

Wates site office
Full address:

Wates House, Station Approach,

Leatherhead KT22 7SW

16 April 2025

Dear Resident,

With work to install a new water supply at Grange House well underway, I'm writing with an update about the progress we're making and information on some drop-in events we're arranging for you.

Firstly, I want to start by saying thank you – on behalf of Wates and Orbit – for your ongoing cooperation as we work in your building and your home. We know this can be disruptive at times, and we understand moving to temporary accommodation is really inconvenient and unsettling. We've made changes to our overall plan based on your feedback, so now you can remain in temporary accommodation until all the work in your individual home is complete. We hope this helps to keep any disruption to a minimum.

We're sorry if you've been impacted by our team working weekends recently. We know the drilling is noisy and unwelcome. We implemented weekend working temporarily to keep timings on track and the good news is we no longer need to do this. We've now reverted to working from 8am to 5pm Monday to Friday (except Bank Holidays).

An update on the programme of works

As you know, we're currently working our way through your building to remove the existing hot water tank and install a Mechanical Extract-Ventilation (MEV) system in each individual home. While we're doing this, we're safely removing asbestos and, in some cases, we're fitting new kitchens and / or bathrooms. We're currently on track to complete the works according to schedule and in line with our programme.

From August, the next phase will begin. This is when we'll connect every individual home to the building mains water supply. We'll need access to your home to do this, but you won't be required to move out again. We'll provide more information on this nearer the time.

Installation of the scaffold will be complete by the end of this week. If you missed our update about this, please be advised that the scaffold will stay in place until the end of October. Removal will begin in November, and we expect this process to take approximately three weeks.

Easter at Grange House

Please visit us in the resident respite area, behind the Grange House building, on Tuesday 22 April anytime between 3pm and 4.30pm. The Easter Bunny will be handing out eggs on behalf of the Wates and Orbit teams. This event will also mark the beginning of our regular drop-in sessions where you can meet the teams working on site and ask any questions you may have about the project. We look forward to seeing you there.

Drop-in events

We want to make it as easy as possible for you to get answers to your questions, raise any issues, and find out more about any help and support available to you throughout these works, so we're hosting a series of events where you can 'drop-in' and meet members of the Wates and Orbit teams.

These will take place from 9am until 12pm on the following dates:

Wednesday 23 April
Wednesday 30 April
Wednesday 7 May
Wednesday 14 May
Wednesday 21 May
Wednesday 28 May

There's no need to book in advance, just turn up to the office on the day and talk to us if you've got any queries or issues. If these dates change we will let you know. If you don't want to wait for a drop-in event, please speak to me – I'm here to help and I'm based in the blue temporary cabin outside the car park during normal working hours.

A team update – and who to contact over Easter

You'll be seeing more of our Senior Site Manager, Sarah Drew, at Grange House as she prepares to take over from Senior Site Manager, Thaddeus Buffong, who will be on leave in the coming weeks. Sarah is a highly experienced site manager with many years' experience in the housing industry.

I'll be on annual leave from Wednesday 16 April until Tuesday 22 April. The Wates team will continue to work at Grange House; however, works will pause over the Easter bank holiday, from Good Friday (18 April) and resumes on Tuesday 22 April.

If you need to report any issues specifically related to the work Wates is carrying out on the temporary water supply over the Easter weekend, please contact Orbit in the first instance by calling [0800 678 1221](tel:08006781221). For non-emergencies, you can either email info@orbit.org.uk or fill in the contact form at orbitcustomerhub.org.uk/contact-us. Orbit will call Senior Site Manager, Sarah Drew, immediately to pass on any reported issues. You can also continue to report other repairs or maintenance issues directly to Orbit.

We hope you find this update useful and wish you a restful Easter.

Yours sincerely,

Christina Browne-Smith
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orbitcustomerhub.org.uk/grangehouse