

Residents of
243 Ealing Road Scheme
Hatton Road
HA0

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

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

Friday 7 May 2021

Dear Resident,

Update on the installation of electric vehicle charging points

Firstly, I would like to apologise for the lack of communication regarding the electric vehicle charging point project. During last week's residents meeting it was clear that communication was not sufficient and that delays had not been explained. I committed to updating residents this week via letter.

Pod Point were appointed to complete the installation of electric vehicle charging points earlier this year, the installation by Pod Point has been completed. They have not been able to commission the system as BT have not yet installed their connection to the charging points, this connection is essential to connect to Pod Points billing platform. The order was placed with BT at the same time as the order was placed to Pod Point and BT have not been able to provide us with a suitable explanation for this delay.

Since the meeting we have escalated the matter to management within BT and they have now provided an installation date of 17 May 2021. Pod Point will return to commission the system following BT's attendance and we expect the system to be fully operational by the end of May 2021. After the system has been fully commissioned, we will write to you with information on how to register your vehicle and set up a Pod Point account.

Once again please accept my apologies for the delay and the lack of communication. You should expect our next letter by the end of May 2021 which will contain instruction on how to register your vehicle. Should any unexpected delays occur affecting the completion date we will ensure that these are communicated immediately.

If you have any queries regarding this letter then please do not hesitate to contact the M&E Team on 0300 373 3000 or email us at mandeandcompliance@networkhomes.org.uk.

Yours faithfully,



Patrick Flynn
Head of Compliance and M&E