

Milton Mount Residents water supply and pressure survey 2021

Milton Mount is a large complex of 146 dwelling made up of 2 bedroom flats over eight floor serviced by two separate entrances and lifts.

In August 2021 all residents were hand delivered a Crawley Homes survey about water supply and pressure to their homes. Enclosed was a return pre-paid envelope to Crawley Homes.

Two of the properties were void at the time.

45 residents replied a response rate of 31 per cent. 22 disclosed problems with the water pressure in their homes.

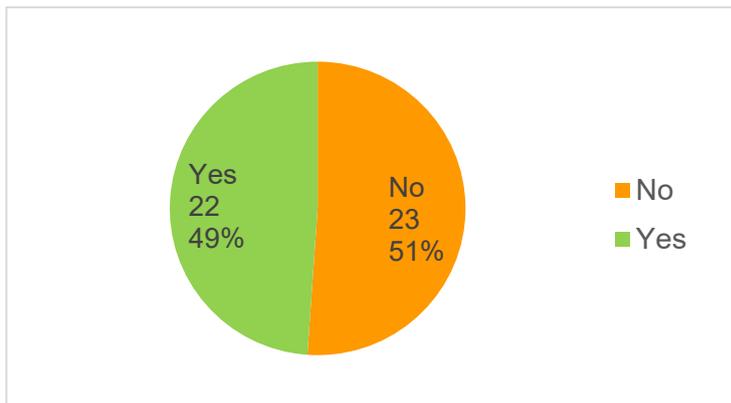
Every floor from the ground to floor 7 was represented in the replies and on every floor there was a home where water pressure was an issue.

The survey results show that there is an issue with water supply and pressure which does appear to be exacerbated the higher up the building the flat is.

Below are the results from residents who stated they had issues with the water supply and pressure.

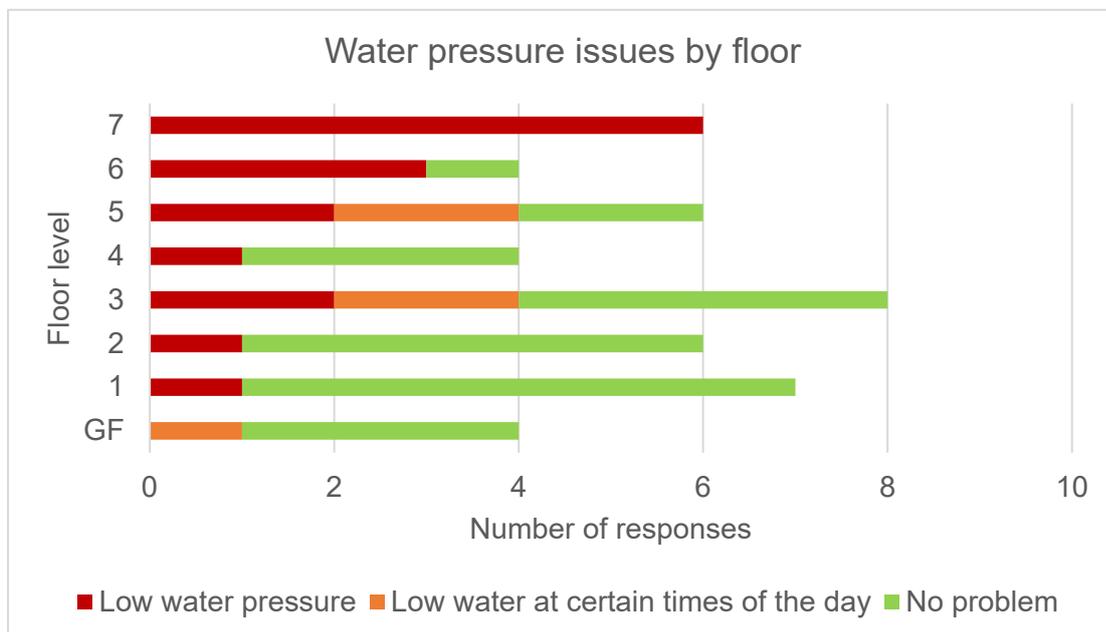
Milton Mount resident's water supply and pressure survey.

Have you experienced any problems with the mains water (cold water) supply in your home since 2015?

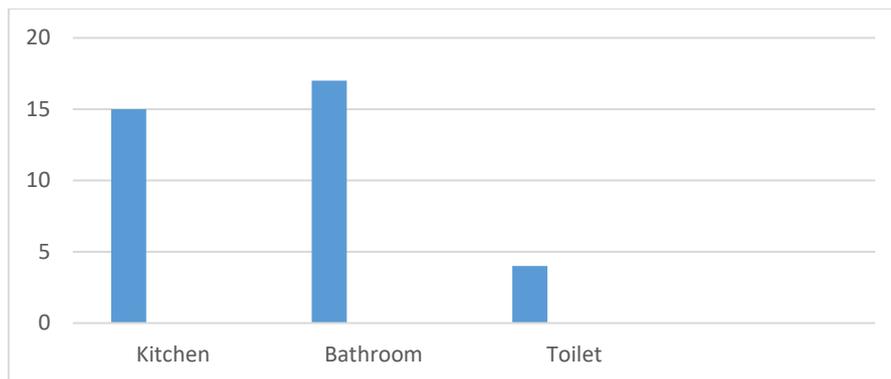


Of those who responded about half had experienced problems with their water pressure and half had not.

