

TNQ NEWS

OCTOBER 2021

TNQ

Dear Residents,

Welcome to the October edition of the TNQ newsletter. We hope you're all keeping safe and enjoying the turn of the season as Autumn is now here.

To find out about some upcoming local events and for a full construction update regarding the ongoing works throughout the development, make sure you keep on reading!

Best wishes,

The TNQ Team

CONSTRUCTION UPDATE

Internal Updates

As always, we'd like to thank you for your continued patience throughout these works which we know have been inconvenient and often disruptive. Having said that, we are pleased to inform you that majority of the work is now finished, with the whole development in excess of 93% complete.

Remedial works to all apartments and corridors are now finished in Bree Court and Cara House. Avery Court is now nearly there with 85% of the work complete, whilst Dara House is making excellent progress and is now 68% of the way. Where access has proven more difficult, works to a very small number of properties may extend into early 2022. However, we are optimistic that works will be 98% complete by Christmas.

As always, if you would like further details of any aspect of the ongoing works, please get in contact with your relevant TNQ Resident Liaison Team who will be happy to assist.

Fire Door Adjustment

As some of you will already be aware, there is a requirement within all leases for the leaseholder to carry out a degree of routine maintenance to the fire doors within their properties. Within the Blue and White methodology properties this requirement only applies to the front entrance doors, whereas for the Red and Yellow methodology properties, this applies to both the front entrance doors as well as the protected lobby doors.

We are mindful that this requirement may have been overlooked by some leaseholders. Royal London has committed to inspecting and adjusting, where necessary, each and every one of these doors across the development – which is around 4000 doors in total.

In properties where the remedial works are ongoing, or yet to commence, these doors will be adjusted as part of the general

scope of remedial works. Where the remedial works have been completed however, we will require further access to initially survey the doors and then subsequently to carry out any adjustments required. In this regard, the various RLO Teams or the waking watch wardens will be in touch with all residents to agree a convenient time for such works to be carried out.

This process has already started throughout the development, and we are just over a third of the way through. We would like to thank you for your continued co-operation and assistance with this.

Removal of the Interim Fire Strategy

Considering that the remedial works are now coming to a close, we have asked our fire consultants, Arup, to review the existing Interim Fire Strategy (IFS) in place at TNQ. Their advice will help us understand whether we need to review elements such as the removal of the sounders within dwellings and corridors, as well as the removal of the Waking Watch Wardens.

We will of course be guided by Arup at all times, however we will soon be looking to remove all of these elements and return the blocks to a 'stay put' strategy as soon as possible.

In the meantime however, the IFS is very much in place and we would ask that all evacuation protocols are observed upon hearing an alarm.

Final Completion of Blocks

The team is currently working with both Network Homes and Premier with a view to returning all aspects of the blocks management to them.

Royal London is committed to the redecoration of all entrance lobby areas and is also currently reviewing the lifts and the lift lobby areas also.

Internal Updates

Certification and NHBC Warranty Documentation

The full Due Diligence (DD) Pack of information should now be available and issued accordingly to all leaseholders following the completion of remedial work to their property. Any leaseholders whose work has been completed but have not yet received their DD Packs, please contact your relevant RLO Teams.

As promised, the NHBC documentation detailing the extended warranty will be issued as tranches of dwellings are completed. However please be assured that the NHBC Section 3 Warranty has been extended for an additional 2 years as agreed.

External Updates

FACADES - GENERAL

Firstly, please allow us to thank you for your continued patience - it is fully understood that the nature of these works can make for difficult living conditions at times. The team recognises this and will always endeavour to progress the works as expediently as possible, in order to minimise any disruption for our residents.

FACADES - PROGRAMME

Unfortunately, the contractors have suffered delays to some elements of the works due to forces out of their control. The team is mindful of the impact of these delays and are fully committed to mitigate the effects of this wherever possible. Despite the delays, the contractor is still confident of hitting the overall block completion dates - however some of the individual elevation completion dates may be subject to change.

Work has now commenced to Avery Court, Bree Court, Cara House and Dara House and all elevations which are due to be worked on are currently now scaffolded. The remaining work to strip the existing façade, undertake any firestopping / metal work repairs and reinstatement are in varying stages across each block. Bree Court, being the first to commence, has progressed the furthest and we hope to see the first elevation have its scaffold removed in November.

With the winter months closing in, and the daylight becoming less and less, the team is always looking for ways in which we can improve the programme. We are currently looking for ways in which we can improve efficiency before and after the agreed working hours and maximise productivity.

