



## Dear Residents,

Welcome to the August edition of the newsletter.

We hope you've been enjoying the lovely weather so far this Summer!

Please read on to find out about our progress throughout the development as well as some important updates, including a FAQ's section to address the recent delays we have experienced.

Best wishes,

**The TNQ Team**

## CONSTRUCTION UPDATE

### Internal Firestopping Remedial Works

We are very pleased to confirm that the remedial works for the compartmentation between dwellings, as well as between the dwellings and corridors are now complete across all four blocks. Whilst we have some adjustment works to doors to complete within Avery Court, and two properties remaining within Dara House (with appointments booked), we anticipate this to be completed in the coming months.

We understand and appreciate the works have been inconvenient and disruptive, so we would like to once again thank you for your ongoing patience throughout this time.

#### Waking Watch Wardens

Now works are complete within Bree Court and Cara House, the Waking Watch wardens are no longer making any patrols here.

The wardens will continue limited patrols within Dara House, only passing the two flats that are yet to have their door works actioned. They will be removed as soon as works are completed.

The wardens will remain within Avery Court as the door works are a little further behind but are due to be completed by September. We will notify residents if this changes.

#### Fire Strategy 'Stay Put' Policy

Following completion of the remedial works, Bree Court, Cara House and Dara House have all returned to the originally designed 'stay put' strategy, with Avery Court still operating a full evacuation protocol.

We would like to thank all residents who attended the recent webinars detailing the change of the Fire Strategy. Should anyone like any further information on what this change means to residents, please do not hesitate to contact your RLO's or the concierge.

#### Day to Day Block Management

With the internal remedial works complete, the day-to-day upkeep, maintenance and overall management of the communal areas within Bree Court has returned to Network Homes; and for Cara

House and Dara House this responsibility has returned to the Managing Agent.

The remedial works project management team are currently in the process of reviewing all assets within the blocks to ensure that they are in the same, or better, condition than when the remedial works commenced and that there is no likelihood of long-term performance issues resulting from the remedial scope of works.

Once again, Royal London has confirmed that any issues which are directly attributable to the remedial works will be addressed as part of the project, and costs relating to those items will not be borne by residents.

#### NHBC Certification

We are working with the NHBC to ensure that the re-issue of its warranty document regarding the properties can be issued within the next couple of weeks, which we are pleased to report will complete the due diligence packs.

Going forward, it would be prudent for all leaseholders to securely keep a copy of the due diligence pack as this will be required should you choose to sell or re-mortgage the property in the future. A secure copy of each due diligence pack will also be kept by the Managing Agents/Network Homes should you need a further copy. However, please note that there may be a charge for obtaining a further copy from Managing Agents/Network Homes.

#### Decants and Removals

We can now confirm that all decanted residents within Bree Court, Cara House and Dara House have been moved back into their original properties. Whilst we do have some work left to empty/return swing space apartments where required, residents will not be required to move again as a result of the remedial works.

We do have some long-term decants available within Avery Court which will be re-occupied as the works to the façade progress, however these are limited in number.

### Fire Door Adjustments

AVERY COURT	BREE COURT	CARA HOUSE	DARA HOUSE
90 complete	76 complete	76 complete	86 complete
<b>139 Total</b>	<b>76 Total</b>	<b>76 Total</b>	<b>88 Total</b>

## Façade Replacement Works

Recent progress on the façade works has been more challenging. As noted in previous newsletters and communications, the construction industry in general and the façade replacement sector more specifically, have been severely hit by material and labour shortages.

The most recent British Chambers of Commerce quarterly survey states that the construction sector reported the most severe recruitment challenges across the whole economy, with 83% of businesses undergoing difficulties. In respect of façade works, this is further heightened, largely due to the influx of façade replacement projects funded by the Government's Building Safety Fund, which has seen an already stretched labour pool become even thinner.

Coupled with labour shortages, the demand for the material in this area of work has far outstripped supply with unprecedented cost rises and availability problems.

Royal London along with CBRE is continuing to work closely with our façade contractor, Lawtech Group to look at how the delays, and the resulting inconvenience and frustrations to our residents can be mitigated. Some initiatives we have already implemented include buying all the

materials in advance and allowing the contractor further storage facilities on the adjacent Stag Lane site as well as planning, procurement, and sequencing assistance.

Unfortunately, with the labour levels being below where we had originally planned them to be, there have been some associated delays to the programme. Our teams are currently working on revised programmes, based on varying labour levels. We expect to be able to communicate what these delays look like for each elevation of each block in the coming weeks.

On a more positive note, where the works have progressed sufficiently, the finished product is very encouraging, and we are hoping to have Bree Court completely scaffold-free by September 2022 with Cara and Dara in the same position by November 2022!

