



Dear Resident,

It has been brought to our attention that you may be experiencing some problems with the Door Entry / Intercom Systems within your property and please accept my apologies on behalf of the TNQ Team for any problems that you are experiencing.

In order that we can better understand the issues, resolve them immediately if possible, and prepare a remedial proposal for those which cannot be resolved immediately, we would welcome the opportunity to attend your property and to carry out a series of checks to the existing units.

Such review and checks will include

- i. Power to Handset Unit
- ii. Handset unit serial number / IP address checked to confirm handset to property match
- iii. Handset correctly connected
- iv. Audio link from handset to entry panel
- v. Video link from handset to entry panel

These reviews will be carried out by an Engineer from our remedial works contractor, Charles Winter Interiors Ltd and will be assisted by a member of the Network Homes RLO Team.

In the first instance these review visits will be via appointment with slots available during the following days and times

Thursday 10<sup>th</sup> June

Saturday 12<sup>th</sup> June

08.30 – 10.30

10.30 – 12.30

13.30-15.30

15.30-17.30

We would anticipate the visit being no longer than 30 minutes and all Covid precautions will be observed.

Noting all of the above would you please contact [CWLiaison@networkhomes.org.uk](mailto:CWLiaison@networkhomes.org.uk) to arrange an appointment.

I thank you in advance for your assistance and again please accept our apologies for the problems you have encountered.

Regards

TNQ TEAM