plants, which serve between 50 and 100 units and 14 boiler plant, which serve 100 or more units.

6. Evidence from Simon Kwong, Housing Director and Garrett McEntee, Technical Services Manager

6.2 It was noted that in Islington there were 4700 homes connected to the communal heating system, and that there are opportunities to utilize energy from the existing Communal Heating plant, and also the Bunhill Heat and Energy plant. Heat could be generated from the Communal Heating Plant, and pumped into local housing estates connected to communal heating systems. This will help address targets set in the Energy Conservation Act 2000 and to eradicate fuel poverty. It will also help to reduce levels of greenhouse gases

6.3 The benefits of communal heating include, helping to support the objectives in the current corporate plan, decent and affordable homes, making homes easier to keep warm and more affordable to heat due to the installation of communal heating system, and help break the cycle of fuel poverty

6.4 It is generally recognized that communal heating, in conjunction with decentralized energy schemes, will provide a more economical source of heating and hot water than individual boilers. Paying a flat rate also enables tenants to budget more easily, as the heating costs are included in the monthly service charge. Communal heating also used consistently less energy than an individual heating system by a range of 7.5%-11%. Communal heating also reduces the risk of illnesses associated with condensation or dampness, which can have negative health impacts

- 6.5 The disadvantages of communal heating are that significant upfront capital investment costs are needed, there is potential to generate substantial bills for leaseholders living in blocks where works are carried out, it is difficult to provide a fair and equitable service where blocks vary in terms of energy requirements, and there is a balance to be achieved between service provided and energy costs and CO2 emissions. In addition, complex engineering projects can result in long lead in times, and crucially can be subject to catastrophic failure when there is a breakdown, creating hardships for residents connected to the communal system. Reaction times to breakdowns can be slow due to the complexity of the infrastructure equipment
- 6.6 The Committee noted that with regard to new builds, all new build developments are required to contribute to the development of decentralized energy schemes, including by connecting to the current district heating networks, where these exist, within the proximity of the development
- 6.7 The Committee were of the view that future development of new properties should be as energy efficient as possible, in order to meet net Zero Carbon 2030, and to have adequate budgets in place in order to achieve this. The Council do not want recurring costs in heating plant/repairs, and any risk register adopted should include new build as well as existing homes
- 6.8 The Committee also are of the view that Clerk of Works inspections, and supervision of works, should be increased in frequency, in order to ensure that any plant is installed correctly, and that contract clauses are put in place in order that any contract clauses ensure that subsequent failures of any plant installations are legally enforceable
- 6.9 In addition in the light of Government regulations for end point metering/installation of heat pumps, the Council should explore the possibility of personalized heat tariffs for tenants to reduce fuel poverty. The Committee recognizes that the introduction of end point metering/heat pumps, as a result of Government legislation will increase costs for some tenants, and that such introduction should be communicated to tenants in order to inform them some bills are likely to increase
- 6.10 The Committee are also of the view that the Council should maintain information on those tenants who have heat pumps installed, to ensure that where there is a change in tenancy, that the Council are aware of such changes so that heat tariffs are adjusted accordingly
- 6.11 In addition the Committee recommend that further information be provided to leaseholders about the support available, where there is a low carbon solution, that is less expensive than a traditional system

- 6.12 There is a 7 year future programme of works and an asset management plan process prioritization of future works, in collaboration with other programmes of work. There is also the need to identify the feasibility, condition, and lifespan criteria to identify need and stakeholder involvement in future programmes
- 6.13 The Committee noted that there were certain blocks, especially tower blocks, where the fabric of the building leads to a substantial heat loss. This is to ensure that any possible remedial action takes place in the major works programme, or where new heating systems installed, so that tenants heating systems are as effective as possible
- 6.14 The Committee were informed that recent problems on one particular estate on the resetting of the boiler system on the estate after a fault had led to delays to the switching back on of the system. The Committee welcome the investigation being carried out to reset such boiler systems automatically, rather than an engineer being called out in future, in order that residents are not without heating/hot water for as shorter time as possible. In addition, where the fabric of the building allows for substantial heat loss, the resiting of sensor/s to measure the temperature should be installed in different areas, including external walls of tower blocks, to measure the average temperature in such blocks

7. Conclusions

- 7.1 The Committee have explored the current communal heating systems in place in Islington and the problems that tenants have experienced with breakdowns, that have often led them to being without heating and hot water, in some cases, for an unacceptable period of time.
- 7.2 The Committee's recommendations, if adopted by the Executive, should ensure that where these breakdowns occur tenants are not without heating or hot water for extended periods and that measures are in place for a more prompt repair to the system .. In addition the Committee felt that heat loss to dwellings, especially in tower blocks was an important issue to be addressed, and remedial works taking place where possible should be joined up where major works were planned to maximise efficiency savings and disruption to tenants.
- 7.3 The Committee would like to thank witnesses that gave evidence in relation to the scrutiny and The Executive is asked to endorse the Committee's recommendations.

