



Andrew Rosindell M.P.

Member of Parliament for Romford

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Craig Moule

Sanctuary Group Chief Executive
Sanctuary House, Chamber Court
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Friday 10th January 2024

Dear Mr Moule

Lack of Heating and Hot Water at the Oldchurch Estate, Romford

As Member of Parliament for Romford, I am writing to express my deep concern over ongoing issues with hot water and heating at the Oldchurch Estate in my constituency, and the impact this has had on my constituents.

I have received numerous complaints from constituents at the Oldchurch Estate over frequent disruption to their heating and hot water supplies since a water leak at the estate last June. Engineers have attended the site to carry out repairs on numerous occasions, but these have only been temporarily effective, with both utilities cutting out again shortly after each visit.

I understand that engineers have advised residents that the estate's pipe network needs to be flushed to remove accumulated sediment from the pipes and permanently resolve the estate's issues with heating and hot water. However, I am given to understand that Sanctuary have still not yet authorised these vital repairs.

As a result, many of the estate's residents have been left without heating and hot water over Christmas and the New Year, and the continued absence of hot water and heating at many properties is particularly concerning for vulnerable residents, as temperatures are now regularly dropping below freezing. All residents of the estate deserve access to these basic utilities that they pay for, and these issues are putting their welfare at risk.

As Romford's MP, I am appalled that it is taking so long for the necessary repairs to be carried out and I urge you to take immediate action to ensure that my constituents do not suffer any further. I would appreciate prompt confirmation that long-term repairs have taken place.

Yours sincerely,