

Onderwerp  
replacement collective central heating boiler

Datum  
14 September 2021

To all residents of the residential building  
with the address Haammakerstraat 2 – 96, Venray



Dear resident,

The collective central heating boiler of your residential building needs to be replaced. That is why we are going to replace the heating in your residential building this year with an innovative, gas-free heat pump installation. Last year, we successfully installed the same installation in a residential building near you. Today you will receive an information folder from us that we would like to go through with you.

### **We will call you**

Your home will be gas-free. This means, among other things, that you will be cooking on induction. One of us (Caroll Sieders or Paul Mertens) will call you shortly to explain what we are going to do to make your home gas-free. What it means in your home and what to expect during the adaptation from old to new. We take plenty of time to go through the documents from the information folder with you.

To be well prepared for the telephone conversation, we ask you to read the information carefully and write down any questions for yourself.

We will call you shortly before the visit of our Technical project manager Caro Versteegen, as announced below. Is it not suitable at that moment? No problem. If you indicate this, we will be happy to schedule a new appointment immediately at a time that suits you better.

### **What is in this information folder?**

- Renovation proposal for heat pump installation.
- Statement of approval (2 copies; one for you and one for Wonen Limburg).
- New contract for heat supply with attachments (2 copies; one for you and one for Wonen Limburg).

A  
Postbus 1254  
6040 KG Roermond

T  
088 385 08 00

E  
[post@wonenlimburg.nl](mailto:post@wonenlimburg.nl)

W  
[wonenlimburg.nl](http://wonenlimburg.nl)

KvK  
13012102

BTW  
NL00.25.82.041.B01

### **What would we like to receive back from you?**

Before we can start the work, we need your approval. If you agree with the documents in the information folder, you can sign them and give them to Caro. Obviously with due observance of the mutual distance of 1,5 meters.

You may sign the following documents (at the yellow shaded areas):

- The statement of approval. After the Technical Project Manager, at your home, has filled in everything.
- The heat supply agreement. If you have a co-tenant, you must both sign this agreement.

### **Short home visit**

Caro Versteegen, Technical project manager of the Feenstra company will visit you briefly at the date and time as mentioned in the letter you received on paper.

He then takes a few pictures of your meter cupboard, the stove, the heat unit in the cupboard in your kitchen and the mixer tap in the shower. He will then note the missing information on the statement of approval in the information folder. And he will take back the two forms you have signed. Of course you can also ask him questions about the technology and the activities.

### **Measures because of COVID-19**

In order to be able to safely conduct the conversation with our Technical Project Manager, we ask for your cooperation in the following measures:

- Everyone keeps a distance of 1,5 meters from each other.
- We will visit you with 1 person.
- Do you or one of your housemates suffer from a sore throat, cough and / or fever? Let us know in time and make a new appointment.
- During the appointment, does it appear that you or one of your housemates has a cold or a cough? Then we immediately stop the conversation and unfortunately the appointment cannot take place at that time.
- We urge you to ventilate your home well prior to the appointment. This is not only important now, but is always important.

We also monitor all measures, as agreed between the industry associations and the government ([www.rijksoverheid.nl](http://www.rijksoverheid.nl)).

### **You can always contact us**

Do you have any questions regarding this letter or are you unable to attend at the time suggested by us? Feel free to call us on telephone number 088-385 0800.

Curious about the film about the new heat pump in the De Robijn building in your neighborhood? Then look at: [https://youtu.be/c0a\\_YPB0gaY](https://youtu.be/c0a_YPB0gaY).

Sincerely,

Caroll Sieders  
Social Project Leader

Paul Mertens  
Social Project Leader

