

Good Evening.

I am writing to you to get your support and understanding around the current situation I am facing as a Shared Leaseholder of a property at Lakeshore, Lakeshore Drive Bristol.

We have been advised that New Islington Utilities, RMG and Switch 2 have been awarded a grant to 'enhance the performance and efficiency of existing in preparation for upcoming regulations set to begin in 2026'

Based in the findings of a survey carried out by the above, they have stipulated the following

- Replacement of HIUs
- Upgrade to central energy plant and controls
- Upgrade distribution pipework insulation

I am having concerns about the ethics behind the situation, lack of consultation around the system itself, its installation, its safety, the survey, and the eye-watering costs for me and other landlords even after the grant has been applied. I have attached recent communications by RMG which includes the proposed costings which have increased by 30% between the 2 letters. Please see below my concerns in more detail

1. We are in a cost of living crisis and experiencing high inflation - the timing of this Government scheme is highly insensitive, where residents like myself are currently struggling to cover, extortionate service charges, and living in unsellable properties due to cladding issues. Myself and other landlords feel financially trapped and is affecting our mental health. If things continue the way they are, our homes will not be sustainable or sellable, and run the risk of losing our homes and investment long term.

2. I am a 30% shared owner, yet contractually I have to bear the entire cost, whilst also paying rent for the majority share of 70%

3. I and others have not asked for this system and have a perfectly functioning HIU which has been serviced on a regular basis. Why are we being forced into covering any of the costs at all?

4. According to RMG, the work has been sanctioned and we have no alternative but to be billed for it, which will go to debt collectors if we cannot afford it. I find this highly unfair and unethical

5. Following the incident at Grenfell tower and recent cladding issues at Lakeshore, I am highly nervous about having a system installed in my apartment, knowing zero about its safety record or who the contractors are that will be installing it. will there be an independent auditor to make sure these gas systems are 100% safe

6. The survey which led to the proposed works were not conducted independently or impartially. I fear that New Islington, RMG and Switch 2 have more to gain out of this than us Leaseholders. If you are not familiar with RMG, they have been recently scrutinised by the government, due to significant dissatisfaction by their customers living in properties managed by them nationwide

7. The heating system has been upgraded 3 times in the last 13 years with the costs being recouped in the Service Charge. How can I be certain that further legislation will render this new system inadequate in 3-5 years time?

8. No payment plan has been proposed to help residents meet the costs if they are indeed deemed to be fair and justified.

9. I cannot see that any cost savings as a result of this system will have financial benefit to me through reduced bills in my lifetime.

I noticed there is an active consultation which closes on the 9th of July titled HEAT NETWORKS REGULATIONS : FAIR PRICING PROTECTIONS.

I was wondering whether some of my concerns are relevant to this consultation. I would like to bring your attention to the fact that this entire scheme is wholly unfair on private landlords, especially partial owners like myself.

I have attached a few things that I would appreciate your feedback on

Letter from RMG in October

Letter from RMG in June

notice of the consultation - HEAT NETWORKS REGULATIONS : FAIR PRICING PROTECTIONS
- <https://www.ofgem.gov.uk/consultation/heat-networks-regulation-fair-pricing-protections>

I look forward to hearing from you soon.

Yours faithfully

[Redacted Signature]