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To the residents of  
Koningsvarenstraat 10 – 200  
and 202 - 393

**datum** July 6<sup>th</sup> 2023  
**uw kenmerk**  
**behandeld door** department secretariat  
**betreft** information on making your apartment more energy efficient

**BELANGRIJK! IMPORTANT!**

*Please note: This letter contains important information about the improvement of the sustainability of your home.*

Dear resident,

Back in April, you received a letter from us informing you that we plan to undertake work to improve the energy efficiency of your apartment. This letter explains how the preparations for this are going and when the work on the apartment blocks is due to start.

**What will change?**

Currently, the apartments in your block are still heated exclusively by gas. This will change. The apartments will be connected to heat pumps, which will be installed on the roof of the apartment blocks. These heat pumps will then supply heat to your home at the times that you choose. The only time gas may be needed to heat your home is on extremely cold days. Consequently, the gas heating system will remain in place. We call this a hybrid system (gas and heat pump). We will also insulate the outside walls.

**What are the benefits of the changes?**

Once the changes have been made, your home will be far more energy efficient. The new convector heaters will immediately ensure that less energy is needed to heat your home and will emit a pleasant, comfortable heat. It will be far easier to regulate the temperature for each apartment. Less heat will be lost through pipework, and you will also be less affected by hot pipes running through your home when your heating is off. Once the heat pumps are connected in 2025, we will also be less dependent on an unpredictable gas price to heat the apartments, which will provide more security. Because the centralised system burns less gas, it is also better for the environment.

**What will the work involve?**

In order to prepare your apartment for this transition, a number of changes to your apartment will be needed. For example, we will replace the radiators in your apartment with

convector heaters, which distribute the heat more effectively. The pipework will also be modified.

In 2025, the heat pumps will be installed on the roof. We cannot do this any sooner because the electricity grid has to be modified for these heat pumps. This is being done by network operator Liander and will not be complete until halfway through 2025. You will hardly notice this work.

### **When will the work start?**

The work will be carried out by installers M&O Techniek. They will upgrade several apartments in a stack at the same time. In other words, they will work vertically, stack by stack. The provisional schedule is currently as follows:

<b>Which block</b>	<b>Work on the first apartments will start in:</b>	<b>The last apartments will be ready by:</b>
Flat 1 (Koningsvarenstraat 10-200)	November 2023	May 2024
Flat 2 (Koningsvarenstraat 202-393)	July 2024	April 2025

M&O Techniek will start by removing old radiators and pipework. This will be followed by installation of the new radiators and pipework. All of this will be completed within two weeks. This does not mean that the installers will be working in your apartment every day. Nor do you need to leave your apartment. Please bear in mind, however, that the work will cause a certain amount of disruption, due to the noise and dust, for example. We would ask for your understanding in this regard.

### **When will my apartment be upgraded?**

We cannot yet say exactly when your apartment will be upgraded. We will let you know in good time. Installers M&O will get in contact with you before the work in your apartment is due to start. They will then visit you to go through everything with you, so you know exactly what to expect. You do not need to do anything at the moment.

### **Information meeting on 6 September**

On Wednesday 6 September, from 7 pm onwards, we will be organising an information meeting for residents of the first apartment block (Koningsvarenstraat 10-200) in De Stoomhal, Pakhuisplein 44, in Wormer. Please put this date in your diary. If you live in this block, you will receive an invitation in August containing further details about the work and this meeting. There will be an information meeting and further information for residents of the second apartment block (Koningsvarenstraat 202-393), which will be upgraded later, in 2024.

### **Got a query?**

Please call our customer service department on 075 642 64 21, between 8 am and 12 noon Monday to Friday. On work days between 10 am and 12 noon, you can also drop in at our offices on Mercuriusweg 1. There is no need to make an appointment for this.

Have a great summer!

Kind regards,  
WormerWonen

A handwritten signature in black ink, appearing to be 'Josefiën Ensdorff', written over a light blue grid background.

Josefiën Ensdorff  
Housing Adviser