



Residents Update Letter – July 2021

**Bree Court
Capitol Way
London, NW9**

Tuesday 6th July 2021

Dear Resident,

Capitol Way – Façade Replacement Project – Progress Update – Bree Court

We write further to our previous Residents Update to provide a further report on the progress of the works and any revised completion dates where applicable, and to update you all on any changes to the arrangements whilst those works are ongoing.

Programme

As Bree Court was the first block to start work, it has been a learning process and we have had some issues that could not have previously been foreseen. This has resulted in some areas of the remedial works requiring re-designing, the methodology for the works being revised and a few elements needing to be manufactured.

Disappointingly, these sections of work have meant that it is no longer possible to remain within the completion dates previously issued for Bree Court. The revised dates would now indicate that our first Scaffold Drop will commence to Elevation A (courtyard) in **August 2021** and that Bree Court will have the scaffold dropped to all elevations by **October / November 2021**.

We would like to take this opportunity to extend further apologies to you, as you will have been affected by the scaffold erection longer than any other residents to date. The items that we have found which have ultimately led to these further delays could never have been foreseen before the works commenced and their impact has been unquantifiable until now.

EWS1 Forms are still scheduled to be issued as soon as the works to each of the Blocks are complete.

As always, we are very mindful of the impact that these works will be having on our residents, and I can assure you that all of our teams are working hard to mitigate the effects of these works as much as possible. We are also working hard with the Contractor to ensure that the works are progressing diligently and that everything is in place to provide the necessary certification upon completion.

Resident Access to Balconies

We are aware that during the summer months the inability to use the balcony in some capacity is very restricting and we apologise that the nature of the works force this to be the case. We've now got a process where we will allow access to balconies once façade works have reached a certain stage – health and safety permitting.

Once structural and fire compartmentation work to balconies are complete, there will be a 4-5 week window where access can be granted until we need to return to install Cedral Click Boarding. We are trialling a 'Red/Green' notification system to make it clear to you when it is safe for you to use your balcony.

A summary of this letter

Bree Court was the first block to start façade work and as such was a learning process. Due to unforeseen issues, we've had to extend the programme. Revised dates of scaffold removal:

- Elevation A (courtyard) – **starting August 2021**
- All elevations completed – **October/November 2021.**

We hope to be able to give you access to balconies at some point this summer and are trialling a Red/Green system to let you know when they are safe to use.

Respite flats are still available for use – please contact your RLO to book a slot.

We've had a few fire alarms sound and have improved our processes based on what happened in these instances. Please evacuate even if you think it is a false alarm!



We anticipate being able to confirm these arrangements imminently once the results of the trial have been reviewed and the process refined wherever required.

Respite Accommodation and Office Facilities

We understand that the ongoing remedial works both internally and to the Façade is an inconvenience to our residents, especially during periods of lockdown, working from home or the limited use of the balconies. We also understand the frustration encountered with the noise generated by these works and dust generated during the removal of the external envelope.

To try and mitigate these issues both Royal London and Network Homes have established Respite Accommodation and Respite Office Space which is available for use by residents. These will allow residents to take some time away from the work areas and to function without any interference.

These units will remain available throughout the remedial works programme and whilst they do need to be booked in advance, we are managing to accommodate all requests at this juncture.

Please contact your Network Homes or your TNQ Team RLO's for the booking details.

Fire Alarm and Evacuations

We have had a number of fire alarm activations across all four Blocks over the previous few months and we thank you for your vigilant actions at these times. Unfortunately, two of these activations were the result of the link being developed between the Internal System and the System on the scaffolding and whilst not formal drills they did serve as a good test to ensure that the two systems were suitably connected. One activation was a false alarm by a member of our own team and one activation was a formal fire drill which needs to be undertaken by the Managing Agent at regular intervals.

Whilst we can fully understand, and apologise for, the inconvenience caused to our residents during these activations they do serve as a good test of our systems, our protocols and training for our teams and any new residents also.

As you would expect, there are always some areas for improvement to come from such drills and where these concern the functionality of the systems or the performance of the Waking Watch wardens, we will revise our processes accordingly.

A few reminders of what should happen when you hear the alarm:

1. Whenever an alarm is activated, you and your visitors must treat it seriously and evacuate the building.
2. Once the alarm has been sounded, you should make your way quickly out of the building and head straight to the relevant muster area.
3. Once at the muster area, you must not re-enter the building until directed to do so by either the Waking Watch wardens, the concierge or the Fire Brigade.

We thank you for your ongoing vigilance in this regard.

As always, we are very mindful of the impact that these works will be having on our residents, and I can assure you that all of our teams are working hard to mitigate the effects of these works as much as possible. We are also working hard with the Contractor to ensure that the works are progressing diligently and that everything is in place to provide the necessary certification upon completion.



We thank you for your continued patience and should you have any queries or would like to discuss any of the above in greater detail, then please do not hesitate to contact either the Network Homes Team at cwliaison@networkhomes.org.uk or the TNQ Team at info@tnq-london.com.

Kind regards

Nigel Bacon
Project Director