



Dear residents,

As of 4pm today, the Police have left the site of the investigation. However, as we noted in our communication with you yesterday, the road will need to remain closed whilst we remove equipment, clear debris and allow utilities companies to carry out essential works to get homes reconnected. We envisage that this will take at least 10 working days.

In the meantime, you will now legally be able to access your property. However, until your homes are reconnected, we strongly advise that you do not return to live in your homes.

In this letter, we want to set out the next stages to get your homes reconnected.

Electricity

The houses inside the cordon have varying statuses when it comes to their electricity connection.

Most properties lost their electricity connection, and they will not be able to be reconnected without a short safety check that should take no more than an hour. We are offering to arrange for this safety check and cover the costs, but we will need your permission to do this. The Community Assistance Team (CAT) will be contacting each household who require a safety check to seek this permission.

If your property fails the safety check, UK Power Networks will not be able to reconnect your house. It will be the responsibility of the homeowner to carry out any remedial works necessary before the electricity can be reconnected.

Some houses are in such a state of disrepair that no safety check will be necessary, as it is certain they will fail. The CAT is in contact with those properties and their insurance providers where appropriate.

A small number of houses on the even side never lost their connection, and so will not require any safety check but will need other utility checks (see below).

Gas

Every house within the cordon was disconnected from mains gas and will require a safety check before they are reconnected. SGN will carry out this test for free, but we need your permission to give them access to your property. The CAT will be in contact with you about this. Once again, any house that fails the test will not be reconnected, and any necessary remedial works will be the responsibility of the homeowner.

Water

Every house had its water disconnected and this will also require individual checks before reconnection. Thames Water aim to carry out these free checks over three working days from Tuesday, but they will need your permission to access the property. They have also offered to replace any damaged tank stop valves free of charge, but any other failures will be the responsibility of the homeowner and will need to be fixed before reconnection.

Phone and cabled internet

The process for reconnecting phonelines and cabled internet will depend on who your provider is. If you are with BT or Virgin Media, they may be able to reconnect your services if you give them permission to enter your property.

If you are with any other provider, you will need to contact them to make arrangements.

Attending the tests

If give us permission to arrange these checks, we would encourage you or a member of your household to be present at your property whilst the tests are carried out.

If you have any questions about the tests, reconnection of utilities or anything else, please get in contact with your CAT support worker.