



Residents of
Chartwell Court
151 Brook Road
London
NW2 7DW

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk
customerservice@
networkhomes.org.uk
0300 373 3000

Thursday 5 November 2020

Dear Residents,

Update about the out of service car park gate

We would like to apologise for the delay we've taken to complete the outstanding communal repair to the car park gates at Chartwell Court. We have now appointed Oakray who started the work on Monday 2 November and have confirmed with us that it will take approximately four weeks to complete the repair.

On Wednesday 4 November, Oakray's contractors removed the gate doors and returned them to the factory where they will be repaired. It will take three weeks for the factory to complete the repair and for the contractors to reinstall them. During this time Oakray engineers will be carrying out work onsite to prepare for the installation of the gate doors. They are currently on schedule to complete the communal repair to the car park gates, including post installation compliance and testing, on Monday 30 November.

Once again, we apologise for the delay it's taken to fix the gates. The contractor is aware of the urgency of the repair and has the resources available to complete works in the given timescales.

Yours faithfully,

A handwritten signature in blue ink, appearing to read "N. Patel", written over a light blue circular stamp.

Nilay Patel
Project Manager