



Residents of  
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Wembley  
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Thursday 22 October 2020

Dear Residents

### **Out of Service Car Park Gate and Lift Update**

We are writing to update you about two communal repairs which have been ongoing for several weeks at 243 Ealing Road. The two repairs in question, the first is the repair to the underground car park vehicle gate and the second, is the repairs to one lift at Braunston House. We would like to apologise for the delay in completing these repairs however can assure you we have been monitoring them closely and have been working with the contractor to expediate the process.

#### **Car park vehicle gate**

Our contractor has informed us that the final repairs have been completed 22 October 2020, returning the gate to fully functional condition. We will be completing a post inspection of the works next week to ensure that they are completed to a satisfactory standard.

The repairs have taken longer than expected as the initial job was raised on 17 August 2020 and when the engineer attended, he found that the gate had been forced open breaking the mounting brackets. The gate brackets had been previously reinforced so engineer advised an alternative way to reinforce the gate will need to be explored. The engineers reattended and carried out works to the brackets however during reinstallation the operators noted the two control operators had sustained further damage and both drive shafts had bent. This required further parts from suppliers that were delayed due the COVID. These parts have now been sourced and fitted today, returning the gate to its fully functional state.

#### **Braunston House lift**

Our contractor attended on 12 June 2020 and identified that the belts required replacement due to wear and tear. The replacement of belts is not part of the inclusive lift maintenance contract and therefore our contractor quoted to complete the works which we received on 26 August 2020. Due to the value of the works we are required to consult leaseholders and give them the opportunity to challenge. This process concluded on 15 October 2020 and we were authorised to proceed with the works. The replacement rope for the out of service lift was ordered on 16 October 2020, NH and the contractor are working with our supplier to receive delivery as quickly as possible.

We will update you when we received a delivery date for the expected parts via text and notices in the communal areas. The parts are being sourced from mainland Europe and are not readily available within the UK.

Once again, we apologise for the delay in resolving these repairs. We are reviewing the outstanding lift repair daily alongside our contractor in order to achieve a delivery date. The contractor is aware of the urgency of the repair and has resource available to complete as soon as the parts arrive.

Yours faithfully,

David Brown  
M&E Contracts Manager