

23rd April 2010

Dear Occupant

Re: Heating and Hot Water

It is with regret that I must inform you that due to a major burst on the Heygate Estate today the district heating and hot water system will be permanently switched off.

You will be supplied with alternative forms of heating and hot water as soon as possible and in order to speed that process up, please contact either Abdul Ali on 020 7525 7790 or Yung Sy on 020 7525 7746 to make an appointment for the contractor to attend your property.

Please also notify the officers above if you wish to make a claim for compensation for the period between this disconnection and the installation of your new supply.

Once again, with apologies on behalf of the London Borough of Southwark,

A handwritten signature in black ink that reads 'Margaret O'Brien'.

Margaret O'Brien
Head of Housing