Safety in your building

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15 April 2021

Avery Court and Bree Court,
Capitol Way,
Colindale,
NW9 0AU

Dear residents,

Respite space available for booking for those working from home

We've been notified that some residents did not receive a copy of this letter, so are sending it again with a short update. I'd like to apologise to those who aren't receiving some updates. We've met with some residents about this and are working on how we can improve our communications – we'll share more info about this in another communication soon.

As there is increased working from home during the pandemic, we have been looking at how we can support you while the façade works are going on and causing some disruption. We have made available some 'respite flats' and separate working spaces. These are flats provided by Network Homes and separate workspaces provided by TNQ.

There are different processes/guidelines for the different spaces offered by the organisations so please see what is available below. Please don't use these spaces if you have any of the following symptoms or you are self-isolating:

- A high temperature
- A new, continuous cough
- Loss of your sense of taste or smell.

<u>Network Homes respite flats</u>
There is one flat in Bree Court which can be booked now and one which will become available in Avery Court by the end of April. We had said originally that this flat would be ready by the end of March but have had to delay it. We've been using it as storage and as we've not yet been able to move everyone back to Avery Court that we expected, we still need this space for furniture etc. If the moves go as expected, we'll be able to make this available at the end of the month.

These are available for **half day slots** from 9am-12pm and 2-5pm, and flats have Wi-Fi connections. These flats are for **home working only for one person at a time** – we're not able to offer them for childcare or home schooling. We will prioritise these flats as following:

1. People who have remediation directly outside their home
2. People who have remediation outside their neighbour's home on the same floor
3. People who have remediation on their façade outside their home
4. Internal work on apartments and corridors where their home is
5. Everyone else.

We hope this will allow those most affected to be able to get the most benefit from the respite flats.

Network Homes respite flats guidelines

- Return to your flat to use the toilet as toilet facilities in the respite flat are closed.
- An electric kettle is provided in the flat, but please bring your own cutleries and supplies.
- Sanitising wipes are provided so please wipe down surfaces before and after using the flat.

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Good homes make everything possible

- Please don't leave anything behind after use.
- Wherever possible, open window or patio door for ventilation.
- Flats will be cleaned every day but may not be between uses so please use the wipes provided.

How to book the respite flats
We must try and be as fair as possible to everyone, so flats must be booked in advance. You can request a slot by emailing the resident liaison team on **cwliaison@networkhomes.org.uk**. You can also phone Najmul Islam on **07584 557 129** to book a slot.

TNQ respite workspaces
TNQ has arranged respite workspaces in Beaufort Park – Room 4, Unit 23 Beaufort Park, 8 Aerodrome Road, NW9 5GW. You can view them here: **https://www.areaworks.com/coworking-spaces/colindale/**. There are four workspaces within this one room, so please ensure you maintain social distancing.

There are also workspaces within the Capitol Way management suite, with two meeting rooms and Wi-Fi access. These must be prebooked two days in advance.

TNQ workspace facilities and access
- You will need to sign out an Access Card from the TNQ Concierge Desk and will need to return it by 8pm.
- There is Wi-Fi and ethernet cables available.
- Free tea and coffee are available, as well as toilet facilities.
- There is no free parking but pay and display is available outside. You will be expected to make your own way to the workspaces.

These are available for **eight-hour slots** from 9am-5pm. TNQ will prioritise these flats as following:
- Tier 1 (High)
    - External work on elevation where apartment is.
    - Internal work on apartments and corridors where apartment is.
    - Apartment is a 'White' methodology flat as part of the internal remedial works.
- Tier 2 (Medium)
    - Apartment is directly above or below external work being carried out.
    - Scaffolding is being installed to the elevation where apartment is.
    - Scaffolding has been installed to elevation where apartment is, **but** external work hasn't started.
- Tier 3 (Low)
    - Scaffolding has not been installed to elevation where apartment is.
    - Internal work has been completed to apartment and corridor where apartment is.
    - External work has been completed to elevation where apartment is.

How to book the workspaces
TNQ will try and be fair in allocating these homes, so flats must be booked in advance and you aren't able to block book spaces. Please contact the TNQ Resident Liaison Team at **info@tnq-london.com** or **07833 943 985** to book a workspace.

Kind regards

Raj Gandecha
Head of Resident Management (Building Safety)