

**9 January 2023**

Dear residents,

### **Car park entrance gate at Capitol Way**

On 2 November 2023, the car park entrance gate was hit by a vehicle. TNQ, the managing agent for your building, attempted to repair the gate, however it could not be repaired and has remained open since that date. As the gate could not be repaired, it had to be left open for safety purposes. We've received an update from TNQ about what their plans are to resolve the issue and the actions they have taken to keep your building safe.

There have been issues with the exit gate for several weeks and further investigation was required to determine the issue. It appears to be an intermittent fault as the gate has closed on some occasions recently. TNQ tried to repair the gate, however it was unsuccessful which is why the gate has been left open. They have now decided to replace the gate rather than attempt further repairs to it.

The existing gates are manufactured by Hormann, who are a German manufacturer where all parts are made. It would have taken at least 16 weeks to replace the broken entrance gate. It has previously taken at least four weeks to replace simple parts, such as sensors and safety edges, leaving the gates out of operation for this time. As there are such long lead-times involved with this manufacturer, TNQ have managed to come to an agreement with the insurers and loss adjusters to replace the up and over gates to swing gates with UK based parts. Moving forward, this will make it much easier and quicker to purchase parts and repair the gates, ensuring that the car park is secure.

**The new gates are being installed this week (beginning Monday 8 January 2024), with the work likely to take around four days to complete.** The entrance gate will be replaced first and will be barriered off, so **all vehicles must enter and exit through the exit gate until notified further.**

### **Security at the car park**

TNQ made an agreement with the insurers and loss adjusters to provide a security guard for the car park at night which has been in place since 3 November 2023. However, due to the increase of incidents that have been reported by residents over the past couple of weeks during the day and night, the insurers and loss adjusters have approved for additional security guard to be provided during the day (8am to 8pm) and two guards at night (8pm to 8am), which has been in place since Thursday 4 January 2024.

TNQ take security risks to the development and residents very seriously and they have asked us to pass on their apologies for the inconvenience that this has caused to all residents to date. Their Development Managers have been keeping an eye on the CCTV cameras in the car park and patrolling as often as possible to move along any trespassers in the car park, and they are focused on resolving this as soon as they can.

**Please ensure that you close/lock all doors within the car park after use and do not allow access to anyone that you do not recognise.** This also applies to the car park lift entrance for Cara, Dara and Everly residents off Capitol Way, as this provides the public easy access to the car park if the door is left unlocked.

We hope that with the additional security now in place, this will provide much needed comfort to all residents. However, if you do see any suspicious activity and you cannot find the security guard at that time, please call the police and report this trespassing on private property.

If you have any questions about this, please contact us by emailing [customerservices@networkhomes.org.uk](mailto:customerservices@networkhomes.org.uk) or calling **0300 373 3000**.

Kind regards,

Foluke Ajayi

Head of Neighbourhood Management (London) and Support Services