## Block Specific Update

The remaining stages for blocks to go through are as follows:

Stage 4	Stage 5	Stage 6	Stage 7	Stage 8
Cedral cladding applied	External Wall Insulation complete	Base and Topcoat render to be applied	Final inspection	Scaffold strike (the scaffold is removed)

Any further works to the elements which form the base or structure of the building can then be completed after the removal of the scaffolding, which will mark the completion of the block.

### Bree Court

This block is the most advanced block in terms of progress. Cedral cladding is now complete to all elevations, and scaffolding on Level 5 & 6 has been taken down.

External Wall Insulation (EWI) to the necessary walls have been completed on elevation A, E & F. Scaffolding to these areas on Level 3 have also been removed with the scaffold on Level 1 and 2 to follow imminently. Remaining EWI walls to elevation AA and D are now prepped for topcoat, which will be followed by a final inspection and removal of the scaffolding.

Elevation C & B are in the process of completing stage 5 and should be on stage 6 ready for the topcoat soon, quickly followed by a final inspection and the removal of the scaffolding. Works to podium levels at junctions with the terrace remain unfinished and can only be completed once all scaffolding has been removed. This is planned and residents will be notified in due course.

### Cara House

Cedral cladding works to levels 5 and 6 are in the final stages (stage 6.) Unfortunately progress here has been slower than we had hoped for due to ongoing industry resource issues.

The progress of EWI walls has advanced with most elevations at stage 4. Elevation F is slightly more advanced at stage 5.

### Dara House

Dara is progressing well, with cedral cladding installation to elevation A having commenced. Elevation H & K are close behind, currently being at stage 4.

EWI walls are more advanced and mostly at stage 4. Where render has commenced, some are further ahead at stages 5 and 6, such as elevation AA, C and D.

### Avery Court

Cedral has been progressing well at Avery, with the installation of the cladding having commenced on level 5 & 6 to elevations AA, A, B, & C.

EWI walls are progressing slightly slower than hoped with most elevations sitting at stage 3 and are undergoing installation of cavity barriers.

Erecting of new scaffolding has commenced and to date elevation E is almost complete and F is well under way.

We are aware that there are several general questions with regards to the façade replacement works and the delays currently being experienced. As such, we have compiled a list of frequently asked questions (FAQ) for your information.



### Q WHAT IS THE REASON FOR THE DELAYS TO THE WORKS?

The contractor Lawtech Group, who is undertaking the remedial works, has encountered some problems in securing the number of employees required to progress the works in line with the original project timeline.

Unfortunately, there are severe labour and materials shortages across the construction industry, which have been well documented by the media, with more than 80% of contractors experiencing this. The contractor has been able to mitigate some concerns regarding materials for this project by purchasing the bulk of materials early, however there are still issues with securing enough workers.

This has been exacerbated by an increase in cladding-related projects commencing following the government funding approvals, and a subsequent increased demand for labour across the UK. This shortage of labour has meant it has been more challenging to recruit people for the programme of works.

### Q WHO IS RESPONSIBLE FOR THE DELAYS?

Producing the remedial works project programme and then resourcing the project to meet the dates is the sole responsibility of the contractor, Lawtech Group. Lawtech Group have overcome several issues pertaining to the remedial works in a very professional and diligent manner. The problems with labour shortages across the construction industry in general are not the fault of Lawtech Group.

### Q WHAT IS BEING DONE TO MITIGATE THE ISSUES?

The contractor is continuing to approach, interview, and trial numerous additional trade sub-contractors. We anticipate that three new trade sub-contractors will be joining the project imminently. However, it is important that we have the correct mix of trades, and the correct mix of skilled and non-skilled workers, due to the complexity of the remedial works.

The labour shortages within the industry have made it more challenging to recruit additional employees for the programme of works. Delivery of the remedial contract is the responsibility of Lawtech Group, but CBRE will continue to work with them to assist in their sequencing, labour procurement and allocation wherever possible.

### Q CAN YOU NOT JUST PAY MORE TO ATTRACT ADDITIONAL LABOUR AND FINISH THE JOB MORE QUICKLY?

Royal London has agreed a series of financial incentives with the contractor to try and secure the labour numbers required to adhere as closely as possible to the project timeline.

### Q WHAT IS BEING DONE TO ENSURE THE COMPLETION DATES DO NOT SLIP?

The contractor is continuously looking at how existing labour numbers can be increased by using more trade sub-contractors for the project, and we anticipate an increase in the number of operatives in the coming weeks.

