

NEWSLETTER

June 2025



Welcome to our latest newsletter!

This newsletter contains the latest updates on our works to improve the comfort, sustainability and safety of your home.

Kensa are making good progress with the installation of the ground source heat pump system, which will provide heating and hot water to residents of Abbey View, Munden View, Coldharbour House, Foxtree House, Maple Court and Peartree Court.

There is more information in this newsletter

about how the new heating system will work and why we have chosen ground source heat pumps. There is also an update on the wider package of works to modernise Abbey View and Munden View, and make them more energy-efficient.

The temporary car park has now opened, to ensure that sufficient parking is available while the works are being carried out. We're also pleased to announce that we are holding a community fun day for residents in July – find out more below.

Join us for a community fun day on Saturday 12 July!

We're hosting a community fun day near Abbey View and Munden View on Saturday 12 July 2025, from 11am to 3pm. Join us to find out more about the improvement works and enjoy some family-friendly fun.

It will be a great opportunity for residents to:

- **meet** the Watford Community Housing team and our contractors
- take a look at a **pilot property** to see how the heating system will work in your home
- **ask questions** about the project
- enjoy family-friendly **games** and **activities**



Your questions answered:

The new heating system and the improvement works

Why are we moving to a new heating system?

Abbey View, Munden View and the low-rise blocks currently get heating and hot water from a communal gas heating system that is 12 years old and showing signs of reaching the end of its service life.

Continuing with a like-for-like gas replacement would not be sustainable, especially as the government has committed to phasing out systems that use fossil fuels. If we were to fit another gas system now, it is likely we would have to replace it again within just a few years.

By upgrading the system now, we were able to secure government funding to support the installation of ground source heat pumps, which provide a highly efficient and reliable source of renewable energy.

How will the system work?

Kensa are currently drilling boreholes, which will allow the ground source heat pumps to extract heat from the ground. The energy from these boreholes will feed a small Kensa heat pump unit in your home which, alongside a Sunamp heat battery, will provide all of your heating and hot



water, all year round. Each heat pump produces up to three times the energy it consumes to run, making it around 300% efficient and much more sustainable than traditional gas heating systems, which are around 90% efficient. You will

be able to control your heating and you will only pay for what you use.

When the system is installed in your home, we will give you full guidance on how to control your heating and get the best out of the new heat pump.

Scan the QR code to see how Kensa Shoebox heat pumps have improved the energy efficiency of similar high-rise buildings in Thurrock.



Is the system suitable for the UK, where the ground temperature is lower?

Yes, ground source heat pumps are well-suited to the UK climate. While air temperatures can vary widely, the ground below the surface stays at a relatively stable temperature all year-round, making it an ideal and efficient source of heat – even during winter.

Will this system keep my home warm?

Yes, ground source heat pumps produce consistent and comfortable heating throughout the year.

Are ground source heat pumps noisy?

No, they are very quiet – much quieter than traditional gas boilers. You may have heard about noise concerns relating to **air source** heat pumps, which work differently.



Is the system safe?

Yes, ground source heat pump systems are considered to be much safer than traditional gas boiler systems, as they do not use flammable fuels or combustion. Using a non-flammable refrigerant, heat pumps avoid the risks and maintenance requirements of fossil fuel systems.

When will the new heating system come into use?

Residents of Coldharbour House, Foxtree House, Maple Court and Peartree Court will be the first to have the new system installed. We will contact residents directly with more information.

At Abbey View and Munden View, we are carrying out a wider package of works to improve the energy efficiency of the buildings. The final stage of the heating system installation has to be co-ordinated with these additional works.

This means that the new heating system will come into use for residents of Abbey View and Munden View as part of this second phase of works. The timing of this phase will depend on when we get approval from the Building Safety Regulator. There is more information on this below.

What is the process for the second phase of works?

We have applied to the Building Safety Regulator for Gateway 2, which is the design and planning stage for major improvement works.

This means that we have asked permission to do further works to improve the energy efficiency of the whole building, including:

- new windows
- external and internal wall insulation
- roof upgrades
- improved ventilation systems
- fire safety enhancements

These upgrades are designed to improve the comfort, warmth, and safety of your home, reduce energy usage and meet future environmental standards.

When will the second phase begin?

At present, the Building Safety Regulator has a backlog of Gateway 2 submissions for high-rise residential projects, so applicants across the country are experiencing delays.

Because of this, we do not expect to hear back from the Building Safety Regulator until at least October 2025. We will provide more information as soon as we can.



Parking update

The temporary car park in the field adjacent to Abbey View and Munden View is now available for all residents to use.

The main car park is closed until further notice to allow Kensa to complete the final stage of drilling works for the ground source heat pumps.

The field, which is also being used temporarily as a site compound, is owned by Hertfordshire County Council. This arrangement is solely for the duration of the improvement works.

Once the project is complete, the field will be reinstated to its original condition.



Key contacts

Your feedback is important to us, and we're listening. Please don't hesitate to get in touch if you have questions about the improvement works.

For queries about the ground source heat pump works contact:

**Rachel Rose – Resident
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For general queries:

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