

TNQ NEWS

FEBRUARY 2022

TNQ

Dear Residents,

Welcome back to the first newsletter of **2022**, we hope you're all having a fantastic year so far. Please read on for an update on the construction works, as well as some upcoming community activities to look forward to.

Best wishes,

The TNQ Team

CONSTRUCTION UPDATE

Internal Works

Programme Updates

We are now entering the final stages of the internal firestopping remedial works, with the main works completed in Bree Court and Cara House and the programme currently underway in Avery Court and Dara House.

Throughout the development, works are 97% complete or in progress. See a more detailed breakdown below:

AVERY COURT	BREE COURT	CARA HOUSE	DARA HOUSE
131 complete	76 complete	76 complete	73 complete
6 ongoing	0 ongoing	0 ongoing	6 ongoing
2 to commence	0 to commence	0 to commence	9 to commence

AVERY COURT

Works are progressing well, with six properties at various stages through the remediation process. There are two former swing space properties, both yellow duplex properties, where works cannot be commenced until they have been vacated by the current tenants. We are confident that the two currently un-remediated properties will be complete before the end of March 2022.

DARA HOUSE

The six properties currently undergoing works are advancing nicely with all in the final stages of decoration. There are nine

properties yet to commence their remediation works, and we are reliant on access in order to begin. We are working closely with these remaining leaseholders to ensure that the works can progress and full sign off can be achieved.

CORRIDORS

For the most part, the only remaining works within corridors are where we still have properties which are not fully remediated - in line with our overall methodology. These are being completed in good time and we do not consider these to be a problem.

Fire Door Adjustment Updates

Fire door adjustments are currently 50% complete, please see a more detailed breakdown opposite.

AVERY COURT	BREE COURT	CARA HOUSE	DARA HOUSE
41 complete	60 complete	44 complete	45 complete
97 to commence	16 to commence	34 to commence	43 to commence

APARTMENT DOORS

With 80% completion in Bree Court and 60% in Cara and Dara House, the strategy to knock on doors seems to have maximised efficiency in these blocks. Network Homes are now calling Bree Court residents to schedule in works to remaining apartment doors, but this is unfortunately proving to be a slow process. TNQ will commence calling Cara and Dara House to secure appointments shortly.

Once the knocking on doors, as well as calling residents or leaseholders directly have been exhausted as a method of communication to arrange appointments, we will begin a process of writing formal letters to ensure that every avenue has been explored to complete these works.

Internal Works

COMMUNAL DOORS

The scope of works for the communal doors has been established and validated by Arup and these works will be progressed by the team when appointments within individual dwellings may not be possible.

Completed Works Due Diligence Packs

Once works are completed to all areas that have been remediated in dwellings and corridors, residents will receive a due diligence pack documenting all the steps that have been followed as well as providing the necessary sign off and validations from the specialist consultants.

This pack consists of:

- Initial Works – Opening-Up Plan
- NICEIC Certificate
- Warrington Defect Completion Report
- Warrington Category 1 Works (Fire Compartmentation) Certificate
- Warrington Category 2 Works (Fire Door) Certificate
- Arup Validation – Notice to Quit – Letter
- NHBC – Warranty Extension Letter – Dwellings Only (to follow)

These due diligence packs are issued electronically to each leaseholder when the remedial works are completed and forms part of the full pack of disclosable information should leaseholders wish to sell their properties. Further electronic copies are available from your relevant RLO Team, however unfortunately we are not able to provide paper copies.

RETURN TO STAY PUT STRATEGY – REMOVAL OF THE WAKING WATCH

Considering the progress of both the internal firestopping works and the ongoing façade replacement works, initial discussions have commenced with Arup around how and when we can begin to remove the 'Waking Watch'.

Whilst these discussions are still ongoing, we are hoping to be able to remove the 'Waking Watch' from Bree Court and Cara House by March and from Avery Court and Dara House by July.

We will ensure that prior to any removal of the 'Waking Watch' the procedures required on hearing an alarm are fully validated by the London Fire Brigade and are clearly documented and communicated to all leaseholders and residents.

BLOCK COMPLETION STRATEGY

There are several communal areas and lifts which have been used by the contractor to undertake their works to the blocks. These will all be reviewed and returned to their pre-works condition prior to our 'completion' of the block.

In addition to this, Royal London have agreed to a redecoration of all block entrance foyers as a gesture of goodwill. These works will be undertaken over the coming months with the expectation of completion by the end of March 2022. Prior notice will be given to residents in advance of commencement within any of the entrance foyers.

Façade works

Programme Update & Weekend Working:

As noted in the previous newsletter, the focus for the team in December was to ensure all areas of the façade that were previously opened were well insulated prior to the Christmas break. We'd like to say a big thank you for agreeing to the insulation installation in the two weekends before Christmas. This was much appreciated by the Contractor and allowed for the task to be completed immediately prior to Christmas – just in time for the recent cold weather!

Rest assured, we will not be carrying out weekend working as part of our normal schedule, this will only be done when absolutely necessary for specific areas of work. If this is needed, we will endeavour to provide suitable notice to all affected residents.

External Updates

Bree Court:

We are currently undertaking water testing to windows and as part of this process we need to remove areas of the façade which some of you may have noticed. This is normal practice to ensure that the overall weatherproofing of the façade has not been compromised due to the works.