APPENDIX A

MEMBERSHIP OF THE HOUSING SCRUTINY COMMITTEE 2021/22

Councillors:

Michael O'Sullivan
Marian Spall
Theresa Debono
Phil Graham
Valerie Bossman-Quarshie
Gulcin Ozdemir
Jesse Jackson
Osh Gantly
Rose Marie McDonald – PFI Managed Tenants
Dean Donaghy – Directly Managed Tenants

Substitute Councillors:

Gary Heather
John Woolf
Mick Gilgunn
Sarah Hyde
Matt Nathan
Roulin Khondoker

MEMBERSHIP OF THE HOUSING SCRUTINY COMMITTEE – 2020/21

Councillors:

Councillor Michael O'Sullivan (Chair)
Councillor Marian Spall (Vice-Chair)
Councillor Theresa Debono
Councillor Troy Gallagher
Councillor Phil Graham
Councillor Mouna Hamitouche MBE
Councillor Gary Heather
Councillor Gulcin Ozdemir

Co-opted members:

Rose-Marie McDonald – PFI Managed Tenants

Dean Donaghey – Directly Managed Tenants

Substitutes:

Councillor Santiago Bell-Bradford

Councillor Alice Clarke-Perry

Councillor Vivien Cutler

Councillor Osh Gantly

Councillor Sara Hyde

Councillor Jenny Kay

Councillor Roulin Khondoker

Councillor John Woolf

Acknowledgements:

The Committee would like to thank all the witnesses who gave evidence to the review.

Rob Jack – L.B.Hackney, Simon Kwong, Garrett McEntee, - LBI Housing, Paul Harris, Harry Weston Co-op

Officer Support:

Simon Kwong, Garrett McEntee – LBI Housing

Ola Adeoye/Peter Moore – Democratic Services

SCRUTINY REVIEW INITIATION DOCUMENT (SID)
Review: Review of Communal Heating
Scrutiny Review Committee: Housing Scrutiny Committee
Director leading the review: Simon Kwong, Director Housing Property Services
Lead Officers: Christine Short (Head of Capital Programme Delivery)
<p>Overall aim:</p> <p>Mini Review: to evaluate the communal heating service provided to approximately 4,000 properties throughout the borough, to identify opportunities for further development and improvement in service delivery, and to consider potential low-carbon alternatives and their implications.</p>
<p>Objectives of the review:</p> <ul style="list-style-type: none"> • To evaluate the performance of Islington Council's communal heating services, and to make recommendations on how this may be improved. • To review examples of gaps and failures in service provision, identifying what went wrong so as to prevent recurrences going forward. • To consider if the systems and processes in place are optimal, and if there is scope for further improvement. • To evaluate how services communicate with residents, and to identify opportunities for further development and improvement. • To consider and evaluate potential options for using low-carbon heating technologies as an alternative to gas-fired communal heating systems. • To consider communal heating charges and the communal heating season.
<p>How is the mini review to be carried out:</p> <p><u>Scope of the mini review</u></p> <p>The review will (in written reports and likely one or two meetings) focus on:</p> <p>Providing information on the scope of the service as well as performance information. Examples of gaps and failures in service provision, and any lessons learned from these. Potential system and process improvements Whether there are lessons to be learned from comparable boroughs which provide a similar</p>

service.

New low-carbon heating technologies and any cost/benefit analyses for these.

Types of evidence:

Written evidence from officers

Performance data

Witness evidence from another borough operating a similar service.

Additional Information:

To consider any useful comparators as part of a 12 month review if required.

In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.

