

25 February 2016
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Dear Resident,

Over the last week, work has continued to assess what needs to be done to restore the gas supply to your homes, as well as continuing to provide support to residents while we do this. I would like to take this opportunity to apologise once again for the disruption that you are experiencing, and to thank you for your patience and support during this difficult time.

We now know that restoring the supply will involve putting in place a comprehensive set of processes in the form of a "gas safety case". The procedures are complex and designed with utility companies in mind, rather than housing providers. This is an unusual position which had not been identified over many years. Usually this responsibility would sit with the energy supplier and to the best of our knowledge the estate has never had this documentation in place at any point in its history.

We have established that the requirement for these procedures arises from the pipework used for cooking and not for heating and hot water, because of the particular arrangement at Strawberry Vale where the gas is conveyed in pipes to individual homes after it has been purchased from the National Grid.

We have been working with industry experts, a number of whom have visited the estate this week, to investigate how Peabody could either find a specialist provider to take over this network or to develop the necessary procedures and processes that would allow us to continue providing the gas to you. While this work is not yet complete, we can confirm that we are now working on restoring the gas as our preferred option. We would only move to the electricity option as a last resort. The administrative processes required usually take many weeks to complete and we are working with the authorities to see if there is any way to restore the gas more quickly. We will keep you updated on progress.

Since I wrote to you on 17 February, we have offered £100 vouchers to every household in recognition of the disruption that you are experiencing. I hope that this has been useful to you and if you have not already collected yours, please let us know.

My team will continue to provide a range of support to residents. If you need advice, support or assistance, please do not hesitate contact them at the local office or call Peabody Direct on 020 7021 4444.

Yours sincerely

Joe Joseph, Director Resident Services