



15<sup>th</sup> November 2021

The Hive  
22 Wembley Park Boulevard  
Wembley  
HA9 0HP

[www.networkhomes.org.uk](http://www.networkhomes.org.uk)  
customerservice@  
networkhomes.org.uk  
0300 373 3000

Dear Amory Tower Residents,

I write to update you on where we are and the reporting process now the development is out of the defect period.

### **Reporting Repairs 24 hours a day 7 days a week**

The most effective way to report any repair issue is via the Network Homes Customer Service team. The team can be contacted via phone on **0300 373 3000** or via email at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

Between 8am -6pm, the Network Homes Customer Service Advisors will answer you calls and pick up your emails to log any emergency and routine repairs.

Between 6pm – 9am the Out of Hours operatives will action emergency repairs only.

Please ensure you call instead of emailing if you have an emergency repair during the day or outside office hours.

### **All Tenancy Related Queries i.e. rent, access to meter cupboards, nuisance**

#### ***Affordable Residents***

Contact the Network Homes Customer Service team via phone on **0300 373 3000** or via email at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

#### ***London Living Rent Residents***

Contact your Property Manager using the Amory Tower email address, or the mobile number provided to you when you moved in. If you require this mobile number please email the Amory Tower email address and it will be provided to you.

**Please remember if you have an emergency query, call instead of emailing us.**

## Y&Y Building Management Concierge Team

Y&Y Management are the Managing Agent instructed to manage the communal area of all floors on the Amory Tower development. They also employ and manage the concierge team.

Please be advised that the concierge team are required to patrol the development and action all communal repairs only.

If you identify a communal issue that requires repair, please report this to the Network Homes Customer Service team directly as you would for apartment repairs. Network Homes will liaise directly with Y&Y Management on any relevant issues.

### Access to Electric Meter Cupboard

Access to the electricity meter cupboard can be provided at any time however, residents are required to submit all requests to Network Homes using the above contact details. Network Homes will liaise directly with the concierge team to arrange this access.

I must reiterate that if this request is an emergency, please call instead of emailing us.

### Historic and Ongoing Issues

Issue	Update
Passenger Lift Breakdown	The building owners have commissioned a full audit of the lifts to establish the reason for the repeated breakdowns and rectify any inherent issues. In addition, Network Homes have upgraded the repair and maintenance contract with Kone to ensure attendance within 24 hours of reporting. Since these additional measures were put in place, we have experienced a significant reduction in reported issues with lift breakdown.
Parcels left in Lobby	The proposal for the locker installation has been through all the stages of Network Homes internal process. We are at the stage where additional quotes are being sought. We should be in a position to provide an update in December 2021.
Building noises	Following some reports of the building creaking, Balfour Beatty have undertaken a full investigation in the building movement. This has confirmed the building has been built in line with codes of practice and tolerances. We have also been advised that tall buildings will 'creak' in high winds and resident should not be alarmed by this.

Issue	Update
	We continue to look into this matter and will update residents accordingly.
Main and internal doors	Extensive repairs were carried out to both doors. No further reports of malfunctioning have been received since May 2021. A reminder to all residents not to force the doors open / closed and not to prop them open.
Cracked Glass by Main Entrance Door	An appointment date for the installation of the glass is being sought by the building management company.
Guru Hub not displaying electricity reading	It has been confirmed that Guru incorrectly included the display of electrical consumption on all hubs. As such Guru have since removed the electrical consumption reading from all hubs. If electric meter readings are required by residents, this can be provided via Network Homes.
Guru Hub not recording Heating and Hot Water usage	The contractors are working with Guru and Clever Energy to rectify this issue. Communication with those apartments affected is in place.
Access to electric meter in riser cupboard	Access to the electricity meter cupboard can be provided. Residents need to contact Network Homes for this to be arranged.
Bin Chute malfunction	Y&Y's concierge team regularly check the chute and promptly report any malfunctions. Further maintenance has been carried out to the chute this month and it has been reported as working as it should.

Despite our best efforts, we appreciate that there are still some ongoing issues. Please be assured that we are working closely with the developer, the Managing Agent and the local Councillors to reach a point of permanent resolution and we thank you for your patience.

We will continue to provide updates on the progress of all outstanding issues as required.

We are truly sorry for all the distress and inconvenience caused to you and want to assure you that we are doing all we can to minimise any further distress and inconvenience to you.

If you have any queries regarding the content of this letter please contact us via phone on **0300 373 3000** or via email at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

Yours faithfully,

Network Homes

