

Dear Residents,

Welcome to the March edition of the newsletter!

Work continues to progress as we head towards the Spring and I'm sure, like us, you are looking forward to longer days and more daylight. We have included another month of updates to give you an idea of our progress as well as some exciting upcoming activities in the community.

Best wishes,

The TNQ Team

CONSTRUCTION UPDATE

Programme update

The final stages of the internal remediation project are now underway, with just one final 'coloured methodology' property left to agree access. We are hopeful that any remaining works will commence this month (March 2022).

Whilst there are some properties where works are yet to commence, these are the 'white methodology' properties, access has now been agreed and dates booked. Please be assured that these works will have the shortest duration of all the remedial works.

In total, we have now completed work to 374 properties, with work in progress in six flats, and a further five flats where works are booked and will soon commence. This means that we are we are **99% complete or work in progress!**

AVERY COURT	BREE COURT	CARA HOUSE	DARA HOUSE
135 complete	76 complete	76 complete	81 complete
3 ongoing	0 ongoing	0 ongoing	3 ongoing
1 to commence	0 to commence	0 to commence	4 to commence

AVERY COURT

With works currently in progress, we are on track to complete the flats by the end of the month. We have now agreed access or commenced works to the final properties (following their end of use as swing space). These are duplex properties with yellow methodologies and completion is anticipated by the end of April.

DARA HOUSE

In properties which are still to be remediated, access arrangements have now been agreed with all except one property – in this case, we expect works to commence in the next couple of weeks. Where access has been agreed remedial works will start imminently. It is anticipated that

only two properties will remain to be completed at the end of March.

CORRIDORS

Whilst the corridors serving the remaining 'ongoing' remediation properties will be fully protected, we are confident that all remedial works to all corridors will be complete by the end of March.

ENTRANCE FOYER REDECORATIONS

As noted previously, Royal London has agreed to redecorate the entrance foyers to each block and this is well underway, with those in Avery Court complete and Bree Court next in line!

Fire Door Adjustment Updates

We are complete in 234 flats, with 145 flats remaining – **62% complete.**

AVERY COURT	BREE COURT	CARA HOUSE	DARA HOUSE
53 complete	69 complete	45 complete	67 complete
86 to commence	7 to commence	31 to commence	21 to commence

Fire Door Adjustment Updates

APARTMENT DOORS

The team continues to make good progress through the blocks thanks to the appointments arranged via the Waking Watch wardens. Co-operation from residents has been fantastic so far in this process, however, please bear in mind that progress may be impacted going forwards depending on our ability to make contact with residents in the remaining apartments.

This final part of the remediation process is every bit as important as the works within the dwellings, so if your doors are still to be adjusted then please get in touch with your RLO Team to make the necessary arrangements.

COMMUNAL DOORS

Works to the communal doors have commenced. However, at present, work is primarily taking place between appointments within dwellings - as you will understand that the dwellings remain our primary focus.

RETURN TO STAY PUT STRATEGY – REMOVAL OF THE WAKING WATCH

The plan to implement the removal of the waking watch wardens is not yet finalised as discussions with all stakeholders continue.

We do hope to be able to remove the wardens, in part, at the end of March. This will be communicated fully, along with full details of what to do in the event of an alarm, in advance of any changes.

The team will be running some webinars prior to the removal of the wardens for any residents who may wish for further clarity.

BLOCK COMPLETION STRATEGY

As previously communicated, the works to both the lifts and the communal entrance foyer areas are ongoing.

The managing agents responsible for those communal areas (Network Homes and Premier) are also undertaking their asset register checks and confirmation of functionality.

It is hoped that these works will be completed by the end of March, subject to the availability of materials.

