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estateteamwd@nhg.org.uk
15.12.22

Dear residents,

We hope you are well.

We are pleased to confirm that works on the sewage system are going well and remain on programme.

The initial period of jetting and CCTV surveys is complete within the blocks and will conclude this week with the buried pipework. Repairs have been completed on 10 no. manholes already, and the emergency foul water storage tank and pumping station chamber have been pumped out.

Works to repair any pipework defects and upgrade the macerator will begin in January/February 2023. We will confirm exact dates for this in the new year.

We do not envisage any issues occurring over the Christmas period as the system has been cleared in recent weeks. However, we have arranged for our contractor ECG to be on call across the period and will attend if an emergency is raised.

To report an emergency out of hours or during the dates and times the office is closed, please call the number for your Property Management Officer (PMO) (02038151283) and you will be put through to our customer service centre. Please hold to report an emergency repair.

Our customer service advisors will contact ECG directly to report any calls/issues relating to the sewage system serving your blocks. They have also been provided with additional escalation points at ECG should any issues arise with normal procedures.

We hope that the above is useful in confirming our progress on this issue and our next steps towards resolution. We would like to thank residents for their patience and understanding whilst we continue work on this.

We will keep residents regularly updated until the all works are completed. The next update will be sent in the new year.

Thank you,

The Woodberry Down Estate Team

Notting Hill Genesis

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