Programme

Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	12th January 2021
2. Draft Recommendations	11 November 2021
3. Final Report	11 November 2021

Appendix C

Boiler house	Blocks served	Compliance		Communal Service provided	Hot water source	No of dwellings	No of Leaseholders	Estimated pipework and radiator installation date	GEM Dilapidation surveys			- data collated		Communal heating maintained by other
		Annual service date	No of boilers						Estimated Boiler installation date	Contractor Condition Assessment	Plant Survey date	No of boiler house breakdowns (4+ days) since 1 April 2018	Breakdown dates	
ADAMS PLACE COMMUNAL BOILER	Adams Place	21/12/2020	4	heating & hot water	Decentralised/individual	42	11	2013/14	2013	Fair/good	07/07/2020	2	16 Sept 2019 (5 days) 22 Oct 2019 (5 days)	
AUBERT COURT BOILER HOUSE	Aubert Court	06/10/2020	3	heating & hot water	Decentralised/individual	98	26	10+ years	15+ years	Fair	06/06/2020	0		
BARNABAS HOUSE BOILER HOUSE	Barnabas House	02/10/2020	4	heating & hot water	Centralised/Communal	36	19	10+ years	10 years	Fair	12/03/2020	1	3 Oct 2020 (7 days)	
BERESFORD LODGE COMMUNAL BOILER	Beresford Lodge	10/09/2020	4	heating & hot water	Decentralised/individual	16	2	10+ years	10+ years	Fair/Poor	30/06/2020	0		
BEVIN COURT BOILER HOUSE	Bevin Court, Holford House	22/12/2020	3	heating & hot water	Decentralised/individual	130	37	10+ years	2004 - 2009	Fair	16/07/2020	0		
BRAITHWAITE HOUSE BOILER HOUSE	Braithwaite House	07/10/2020	2	heating & hot water	Decentralised/individual	108	22	2012/2013	2013	Good	23/07/2020	0		
BRUNSWICK ESTATE BOILER HOUSE	Brunswick Close, Emberton Court, Mulberry Court, Wyclif Court	05/03/2020	4	heating only	n/a	243	36	10+ years	2018	Fair	20/03/2020	0		
BUXTON ROAD BOILER HOUSE	Ashbrook Road, Holland Walk, Buxton Road, Scholefield Road, Mowatt Close	04/12/2020	3	heating & hot water	Decentralised/individual	337	146	2012/13	2008	Fair	05/06/2020	4	14 Aug 2018 (6 days) 20 March 2019 (6 days) 23 April 2019 (4 days) 14 Oct 2019 (4 days)	
1-20 CALSHOT STREET COMMUNAL BOILER	1-20 Calshot Street	17/09/2020	2	heating & hot water	Decentralised/individual	20	0	10+ years	10+ years	Fair	02/06/2020	0		
21-40 CALSHOT STREET COMMUNAL BOILER	21-40 Calshot Street	17/09/2020	2	heating & hot water	Decentralised/individual	19	3	10+ years	10+ years	Fair	02/06/2020	0		
41-60 CALSHOT STREET COMMUNAL BOILER	41-60 Calshot Street	17/09/2020	2	heating & hot water	Decentralised/individual	19	4	10+ years	10+ years	Fair	02/06/2020	0		
61-93 CALSHOT STREET COMMUNAL BOILER	61-93 Calshot Street	17/09/2020	2	heating & hot water	Decentralised/individual	32	0	10+ years	10+ years	Fair	02/06/2020	0		
COATBRIDGE HOUSE COMMUNAL BOILER	Coatbridge, Airdrie Close	08/10/2020	2	heating & hot water	Decentralised/individual	21	19	10+ years	2003	Fair	10/06/2020	0		
COATBRIDGE NORTH BOILER HOUSE	Coatbridge House	09/10/2020	2	heating & hot water	Decentralised/individual	90	13	10+ years	2003	Fair	19/06/2020	0		
1-20 COLEMAN MANSIONS COMMUNAL BOILER	1-20 Coleman Mansions	16/11/2020	1	heating & hot water	Decentralised/individual	20	6	2012/2013	2012	Fair	19/06/2020	0		
21-40 COLEMAN MANSIONS COMMUNAL BOILER	21-40 Coleman Mansions	16/11/2020	1	heating & hot water	Decentralised/individual	20	9	2012/2013	2012	Fair	19/06/2020	0		
2 DALMENY AVENUE	2 Dalmeny Avenue, Bramber House, John Barnes Library	scheduled for w/c 3 May	3	heating & hot water	Decentralised/individual	16	0	2019/20	2019/20	VGood				