Cara House / Dara House

Works are progressing as we would have hoped, with the different stages of repairs, re-boarding and base coat render all working their way around the elevations. We will need to undertake a similar water testing regime here as in Bree Court, however lessons learnt to date should reduce the impact of the overall programme for Cara and Dara House residents. The team is working to mitigate any effects to the programme from the recent poor weather conditions and are still **aiming to have the Cara House complete in May 2022 and Dara House complete in June 2022.**

Avery Court

Works are progressing to Avery Court, however as noted previously these were the last to commence and so, whilst gaining all the benefits of learning from the earlier blocks, will be the last to finish. Now that labour levels are good, and excellent progress has been made across the development, we are focused on the areas where works have not yet started and planning to progress these in earnest. **We would anticipate this increase of works to Avery Court to commence in April, meaning that works should be complete in September 2022.**

Scaffold down and completion dates

In recent residents updates we have been unable to confirm scaffold down and completion dates on an elevation-by-elevation and block-by-block basis due to several variables, including the winter weather and the ongoing water testing. We fully appreciate that this will have been frustrating for leaseholders and residents alike, and please accept our apologies for this.

As we now move out of the winter months and have more certainty around the testing regime, the contractor has commenced the task of re-programming these key milestone dates for all elevations. This exercise is not yet completed - however as soon as we have confirmed dates, we will communicate them.

Issues to be aware of

As we hopefully look ahead to some better weather, we must still be mindful of the possibility of cold areas as the insulation is removed from the façade, with the possibility that this will lead to the presence of condensation and ultimately mould growth. In these instances, Lawtech will continue to attend and address initially with a fungicidal wash, pending any further repairs which may be necessary on 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.

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

Façade works

Programme update

As you can probably imagine, the recent stormy weather and strong winds during February have impacted the façade remedial works programme at TNQ. Fortunately, the scaffold and the protection stood up well to some of the worst storms that we have experienced in recent years, however the strong winds meant that there were several production days lost due to checking and preparing the scaffold, or conditions being too dangerous to allow the works to progress.

With that said, the labour levels have been good on-site during February, and we would hope to catch up any lost programme time as expediently as possible.

As you will know, the team has also been undertaking extensive water testing to the existing windows and the façade build up around them to ensure that the works, once completed, will meet all the current regulations.

Block progress

Bree Court

As the block where façade works first commenced, some of the tasks carried out are being undertaken for the first time, with all of the associated learning. It is likely that the team will generate efficiency gains as the project progresses, however at this stage we are unable to provide absolute certainty around the completion of tasks. We appreciate that this will be frustrating for those residents within Bree Court, but we will continue to keep everyone regularly updated as works progress.

We can also confirm that the water testing to the junctions with the existing window frames and the new wall boarding has progressed - with a 'pass' in all aspects. We have learned from previous tests and have developed an efficient system to assess this potential weak point in the structure, allowing for quicker progress. Base render works have continued around Bree Court, with many elevations on levels 1-4 making excellent progress towards the final stages. At levels 5 and 6, we have started the final stage of checks before scaffolding is gradually dropped. **We are still aiming to have some elevations complete by the end of March 2022, and the remainder of the block complete in April 2022.**



NIGHT SECURITY

In order to manage expectations, we wanted to clarify the details around the current night security provided to the building for the residents of Cara, Dara and Everly House.

This is a temporary arrangement only, which is facilitated by the landlord for the duration of the fire remediation and cladding projects. Once the projects have completed, the night security will be removed and there will only be concierge present on site between the hours of **8am-8pm, Monday to Sunday.**



PEEP'S (Personal Emergency Evacuation Plan)

This is a polite reminder to all residents who require assistance to exit the building to please keep the concierge updated with your latest contact information. This is incredibly important to ensure we can help you in the event of an emergency.



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.

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

RECYCLING in the COMMUNITY

With climate change an ever-growing threat, we wanted to share some alternative ways to recycle items to help protect the environment.

Boots has started a scheme whereby empty beauty product containers, shampoo bottles etc *from any supplier* can be recycled in store and Advantage points gained. Next time you're on Edgware Road, why not pop in and give it a go!

Summers Lane is a very organised recycling and reuse amenity site in East Finchley where people can take bulky items like electrical appliances, TVs and monitors, and furniture. Summers Lane is about a 20 minute drive from TNQ, and visits need to be booked online at the following link:

www.barnet.gov.uk/recycling-and-waste/summers-lane-recycling-and-reuse-centre



MEET THE TEAM

Sarah Michael is the newest Resident Liaison Officer joining the Network Homes team. With previous experience working with leaseholders, private rented and general needs tenants she fits in perfectly!

"I'm really looking forward to working with the team and helping residents resolve queries relating to the ongoing fire safety works", – says Sarah.

Welcome to the team!



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