**6 February 2024**

Dear residents,

**Car park gates at Capitol Way**

We wrote to you last month to let you know that the managing agent for your building, TNQ, were going to replace the car park gates for Avery and Bree court. We’ve received an update from TNQ about the recent issues with the new gates and what they have done to ensure the gates are in working order again.

The parking gates were replaced with new lightweight aluminium frames last month. The new gates struggled to close against the force of the strong winds from Storm Isha on 21 January 2024 and then Storm Jocelyn two days later on 23 January. Contractors visited Capitol Way to resolve this and they amended the forces and sensitivity of the gates. They tested the gates 20 or 30 times with the maximum forces applied. They were fully functioning during the gusty winds on the afternoon of Wednesday 31 January, however the gates then stopped working at 7:07pm that evening, which meant that you could only enter the car park via the exit gate.

Contractors visited the next day to investigate the issue. They discovered that the plate which moves the gate from open to closed was struggling to do this with maximum force applied. They greased this plate to enable more movement when maximum force is applied. The gates were fully tested and left fully functioning as they should.

TNQ are hopeful that this will have resolved the issues with the gates, and will continue to monitor them. If any further issues occur, they will work to resolve them as quickly as possible. TNQ have left both sets of gates open for now, however this now presents a security risk. **If you notice any issues with the gates or if you have any concerns about security, please report this to us using the contact details at the top right of this letter.**

If the gates have failed and are partly open, please enter the car park by foot and walk through the trigger beams on the exit gate which are at the top of the ramp. The exit gate will then open and you can enter via the exit gate. **The gates must not be forced open.** The power isolator must have a padlock on it, otherwise the gates can be easily tampered with.

**Remote controls for the new gates**

The new parking gates have the ability to be operated using a remote control. If you would like to purchase a gate remote, please email **customerservices@networkhomes.org.uk**so that TNQ can put together a list and place a batch order. The cost of the remote is **£40.80** and only one remote can be purchased by each resident with a car parking space.

TNQ apologise for the inconvenience caused by the recent issues with the car park gates and thank you for your patience.

If you have any questions about this, please contact us at SNG by emailing **customerservices@networkhomes.org.uk** or calling **0300 373 3000.**

Kind regards,

**Shujaat Ali**

Neighbourhood Officer