Please read on for a more detailed update.

Avery Court

Scaffold erection to Avery Court continues to progress well with scaffolding now being erected along the Capitol Way elevation, as well as the northernmost elevation to the rear of the block. Scaffolding has also commenced to the Bree Court facing elevations of Avery Court at podium level.

The existing façade system continues to be stripped along the westernmost elevation, with the next stage of repair works to follow.

A passenger and goods hoist will be installed to the Capitol Way elevation within the coming months which will allow for the progression of scaffolding within the Avery Court courtyard.

Bree Court

Works continue to all façades of Bree Court. All of the courtyard elevations are either insulated and awaiting final finishes or are in the process of being insulated. This process takes some time as we must ensure a high-quality aesthetic finish, as well as continuing the quality assurance checks which are undertaken throughout the process. We appreciate your ongoing patience.

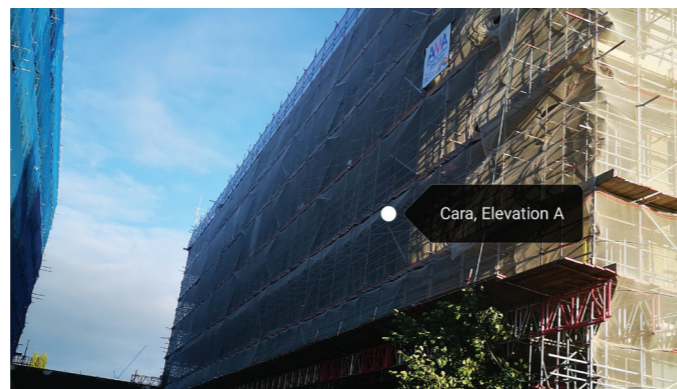
The south-facing, east-facing, and north-facing elevations of Bree Court are now well into the repair phase and some areas are having the new façade system installed.



Cara House

A notable proportion of the Cara House courtyard is currently insulated and awaiting installation of the final finishes, where this is not the case the installation of insulation continues.

The scaffolding has progressed onto the Capitol Way facing elevation and the stripping and repair works are underway. These works also continue to the retail elevation and along the rear of the block.



External Updates

Dara House

Within the Dara House courtyard most of the façades are undergoing repair works. Some areas have received the new façade subsystem and the contractor has started installing the new insulation system from the rear of the courtyard.

Scaffolding has progressed along the Capitol Way façade now and repair works are progressing.



FACADES - DELAYS, LABOUR AND MATERIALS

The issue of façade repairs / replacement is now having a massive impact on the construction industry in general and, as is often the case, is magnified within the London region.

Following the various reviews around the Grenfell tragedy, new guidelines were quite rightly brought into the industry with specific regards to 'high-rise' 'multi-occupancy' developments. These guidelines have led to the Government providing funding for a number of façade repair and façade replacement projects.

Whilst this action is incredibly important, it has unfortunately seen the influx of around 800 façade projects in London alone which has led to a great degree of demand on the materials and the labour force required to undertake these works. Despite the fact that our works had begun prior to many of these projects commencing, the reality is that there is only a finite amount of skilled labour available which has resulted in contractors struggling to retain their good productive staff. In addition, with many of the traditional insulation materials no longer deemed suitable, the demand on the alternative products is at unprecedented levels.

WATER TESTING

Some Bree Court residents will have noticed localised works within the corridors in connection with the façade water testing. These tests mark the latter stages of the replacement works and are crucial in ensuring the new façade meets the various requirements.

Water testing will take place in all blocks throughout the remainder of the project. As always, we appreciate your continued patience with all elements of the ongoing project.

FACADES - DELAY MITIGATION

Despite the current difficulty in securing the materials required for the works and the excessive order lead time, we can now confirm that the contractor has now been able to secure all of the Cedral Click, the Calcium Silicate boarding and the Rockwool insulation required to complete the project. With shortages of these materials likely to hit the rest of the industry even harder in the coming month, we are in a great position.

In regard to the workforce, the contractor is looking to ensure that they remain competitive in the labour market by offering good, long term, contracts to their existing labour force.

FACADES - WINTER WORKING

You will be aware that the nature of the remedial works requires the external envelope (the boundary between the interior and exterior of the building) to be removed. Alongside this, the insulation will also need to be removed to ensure access for any repairs to the metal framework. This process will, at times, leave the dwellings with varying degrees of insulation in place. To prevent uncomfortably cold living conditions or the generation of mould growth to internal wall faces, we have put in place a number of additional measures.