DAREN COURT COMMUNAL BOILER	Daren Court	30/11/2020	8	heating & hot water	Centralised/Communal	90	7	2009	2009	Fair	09/07/2020	0		
DELHI OUTRAM COMMUNAL BOILER	Brydon Walk, Wheeler Gardens, Outram Place, Bingfield Street, Haverlock Street, Copenhagen Street, Delhi Street, Campbell Walk, Vibart Walk, Lawrence Place,	10/11/2020	16	heating & hot water	Decentralised/individual	247	106	10+ years	2016	Fair	16/06/2020	0		
DOVER COURT ESTATE BOILER HOUSE	Romford House	scheduled for w/c 3 May	3	heating & hot water	Decentralised/individual	70	0	2019/20	2019/20	VGood				
DUNCOMBE ROAD COMMUNAL BOILER	St Johns Way, Duncombe Road, Mulhern Road, Ashbrook Road	22/09/2020	16	heating & hot water	Decentralised/individual	234	105	10+ years	15+ years	Fair/Poor	05/06/2020	0		
EARLSFERRY WAY BOILER HOUSE	Earlsferry Way	23/09/2020	3	heating & hot water	Decentralised/individual	89	34	10+ years	20+ years	Fair/Poor	02/06/2020	0		
FINSBURY ESTATE BOILER HOUSE	Michael Cliffe House, Patrick Coman House	20/01/2021	6	heating & hot water	Decentralised/individual	328	44	2015/2016	2015	Good	24/03/2020	0		
GOODINGE BOILER HOUSE	Goodinge Road, Belle Isle, Mary Telby	scheduled for w/c 3 May	3	heating & hot water	Decentralised/individual	23	4	2019/20	2019/20	VGood				
HALF MOON CRESCENT BOILER HOUSE	Halfmoon Crescent	22/01/2021	3	heating & hot water	Decentralised/individual	32	17	10+ years	10+ years	Fair	20/03/2020	1	7 Dec 2018 (5 days)	
HATHERSAGE COURT	Hathersage Court	12/05/2020	4	heating & hot water	Decentralised/individual	69	15	2020	2019/2020	V. Good				
1-15 HALTON MANSIONS COMMUNAL BOILER	1-15 Halton Mansions	23/04/2020	3	heating & hot water	Decentralised/individual	16	3	2013/2014	2014	Fair	16/06/2020	1	23 Sept 2020 (7 days)	
17-39 HALTON MANSIONS COMMUNAL BOILER	17-39 Halton Mansions	23/04/2020	3	heating & hot water	Decentralised/individual	24	4	2013/2014	2014	Fair	16/06/2020	0		
57-72 HALTON MANSIONS COMMUNAL BOILER	57-72 Halton Mansions	23/04/2020	3	heating & hot water	Decentralised/individual	16	5	2013/2014	2014	Fair	16/06/2020	0		
73-96 HALTON MANSIONS COMMUNAL BOILER	73-96 Halton Mansions	23/04/2020	3	heating & hot water	Decentralised/individual	16	5	2013/2014	2014	Fair	16/06/2020	0		
97-112 HALTON MANSIONS COMMUNAL BOILER	97-112 Halton Mansions	23/04/2020	3	heating & hot water	Decentralised/individual	16	4	2013/2014	2014	Fair	16/06/2020	0		
HAZELVILLE ROAD COMMUNAL BOILER	Hazelville Road, Westacott Close, Partington Close, St Johns Way	15/09/2020	4	heating & hot water	Decentralised/individual	337		10+ years	2019	Good	19/06/2020	0		
HENFIELD CLOSE COMMUNAL BOILER	Henfield Close	17/12/2020	6	heating & hot water	Decentralised/individual	75	31	2013/2014	2014	Good	23/03/2020	0		
HERONGATE HOUSE COMMUNAL BOILER	Herongate House	09/10/2020	3	heating & hot water	Decentralised/individual	34	0	10+ years	2007	Fair	30/06/2020	0		
JESSOP COURT COMMUNAL BOILER	Jessop Court	30/11/2020	3	heating & hot water	Decentralised/individual	41	15	10+ years	10+ years	Fair	16/06/2020	0		
LOCKHART CLOSE COMMUNAL BOILER	Lockhart Close	17/10/2020	3	heating & hot water	Decentralised/individual	32	12	2012/2013	2012	Good	07/07/2020	1	9 Dec 2020 (4 days)	
1-20 LYON HOUSE COMMUNAL BOILER	Lyon Street	09/11/2020	3	heating & hot water	Decentralised/individual	20	0	2015	2015	Good	25/06/2020	0		

