



Network Homes

Safety in your building

8 September 2021

Cabinet Court, Cipher Court, Code Court,
Langhorn Place,
Flowers Close,
Dollis Hill,
NW2 7BF

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

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customerservice@
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0300 373 3000

Dear residents,

Delay to resident webinar, next letter on 6 October

We wrote to you in August letting you know that we would get in touch with you today, either to confirm we would be able to hold the webinar or that we needed more time to reach an agreement with the contractor.

I'm disappointed to say that we will not be able to hold the webinar next week. I'd like to extend my apologies as I know this will be very frustrating for you as you are keen to get this resolved. As we did last time, we will commit to writing to you again on **Wednesday 6 October**, where we will either confirm a webinar happening on **Wednesday 13 October** or let you know we still need more time.

Why are conversations taking so long?

We're doing everything we can to progress our conversations with the contractor. We have agreed the 'methodology' of the project so we currently know exactly how they will be carrying out the work. We are still agreeing the final legal position and it is taking longer than we would like. As I'm sure you understand, we will not be able to start the project until this is agreed, because we need to be able to communicate the final position to you before we get started.

At the moment, we're hoping to reach agreement by the end of September and if that goes to plan, that would allow us to start site setup in October. Of course, we will let you know on 6 October if this is possible.

Thank you again for your understanding and patience and I'd like to assure you we are working hard to resolve this matter for you. If you have any further questions, you can get in touch with us on customerservice@networkhomes.org.uk.

Kind regards

Carla Ferrarello
Project Manager – Building Safety

A summary of this letter

We're disappointed to say that we will be unable to hold the webinar next week.

We're still negotiating the final legal position with the contractor and doing all we can to reach a solution as quickly as possible.

We'll write again on **Wednesday 6 October** to confirm if a webinar will go ahead the week after.