



Resident of
«Address_1»
«Address_2»
«Address_3»
«Address_4»

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP
www.networkhomes.org.uk
customerservice@
networkhomes.org.uk
0300 373 3000

Friday 19 February 2021

Dear Resident,

Update on overheating issues at Sheldon Square

I write to inform you of the progress made in identifying a permanent solution to the overheating issues at Sheldon Square. Our last letter was dated Monday 25 January 2021, this confirmed that our consultant Hoare Lea had completed a feasibility study for the installation of a centralised air con system and the feasibility study had been sent to First Port and the Landlord for agreement. I am pleased to report that we have received positive feedback via Hoare Lea regarding the position of First Port and the Landlord following the submission of our feasibility study.

First Port have confirmed to Hoare Lea that the proposed design solution is acceptable, and they are happy to manage this as part of the wider replacement project. There is still some work to do regarding the contractual agreement between the relevant parties however the agreement to the design solution is a welcomed step. In the past the location and design of the necessary equipment has been a blocker which we seem to have overcome.

Now we have a clear direction for a permanent resolution, we would like to arrange a residents meeting to provide an overview of the proposal and answer any questions. Attending this meeting will be our Head of Compliance and M&E, Patrick Flynn, and the consultant who complete the feasibility study, Hoare Lea. The agenda of the meeting is to outline the process that will follow the contractual agreement, the timescales involved and an overview of the system design and installation. A large amount of the fine design detail will not be available until later in the process, so we envisage arranging subsequent meetings at the relevant time.

The meeting has been arranged for **Wednesday 3 March 2021**. It will **start at 5.30pm and finish promptly at 6.30pm**. We feel that this will be a sufficient amount of time to introduce the project and answer any initial questions. The meeting will be held virtually over Microsoft Teams and we will send a text with the meeting link to all residents by 2pm on the day of the meeting.

This meeting will be solely to discuss the air conditioning installation project and we will not be in a position to other queries about other services we provide. I know that your Community Ambassador, Maria, is working with our Resident Engagement Team to arrange a general residents meeting to discuss other topics.

We would like residents to send questions in prior to the meeting so that we can review and provide responses to these questions as part of the agenda. No doubt there will be common themes from

residents, so we can group questions together to capture as much as possible within the allotted time. We will allow a short amount of time at the end of the agenda to respond to questions raised during the meeting and residents will be able to pose questions via email after the meeting should we run out of time. Please email questions prior to the meeting to MandEandCompliance@networkhomes.org.uk.

We hope that this is received as welcome news and our team look forward to seeing you on 3 March 2021.

If you have any queries about the content of this letter, then please don't hesitate to contact our M&E Team on 0300 373 3000 or email us at MandEandCompliance@networkhomes.org.uk.

Your faithfully,

A handwritten signature in black ink, appearing to be 'Gerry Doherty', written in a cursive style.

Gerry Doherty
Executive Director of Customer Services