MACCLESFIELD HOUSE COMMUNAL BOILER	Macclesfield House	22/01/2021	2	heating & hot water	Centralised/Communal	65	15	10+ years	2020	Vgood		2	23 Oct 2019 (5 days) 14 June 2020 (4 days)	
NEWBERRY HOUSE COMMUNAL BOILER	Newberry House	14/10/2020	4	heating & hot water	Decentralised/individual	54	35	10+ years	2010	Fair/Poor	02/06/2020	0		
PARTRIDGE COURT COMMUNAL BOILER	Partridge Court	07/10/2020	2	heating & hot water	Decentralised/individual	13	3	10+ years	20+ years	Fair	21/07/2020	0		
24-58 PAUNTLEY STREET COMMUNAL BOILER	Pauntley Street	10/12/2020	3	heating & hot water	Decentralised/individual	42	17	2013/2014	2014	Good	23/03/2020	0		
41 PONDER STREET BOILER HOUSE	Centurian Close	26/06/2020	2	heating & hot water	Decentralised/individual	8	36	2019/20	2019/20	VGood				
PRESIDENT HOUSE	Kings Square Central Street, EC1V	N/A		Block served by Rahere House boilers heating & hot water	Centralised/Communal	94	36	10+ years	2020	Vgood				
QUAKER COURT COMMUNAL BOILER	Quaker Court	08/10/2020	3	heating & hot water	Decentralised/individual	16	37	10+ years	10+ years	Fair	23/07/2020	0		
RAHERE HSE BOILER HOUSE	Kings Square Central Street, EC1V	21/01/2021	3	heating & hot water	Centralised/Communal	97	13	10+ years	2020	Vgood		0		
STEADMAN COURT	Steadman Court, Redbrick Estate, Old Street, EC1V	24/01/2021	4	heating & hot water	Decentralised/individual	53	21	2018/2019	1999	Fair/good	28/08/2020	0		
RIVERSDENE COMMUNAL BOILER	Riversdene	26/03/2020	2	heating & hot water	Decentralised/individual	35	5	10+ years	2008	Fair	30/06/2020	0		
SALTDENE COMMUNAL BOILER	Regina Road	25/09/2020	3	heating & hot water	Decentralised/individual	42	7	10+ years	2008	Fair	05/06/2020	1	22 March 2019 (4 days)	
SANDERS WAY COMMUNAL BOILER	Bretton House, Sanders Way	23/09/2020	3	heating & hot water	Decentralised/individual	146	31	2018/2019	2004	Fair/good	19/06/2020	0		
SPA GREEN ESTATE COMMUNAL BOILER	Sadler House, Tunbridge House, Wells House	29/09/2020	3	heating & hot water	Centralised/Communal	132	43	10+ years	2004	Fair/Poor	24/03/2020	0		
ST LUKES ESTATE COMMUNAL BOILER	Godfrey House, Paterson Court, Newland Court	19/01/2021	4	heating & hot water	Decentralised/individual	226	84	10+ years	2012	Good	20/03/2020	1	22 Dec 2020 (7 Days)	
STAFFORD CRIPPS ESTATE COMMUNAL BOILER	Parmour Court, Cotswold Court, Sapperton Court	23/01/2021	5	heating & hot water	Centralised/Communal	180	45	2008/2009	2013	Fair/good	17/03/2020	2	24 Dec 2018 (4 days) 21 March 2019 (6 days)	21
VICKERY/BARTHOLOMEW COMMUNAL BOILER	Bartholomew Court, Redbrick Estate, Old Street, EC1V	24/01/2021	7	heating & hot water	Decentralised/individual	60	32	2018/2019	2019	Vgood	21/07/2020	0		
STRANRAER HOUSE COMMUNAL BOILER	Stranraer Way	09/11/2020	2	heating & hot water	Decentralised/individual	72	21	10+ years	2003	Fair	19/06/2020	0		
TURNPIKE HOUSE BOILER HOUSE	Turnpike House	21/01/2021	4	heating only	n/a	163	26	10+ years	2018-19	Fair	17/03/2020	0		
WOODSTOCK HOUSE COMMUNAL BOILER	Woodstock House	23/10/2020	2	heating & hot water	Centralised/Communal	27	12	10+ years	10+ years	Fair/Poor	30/06/2020	0		
COWDENBEATH PATH	Harry Weston Estate - 11 blocks	CO-OP responsible.	3	heating & hot water	Decentralised/individual	124	76	40+ years	2014	Fair/Good	15/01/2020			Maintained by Co Op
BRICKWORKS	Ivy Hall		2	heating & hot water	Decentralised/individual	23	0	2017/18	2017/18	VGood				
KINGS SQUARE PHASE 1	Eva Martin Crt, Tardew Court, Kings Square Central Street, EC1V	turnpike	3	heating & hot water	Decentralised/individual	47	0	2018/19	2018/19	VGood				