With regards to the certainty of the completion dates provided, we are looking to predict the timeline of works accounting for varying numbers of workers being available throughout the rest of the programme. This will allow us to manage expectations based on different market conditions. This is a challenging market, but please be assured that we are doing everything we can to bring the programme to the earliest possible conclusion.

### Q SO, WHEN WILL THE REMEDIAL WORKS END? IS THERE A TIMELINE?

We intend to provide regular updates on anticipated completion dates to the various blocks to the relevant RLO Teams, who can pass this information on to residents. We expect to be in a position to update all residents fully later this month.

### Q BUILDERS START WORKS OUTSIDE OF MY FLAT AND DISAPPEAR FOR A TIME. SIMILARLY, IT SEEMS LIKE THEY KEEP REMOVING WORK THEY HAVE DONE ALREADY WHICH SEEMS INEFFICIENT. WHY IS THIS AND WHY CAN THE WORK NOT BE CONTINUOUS?

There are numerous stages to the works, which must all be carried out sequentially and all must pass a rigorous quality assurance and validation process, before the next stage of works can commence. These processes can unfortunately lead to some fallow time between each element of the remedial works. However, this is essential to ensure that the defect identification, rectification, and record-keeping is fully complete and accurate.

The quality assurance and validation process also mean that if a problem is observed in one area, then all similar areas must be opened up and re-inspected for certainty. Although we have not had many instances where this has been the case, it has happened on a few occasions.

It is also the case that where temporary insulation is applied, this is removed at the start of each phase of works and reinstated at the end of each day, which could give the impression of inefficient working, but is in fact normal practice.

## **Q WHAT HAS HAPPENED TO WEEKEND WORKING?**

Weekend working can only be considered for certain tasks, due to planning restrictions as well as the desire to limit the disturbance caused to residents.

## **Q WHAT CHECKS ARE BEING DONE TO ENSURE THAT BUILDING MATERIALS, REFUSE AND SHARP OBJECTS (SUCH AS NAILS) ARE BEING CLEARED AWAY FROM BALCONIES AND WALKWAYS OF THE BUILDING EACH DAY?**

We have been working closely with the contractor to ensure that all their operatives are following best practice for working within an occupied development. One particularly important aspect of this is the general site cleanliness, and specifically the cleanliness of areas which are accessible to residents or the public. To help continually monitor this, we have instigated daily checks, not just by the contractor, but also by the CBRE team and the Network Homes team.

## **Q FOR FLOORS WHERE THE SCAFFOLDING HAS BEEN REMOVED, WHEN WILL OUTDOOR FURNITURE/ ITEMS STORED BY NETWORK HOMES ON THE RESIDENT'S BEHALF BE RETURNED?**

This will need to be discussed directly with Network Homes, however once the scaffolding has been removed, unless specifically told otherwise, the terrace is once again available for normal use.

## **Q WHAT SUPPORT ARE YOU ABLE TO OFFER RESIDENTS FOR THE ONGOING DISTURBANCE?**

The disturbance and inconvenience caused as a result of these works is acknowledged and we apologise for this. These works are, however, essential to ensure that the development is completely fire safe in all areas. This work will allow all residents to reside in a dwelling that is fully protected in line with the original fire strategy, and to be able to transact in the future with all relevant certification in place.

TNQ Colindale has set up a remote working space for residents, and we are not conducting remediation at evenings or weekends. Please be assured that we are doing everything we can to bring the programme to the earliest possible conclusion.

## **Q I WAS TOLD THAT COMMUNAL TERRACE AREAS WERE BEING MARSHALLED, WHY AREN'T THEY?**

Not all communal terraces need to be marshalled for the façade replacement works. There are some critical areas that the contractor has risk assessed which need to be managed. A protocol is in place to action this. If residents are concerned about any specific areas not being suitably marshalled, we would ask that they raise this with their relevant RLO and it will be explored with the contractor.

## **Q WHEN WILL RESIDENTS BE COMPENSATED?**

Both Royal London and Network Homes have agreed that in recognition of the disturbance to residents, compensation of £150 per property will be paid on completion of works to each block.

## **Q WHEN WILL I BE ABLE TO SELL MY PROPERTY? WILL THE VALUE OF MY PROPERTY HAVE GONE DOWN?**

There have in fact been several property transactions on the developments in recent months. There appears to be a change in attitude amongst the mortgage providers who now appear to be more flexible regarding lending on properties where remedial works are in progress and where no costs will be levied on the leaseholders. This is the case for TNQ properties. Royal London is committed to providing whatever supporting information and evidence is required to the lender to demonstrate this.

We have been informed that once all remedial works are completed there will be no diminution in value to any of the TNQ properties.

## **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**