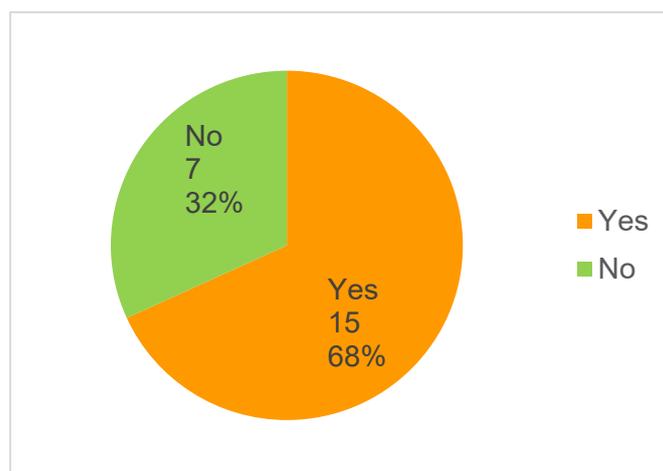
All flats except one (a leaseholder) on floors 6 and 7 reported low water pressure



Most problems were experienced in kitchens and bathrooms.



Are you still experiencing problems with the main water supply?



The problems with the water supply are ongoing for 68 per cent of respondents

How the problems affected residents can be found in Appendix A

Other comments about the mains water supply at Milton Mount can be found in Appendix B

Appendix A

- Paid out for a pump
- I have had three showers fitted over the last 12 years, all due to low water pressure and subsequent solenoid internal burning out. As stated by 2 electricians.
- We have low water pressure with our hot and cold tap. This means running baths and washing up is a nightmare.
- Limited hot water so cant bath as kids come first
- At times low pressure affects cooking because not enough water to use in a limited period. It also affects laundry slow water affects the washing machine. Though there was an improvement after the internal reservoir was changed.
- Minor inconvenience
- Can't have shower or bath .very low water pressure.

- I moved to flat being told water mains are being renewed. There is a shower in the flat I was under the impression it would work but the pressure is too bad. I am disabled, I need a wet room or shower as I can't sit in a bath. I have to have strip washes I feel dirty with no shower its affecting my mental health.
- My family had to temporarily live in a hotel and couldn't access our flat.
- Low pressure, recently flows small and takes longer to fill up.
- The shower would not work correctly, an electrical one was fitted.
- Baths take forever to run .No shower .cold kicks out my hot water. Washing machine stops if any taps are on. Can't have taps on in kitchen if bath is running. I've had no water at all in the past.
- The only issue we have had is when there have been burst water pipes in the area and during hot weather when the water usage in the area is high.
- I can't wash up with hot water only cold because hot water just dribbles out. We can't have a shower not enough pressure.
- Toilet will not clear am unable to have 2 water outlets on at one time. If we wash our hands the toilet does not fill up. If I run a tap it cuts water to my washing machine. After 4 of running water to dishwasher / washing machine the hot tap stops completely. We have to wait 15 minutes for pressure to build up again and 30 minutes to run a bath. We can't us the shower or the header taps to wash our hair.
- Toilet takes 10 minutes to fill up due to the low water pressure. The shower is not working due to low water pressure, we have to use a bucket to shower.
- Unable to have more than one appliance or tap running at the same time. Shower is wholly unpredictable, baths take 40 minutes to run.

Appendix B

- Please fix as soon as possible.
- The pipes in bathroom and kitchen need a good flush through. As there is a bad build-up of lime scale.
- It seriously needs overhauling as a tenant for 33years.I have always had issues with pressure. Advised the only solution was an additional pump which would have costs in the region of £250-£300 fitted and labour.
- Get them fixed. The hot water pressure is a bit low but manageable.
- Improving the water pressure will be a welcome idea. Need better work done on making sure that we have good water pressure.
- This is a seriously urgent issue and needs to be fixed. It is affecting my mental health not being able to wash every day. I have been in this flat for 3 years and was told before I moved that the water was being done the following year. I have had 2 years without a real wash and have to go to my mother's for a shower. It is imperative that the water mains get renewed as I also get occasionally black bits in the water. This is an environmental health issue.

- Flooding from the flat above and our flat leaking water below.
- The electrical unit is noisy, the neighbour in the flat above don't like it when I am having a shower.
- It's shocking I don't even get 1 bar of pressure on my boiler. I would die to be able to use my shower.
- The only issue we had is when there have been burst pipes in the area and during hot weather when the water usage in the area is higher.
- It's not very good we shouldn't have to live like this, the water pressure on the 7 floor is shocking, I shouldn't have to wash up in cold water.
- Too many people living here, the flats that have been sold. They work shifts times, one lot of people go to work, another lot come back in. This happens in more than one flat.
- It needs to be sorted soon, it's so stressful .I have to be super organised. I can only put certain things on at certain times. Not being able to have a bath some days with 4 people in flat all washing there is not enough time, takes too long to have one am.
- Since purchasing the flat in September 2017 the water pressure has been abysmal and a constant influence on how I shape my daily cleaning, washing and cooking considerations.

Terry Hardie

Customer engagement Officer

Crawley Homes