The contractor now has a methodology of providing temporary insulation during the periods that the façade has been removed through the installation of an 'insulation blanket'. This 'insulation blanket' can be removed to allow works to be carried out during the days and then reinstated at the end of each workday. The time without permanent insulation will be minimal, therefore we do not anticipate any significant problems resulting from the onset of winter.

Residents are reminded however, that the potential for condensation and mould growth will be accentuated during the winter period. To avoid any issues, we advise residents to ensure that the mechanical ventilation is working correctly and is set to boost, to check all vents are cleaned as well as keeping trickle vents open at all times.

FACADES - CLEANLINESS

As part of our ongoing remedial works, the cementitious render needed to be removed from each elevation followed by the removal of the polystyrene insulation material. These works have inevitably caused a significant amount of dust, dirt and polystyrene debris to settle on balconies, terraces and footpaths. Please accept our apologies for this.

In this regard, we are pleased to let you know that the contractor has now employed a team dedicated to sitewide cleanliness and we are starting to see the benefit of this across all areas.

We will continue to monitor this issue with the contractor and will tweak our processes as and when required.

FACADES - EWS1 FORM

As you will be aware, once façade remedial works to any of our Blocks are complete our Fire Consultants, Arup, will issue an EWS1 Form confirming that the Block does not contain significant quantities of flammable materials. This is the assurance and certification currently needed by mortgage companies and lenders to allow properties to be successfully bought, sold and tenanted.

Unfortunately, Arup has confirmed that they are unable to issue this documentation until all of the works have been completed to a Block. We are working closely with Arup to ensure that all forms can be issued as soon as is practicably possible thereafter.

We are sorry for any inconvenience.

Personal Emergency Evacuation Plan (PEEP)



The purpose of a Personal Emergency Evacuation Plan (also known as a PEEP) is to provide people who cannot get themselves out of a building unaided with the best possible escape plan in a fire emergency.

For your safety and that of others at TNQ, it is important for TNQ Management to be aware at all times of any issues which may impede you/your visitor's safe evacuation from the building. This may be a long-term disability or a short-term issue; this includes the following: the elderly or frail, those with mobility issues, those who are pregnant or with small children, those who are hard of hearing or blind. This must be communicated to ensure management is aware of any change of circumstance.

Your information will be held confidentially and only used to advise the emergency services for your safety. Please assist us to ensure that we hold up-to-date details for you, so that the emergency services are made aware of which flats require assistance in the event of a fire. **It is imperative that we hold the correct information.**

Please refer to the 'Key Contacts' at the bottom of this newsletter to update your information.

INTERCOM ISSUES

We have now completed five weeks of investigation within blocks A to D. This included the investigation of the handset in flats where residents had returned their questionnaire and booked in an appointment with the concierge (Cara and Dara) and Network Homes (Avery and Bree).

The investigation also included fault finding with the communal parts of the system in each block, such as the splitters and controllers, to determine the cause of the problems experienced with the handset in the flats.

There were some issues found in Avery, Bree and Dara, which have been rectified. We undertook two further days of investigations in October in Cara to get to the bottom of the problem in this block. Once the findings of investigation have been concluded, we will be arranging for every flat in Cara and Dara to be re-tested and we have communicated with Network Homes to do the same for Avery and Bree. This will determine any remaining issues which need to be investigated further.

Please note that it was made clear when the intercom questionnaire was distributed, that if the questionnaire was not returned it would be assumed that your intercom is working. We have come across a number of flats where the handset is not operating properly but residents did not return their questionnaire and did not communicate this within the extended deadline period. This makes it extremely difficult and time consuming for us to determine the issues across all four blocks.

We respectfully ask residents to please assist us and communicate with the relevant parties concerned to ensure that this matter can be resolved as quickly as possible. Residents of Avery Bree should contact Network Homes, whilst residents of Cara and Dara should contact the concierge.



Key contacts

AVERY AND BREE COURT

Security team: **07891 216 201**

Resident Liaison Team:

cwliaison@newtorkhomes.org.uk

Customer Service Centre: **03003 733 000**

customerservice@networkhomes.org.uk

Can be contacted for all Neighbourhood and Estate management queries.

CARA, DARA AND EVERLY HOUSE

Cara & Dara House Resident Liaison Team

(Fire Protection Construction): **info@tnq-london.com**

Concierge: **concierge@tnq-London.com**

0208 205 8180

07741 743 371

Everly House Aftercare: **aftercare@tnq-London.com**

01444 229 589