

Dear Residents,

Welcome to the April edition of the newsletter!

We hope you had a lovely Easter surrounded by family, friends and chocolate! Please read on to find out about our progress throughout the development as well as some important updates.

Best wishes,

The TNQ Team

CONSTRUCTION UPDATE

Programme update

We are pleased to confirm that all properties have now been accessed and remediation works are either in progress, or complete.

The internal remedial works on all properties and corridors within Bree Court and Cara House have been completed. There are four remaining properties with works ongoing in Avery Court and nine remaining properties with works ongoing within Dara House – we expect these to be complete by the end of April.

In total, we have completed works in 366 flats, have work in progress in 13 flats and have 0 flats remaining to commence.

As always, we would like to thank you for your assistance and patience throughout these works.

100% complete or work in progress.

AVERY COURT	BREE COURT	CARA HOUSE	DARA HOUSE
135 complete	76 complete	76 complete	79 complete
4 ongoing	0 ongoing	0 ongoing	9 ongoing
0 to commence	0 to commence	0 to commence	0 to commence

AVERY COURT

Remedial works have commenced in all remaining apartments with Charles Winters Interiors (CWI), the contractor undertaking the remedial works, currently working in four duplex apartments. Two of these are nearing the end of their works and the remaining two were given to CWI slightly later than we had hoped. Nevertheless, we are working towards ensuring that all properties are complete by the end of April.

CWI are also currently working through the final snagging of the remaining corridors.

DARA HOUSE

Works in the remaining apartments have now commenced

and currently CWI have works ongoing to nine properties: one duplex, one blue, one red and six white apartments. Two of these apartments are due to be completed imminently with the remainder due to be complete by the end of April.

As with Avery, CWI are also working through the final snagging of the remaining corridors.

ENTRANCE FOYER REDECORATIONS

We are happy to share that the gesture of goodwill works around the redecoration of the entrance foyers to all blocks are now complete – we hope you like them as much as we do!

Fire Door Adjustment Updates

We are complete in 272 flats, with 107 flats remaining – **72% complete.**

AVERY COURT	BREE COURT	CARA HOUSE	DARA HOUSE
73 complete	76 complete	49 complete	74 complete
66 to commence	0 to commence	27 to commence	14 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 are underway, please accept our apologies for the ongoing disruption to the corridors during this time. We will do everything we can to ensure this is carried out as swiftly as possible.

RETURN TO STAY PUT STRATEGY – REMOVAL OF THE WAKING WATCH

With the internal firestopping remedial works complete in many areas, the adjustments to the fire doors almost complete and any significant quantities of flammable materials now removed from the external envelope, our fire consultants have confirmed that we can begin the phased removal of the 'Waking Watch' wardens.

There will be several activities taking place during April to ensure a smooth transition and that residents are comfortable and prepared with the new procedures. We are aiming to stop the service in the first of our completed blocks from **3rd May 2022**.

The activities include:

- Briefing the London Fire Brigade
- Briefing the Managing Agents

- Providing residents with refreshed guidance notes on *'what to do in the event of a fire'*
- Servicing and checking all life safety and alarm systems

Bree will be the first block to have the Waking Watch removed. A letter confirming the details of what this means, including an update to Bree's evacuation strategy, will be sent out imminently.

For all other blocks, we expect the removal of the Waking Watch to take place over the next few months, with all changes clearly communicated beforehand. This will be supplemented by a series of drop-in sessions/webinars for each block prior to the removal of the wardens for any residents who wish to attend.

It is important to note that removal of the Waking Watch, alongside a return to the stay-put evacuation strategy, will occur at different times for different blocks.

This means you may have a different evacuation strategy than a neighbouring block. Please follow the most recent policy that has been communicated to you. If you have not received a dedicated communication, your policy has not changed.

BLOCK COMPLETION STRATEGY

Once the remedial works and door adjustments are completed within each block, and the life safety systems have been checked and serviced, all corridors and communal areas will be fully cleaned - including a deep clean to all floor coverings.

The lifts will also have all protection and curtains removed before undergoing a deep clean of all surfaces. A new set of lift curtains will be provided to the Managing Agents for future protection as required.

Façade works

Programme update

Works continue to progress on all four blocks with increased labour levels allowing the team to commence works on the Avery Courtyard-facing facades.

Completion activities are ongoing to the timber and render façade areas of Bree Court Elevation A, the elevations where works first commenced, with the final snagging well underway.

Scaffold drop to this elevation has started, it will be dropped two floors at a time to allow infill and snagging works at each level.

These works will progress sequentially around the block to ensure the final coat of render and the scaffold drop is progressed as efficiently as possible.

MORTGAGE LENDING

Barclays, HSBC, Lloyds, Nationwide, Natwest and Santander have recently announced that they will lend on properties with an A3 or B2 EWS Rating, where there is a funded solution in place to remediate to EWS1 standard. This applies to **TNQ Colindale**, and means residents who wish to move now to sell their properties should be able to do so. As

we set out on the next page, EWS1 completion is also close on most blocks.

For further information, please see here:

www.bsa.org.uk/media-centre/press-releases/bsa-ukf-joint-statement-on-cladding

Block progress

Bree Court

Following the completion of the water testing operation, many elevations on Bree Court are being completed by the contractor and passed to the client team for final snagging inspections.

