

Wates site office  
Full address:

Wates House, Station Approach,

Leatherhead KT22 7SW

**July 2025**

Dear Resident,

## **Grange House works update**

I'm writing with the latest update on the progress we're making at Grange House.

Thank you again, from both Wates and Orbit, for your continued patience and cooperation as we work in your building and your home.

### **An update on the programme of works**

We're pleased to let you know we remain on track to complete the works according to schedule and in line with our programme.

We'll soon be beginning the work in individual homes to install extractor fans (Mechanical Extract-Ventilation or MEV) so you can vent stale or damp air from your kitchen and bathroom.

I'll be calling you to set a date for this work which is convenient for you.

We estimate this work will take a maximum of two working days in each individual home. We'll be working in your kitchen and bathroom and ask for worksurfaces and sink areas to be kept clear and for personal items to be stored elsewhere in your home while we're carrying out the work. During this time, you can stay in your home and will have safe access to your kitchen and bathroom when you need it. However, if you'd prefer to leave us to it, we're happy to work while you're out. We ask that you're there to let us in and return by 4pm so we can hand back to you. We also wanted to remind you that under 18s must be supervised if they are at home.

Once I've called to arrange your appointment, I'll write to you confirming the appointment and everything you need to do in preparation for the work.

While we carry out these works in all homes at Grange House, there will be an amount of drilling and dust during the day. We know the drilling is noisy and we're sorry for the inconvenience this will cause. We try to work as considerately as possible within the hours of 8am to 5pm Monday to Friday (except Bank Holidays).

### **Scaffolding**

Installation of the scaffold has been happening on a rolling basis and is now complete. 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.

If there's scaffolding outside a window in your home, please only open the window on the safety latch. Windows can't be opened fully as people are working at height. Please also keep the scaffolding clear of your own items. We understand this is a big ask during the warm weather, but it's for your safety and that of the teams working on site.

### **What happens next?**

We remain on target to begin the next phase of work in August. 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 this will be at a time convenient to you. We'll provide more information on this nearer the time.

## **Life at Grange House**

We understand that living with ongoing building work is not ideal. However, these works will improve your home and surroundings in the long term. We're asking for your continued cooperation on a few issues while we finish the work.

### **Preparing for your move to temporary accommodation while refurbishment takes place**

We understand moving to temporary accommodation is inconvenient and unsettling. Both Wates and Orbit want to work with you to make this process as smooth as possible so we can get you back home on time. If your move to temporary accommodation is coming up, I'll be dropping in to take you through the process and explain the planned works in your home, including important timings. I'll also give you a handy tick list to help you prepare for your temporary move and Orbit will also be in touch to confirm arrangements for your accommodation.

### **Please keep corridors clear**

There have been a few personal items left outside homes recently. It's very important to keep corridors in your building clear, for safety reasons.

### **Reporting Antisocial Behaviour (ASB) to Orbit**

If you're concerned about anything you see at Grange House, or you notice damage to any part of your building, please let Orbit know about it.

There's a dedicated specialist team that deals with ASB cases. You can report incidents by:

- Calling 0800 678 1221
- Filling in the ASB form on MyAccount

If the behaviour is serious, criminal or someone is at an immediate risk of harm, you must report it to the police by dialling 999 in an emergency, or 101 for non-emergencies, and then call the Orbit customer hub afterwards.

### **Please raise repairs with Orbit**

If Orbit is your landlord, you need to report repairs directly to them, as the Wates team only works on the refurbishment project and we're sorry we won't be able to help. The quickest way to raise a non-urgent repair is through [myAccount](#). You can fill in the details of your repair online at any time, without needing to wait on the phone. Alternatively, you can call Orbit on 0800 678 1221.

## **Summer at Grange House**

### **Hub now open**

Orbit's new local hub, at Orchard House on Northend Rd, is now open.

The current opening hours are as follows:

- Mondays: 10am until 1pm - for coffee mornings
- Wednesdays: 10am until 3pm – for Orbit Day (a chance for customers to pop in and see members of the Orbit team)
- Fridays: 10am until 1pm – open for drop-ins.

### **Hub Activities Over Summer**

There's a host of fun, family-friendly activities planned at the Hub over the school holidays. Summer sessions start on 31 July and take place every Thursday from 10am until 2pm until 28 August. Orbit will be providing refreshments at all sessions.

The schedule is subject to change, but the outline plan looks like this:

- 31 July: Movie Day
- 07 August: Teddy Bear Picnic
- 14 August: Arts & Crafts
- 21 August: Pot Painting & Orbit Earth session
- 28 August: Board Games & Activities

Look out for more information on this very soon.

We hope you find this update useful. Have a good summer.

Yours sincerely,

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