



The Hive
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Friday 9 October 2020

Dear Resident,

Update on overheating issues at Sheldon Square W2

I write to inform you of the progress made in identifying a permanent solution to the overheating issues at Sheldon Square. We are currently in communication with First Port regarding a centralised air conditioning system solution and our consultants are reviewing the possibility of installing the Cool You system which was previously trialled.

We are actively pursuing both possible solutions so that delays can be mitigated should one or both solutions prove unfeasible.

Centralised Air Con System

First Port have contacted us as they have brought their timetable forward for replacing the air conditioning system within the private dwellings. They aim to start works in Spring 2021 with a 3-year phased programme across the scheme. This is a reduction of the previous forecast which was up to 7 years. They have approached us as it was previously agreed for our properties to be part of this project and we are exploring this option with them.

Our team has attended meetings with First Port and their appointed consultant Hoare Lea, who is managing the project. The initial meetings have been positive, and we are now working through the contractual arrangements to make sure they are appropriate to take this forward. We hope to work through this process over the next four weeks following which we will feedback to you about decisions made and the next steps.

Cool You System

We have instructed Butler & Young to re-investigate the possibility of using the Cool You system within our properties. So far, they have undertaken a site inspection of the trialled installation to witness it in operation and they have visited the main plant room to survey the water services available.

We are awaiting some water billing information from First Port however once this is available; they will be able to complete their analysis of the water available versus the Cool You system usage. This report will be able to demonstrate the feasibility of installing this unit and identify any associated

risks. This will form the basis of whether we choose to utilise this solution, should the centralised air con solution provide not to be feasible.

We expect that Butler & Young will have completed their review and submitted a report by the end of November. Following receipt of this report we will feedback the outcome and outline next steps.

Resident Meeting

Over the course of the last few months, several residents have raised concerns about the current and historic communication from Network Homes. It is our intention to hold a residents meeting once we have a clear solution to move forward with. We anticipate that this meeting will take place in February 2021 and we will write to you to confirm a date and time in January 2021. This meeting will take place virtually and during a weekday evening so the maximum number of residents can attend.

We hope that you see this as a positive step, as we want to use this opportunity to build constructive dialogue between Network Homes and our residents.

Subsidy of Running Costs

If you haven't done so, please remember to contact our team so that we can process the payment for subsidising your electricity costs in 2019 and 2020. You can contact us by phone by calling 0208 782 4947 or 0208 782 4927 where our team will record your details directly onto our system. Your details will not be repeated over the phone and we will not record these details outside of our system. This is to ensure we complete this transaction in line with GDPR.

As per our previous letter, some properties are yet to receive portable air conditioning units and an inspection from our M&E Project Manager to review the installation. We are keen to visit as many of you as possible to ensure that the portable unit is functional and to review the design of properties where the current portable unit cannot be utilised.

If you would like to take us up on the offer of a home visit or the supply of a portable air con unit then please contact our M&E Team on 0208 782 4947 or 0208 782 4927 or email the team directly at MandEandCompliance@networkhomes.org.uk.

If there are any queries about the above, then please don't hesitate to contact us on the phone number and email address provided above.

Yours faithfully,



Gerry Doherty
Executive Director of Customer Services