As has been the case throughout the works with Bree Court, many of the tasks are being carried out for the first time on the project and there is inevitably a learning curve to overcome. Unfortunately, this makes it difficult to accurately estimate completion dates.

With the sign off and scaffold drop sequence having now commenced on Elevation A, we anticipate the whole scaffold to be removed during July 2022.

Once the scaffold has been dropped, there are some waterproofing and reinstatement works to be carried out before the block is fully completed. We anticipate full completion, and the issuing of the EWS1 forms, at the end of July.

Cara House / Dara House

Works are progressing as planned, with the repairs, re-boarding and base coat render all working their way around the elevations.

Water testing will also be required, but as it follows Bree Court we are hopeful this process and the subsequent snagging and sign off protocol will be quicker.

We anticipate the scaffold drop at Cara House will begin in June 2022, with the block being complete and the EWS1 form issued at the end of August 2022.

We are currently looking to commence the scaffold drop to Dara House in June 2022, with the block being complete and the EWS1 form issued at the end of September 2022.

Avery Court

Works are progressing to Avery Court as planned, with the courtyard facing facades advancing and the scaffold erection having commenced. This includes a hoist area adjacent to the Capitol Way elevation.

By applying the lessons learned from the other blocks, we expect the team will be able to mitigate any previous delays by completing sooner than expected.

We anticipate completing the scaffold drop in October 2022, with the block being complete and the EWS1 form issued at the end of November 2022.

Elevation / Block Scaffold Down and Completion Dates

We can confirm that the contractor has completed their most recent programme review and re-casting of dates, on an elevation-by-elevation basis, where required.

This revised programme now sits with the CBRE and the client team to ensure that all dates provided can be achieved and that all milestone inspections can be resourced sufficiently to prevent programme delays.

Unfortunately, this review has not been completed sufficiently to be able to report confirmed dates as a part of this newsletter. A further communication to each resident will be issued as soon as possible.

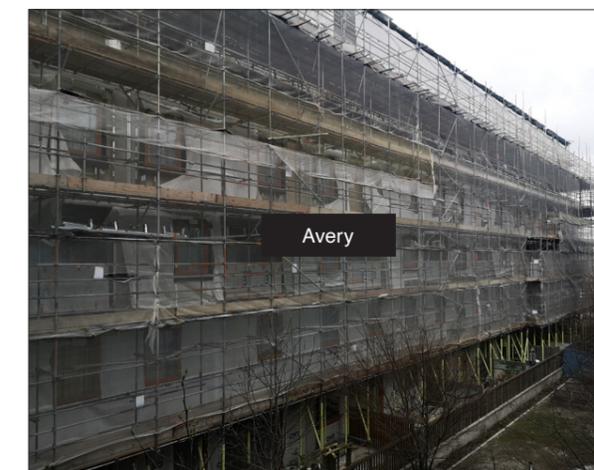
ISSUES TO BE AWARE OF

We are aware that some areas of the façade did not have permanent or temporary insulation installed during the recent cold snap. Please accept our apologies for any disruption or inconvenience caused because of this.

Whilst any exposure to these adverse weather conditions was relatively short, there is the possibility that some condensation and mould growth may have occurred during this period. 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, we 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 as a direct result of the works to the façade will be addressed by the contractor towards the end of the facade remedial works to each Block. In the first instance, please ensure that any 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.

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

INTERCOM SYSTEM



Network Homes have reported intercom system issues in Avery and Bree Court, which we are currently investigating.

Please continue to report issues with your handset directly to Network Homes, so that we have a clear record of the current issues that need to be investigated.

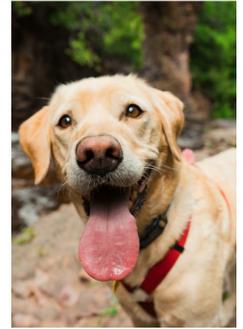
In respect of the intermittent issue in Dara House, this has been investigated however, no faults could be found. We will be hiring another contractor to get a second opinion and will communicate any findings.

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

Pets

Further to a recent posting on the residents' portal and monthly newsletters, please ensure that you have obtained Landlord's consent to keep a pet in your property. If you have not done so, you are in breach of your lease and further action may be taken if necessary.

If you do have written consent from the Landlord, we'd like to politely remind residents to please ensure you follow the rules and regulations for the building which have been posted on the portal.



REFUSE MANAGEMENT

Please ensure that you break down cardboard boxes before disposing of them in the refuse bins, when this is not done the bins become full very quickly making it harder for other residents and staff. We'd also like to remind residents to check their bin bags for any leakages before taking them to the bin store via the lift and corridors to ensure no stains are left on the lift floor and carpets.

Residents are also encouraged to use the rear bin store at each block where more bins are available. However, please note bulky waste cannot be disposed of in the bin stores, a collection must be arranged directly with Brent Council.

For more details, visit the following link:

www.brent.gov.uk/services-for-residents/recycling-and-waste/types-of-collection/special-collection-service/

IN THE COMMUNITY

Active Within

Looking to get active and improve your fitness?

Look no further than Grahame Park, where a health coach will be hosting exercise classes for free to help the local community improve their health and wellbeing.

For more information about the classes, please visit: www.activewithin.com



Key contacts

AVERY AND BREE COURT

Security team: **07891 216 201**

Resident Liaison Team:

cwliaison@networkhomes.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