We were aiming to commence our first scaffold drop at the end of January, however the necessary efforts to get all the apartment walls insulated before Christmas, alongside the delayed water testing and the recent cold weather which has prevented critical works, has unfortunately led to a slight delay. With the recent cold spell due to end next week, we anticipate that the scaffold drop should now commence during the second week of February and should be complete during April 2022.



Cara House:

Cara House is our second most advanced block, with the repairs to the wall structure well progressed. The walls are re-boarded and insulated, ready to accept render application and Cedral Click cladding at level five and six. Work still needs to be carried out to the inset balcony areas to bring these in line with the progress of the main façade areas.

Once water testing of windows has been completed at Bree Court, it will need to be carried out at Cara House, however we do not envisage this delaying the programme. We are still aiming to commence our first scaffold drop in March, with completion being in May 2022.

Dara House:

Dara House is undergoing all stages of works, with good progress being made. The block is fully scaffolded, with the stripping of the remaining external wall fabric due to commence imminently. Façade metalwork repairs have now started to certain areas of the wall, please accept our apologies for any noise this may cause. Though some elevations have progressed to final boarding and insulation installation, the render installation will be taking place at a slightly later stage compared to the other blocks.

We anticipate the first scaffold drop at the end of February, with completions in June 2022.



Avery Court:

As the last block, the progress to Avery Court is slightly behind the other blocks but is advancing nicely. The majority of perimeter elevations to Avery Court are now scaffolded, which has allowed the stripping of the external fabric and repairs to the wall structure to progress in several areas. As with all of the blocks, these works were suspended in the run up to Christmas to prioritise the insulation of the open areas of wall. However, the works have now recommenced and benefit from the lessons learned from the progression of the other blocks.

You will have noted in the December newsletter that we could not provide a more detailed timeline for works in Avery in the table of key dates. Due to the works suspending to some areas of the block as mentioned above, we could not give an accurate estimation then or in this newsletter. Please be assured that we will have the correct timeline estimations for the programme details in the next issue. We apologise for the delay.

We can confirm that we are currently on track to commence the first scaffold drop in June and to complete Avery in August 2022.

INTERCOM SYSTEM (iōi)

Continuing problems with the intercom system in Avery Court which were reported on 31st December should have now been resolved. However, please be aware that there is a power issue at the front of the building on Capitol Way which is currently being repaired.

Errors with video and sound were also reported in Dara House shortly before Christmas and at the beginning of January, which were resolved. However, a couple of flats reported on 24th January 2022 that the issue had returned - we are working to rectify this. If an issue does return, please notify the concierge immediately so that we can instruct the contractor to investigate.

We politely ask that any further problems in Avery and Bree Court continue to be reported directly to Network Homes, and residents in Cara and Dara House notify the concierge accordingly.

Thank you for your co-operation.

CONDENSATION, MOULD GROWTH AND INTERNAL DAMAGE

We were sorry to have received some complaints from residents regarding instances of excessive condensation and mould growth within their dwellings which could be the result of the ongoing remedial works. In these instances, Lawtech has attended and addressed the issue initially with a fungicidal wash until it can be assessed if any further repairs may be necessary following the completion of the façade works. To assist this process however, we would recommend that the heating is kept at a constant temperature, that all vents are kept open and that airflow through the property is encouraged as much as possible.

All damage within dwellings which is a direct result of the works to the façade will be addressed by the contractor towards the end of the façade programme for each block. In the first instance however, please ensure that any such damage is reported to your relevant RLO Teams so it can be logged and monitored accordingly.

Resident feedback

As we come towards the end of the internal remedial works, the management of TNQ Colindale would like to give residents an opportunity to contribute any feedback or ideas around communication and resident liaison. We will use this to ensure we provide the best possible service to residents during the remaining façade works.

The next feedback meeting will be on Friday 11th February.

If you have any thoughts or feedback in the meantime that you would like to share with us, please contact the TNQ RLO Team.

IN THE COMMUNITY



ANYTIME FITNESS

For the residents of TNQ – Anytime Fitness would like to invite you to our **Open Weekend!**

This will be held over the weekend from

FRIDAY 11TH – SUNDAY 13TH FEBRUARY,
prior to Valentine's Day.



Why not treat your partner or loved one to a Valentine's workout?

We have exclusive offers only available to the residents so please pop down and do not miss out. New year, new you, **let's make 2022 count!**

PLEASE NOTE open weekend is applicable during staff hours only (Friday 9am-8pm, Saturday 10am-4pm, Sunday 10am-2pm).

Papercraft - Make a *Valentine's Day* card

Papercraft is offering you the opportunity to make your own Valentine's Day card, with informal, structured sessions in small groups with an experienced teacher. **Make your loved one a completely unique and personalised card this Valentine's Day!**

This event will take place on **Thursday 10th February 2022, from 12.30pm – 3pm.**

To book, please call:
0208 200 3014 or email
brennan.ct@gmail.com



Book a ticket to visit the RAF Museum!

Get ready for take-off! The RAF Museum is now open, and you can book your tickets online to see a range of fascinating exhibitions or even book a tour to explore over 100 years of the RAF with the chance to hear unique stories and experience the history of each aircraft.

Book online at www.rafmuseum.org.uk



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