

Friday, 24th January 2020.

Dear Eaton Plaza Residents,

Communal repairs & security

As promised, I am writing to provide you with the latest weekly update on the key issues relating to the day to day security of Eaton Plaza.

Car Park and Pedestrian Gates

- The replacement hydraulic arm is due to be installed today 24th January.
- The 24-hour security team will remain in place until 9am on Monday, 27th January 2020 even if the gate is restored to working order.
- If for whatever reason the gate isn't in working order by the end of today, then security will continue to be in place until the gate is fixed.
- We are now ready to submit an order for brand new gates for the car park. There is a recognition that the existing gates are no longer durable to cope with the vehicle traffic and most importantly attempts by non-residents break through them. Given the length of time the existing gates have been in use we feel it is reasonable that the new gates should be recharge to all residents living on Eaton Plaza; this would mean Network Homes has to follow the Section 20 process and this can take up to 3 months.

CCTV System

- The DVR onsite is recording (therefore images can be viewed on site) however the engineer has advised the problem is due to a broadband issue as there is a dialling tone present but no broadband LED on router.
- We have asked Oakrays to arrange for a new broadband connection to be setup which will allow for the images to be viewed remotely.
- Please continue to report incidents of ASB to Network Homes so that we can assist the police in identifying any perpetrators of crime at the location.

CCTV signage

Following today's meeting and inspection of the car park, we have now ordered some large size, very visible CCTV signage to put in and around the car park. This should work as a deterrent.

Fobs

- I've received confirmation following Foluke's meeting with you earlier today that Oakrays have already provided Network Homes with a quotation for all access control to be upgraded to Intratone, this will be a more suitable option than wiping the database and reprogramming all fobs. The Intratone system virtually guarantees that they cannot be cloned. I will liaise with the team about how soon the works will commence.

Security

- I have been discussing the possibility of having a permanent security presence at Eaton Plaza – the illustration below gives you an idea of how much this would cost.

Security Options for Eaton Plaza			
Option	Total Weekly Hours	Hourly Charge	Weekly Charge
1) 24-hour Security, 7 days per week	168	£16.86	£2,832.48
2) 07:00 – 19:00 / 19:00 -07:00 Security, 7 days per week	84	£16.86	£1,416.24
3) 8-hour shift (time variable) Security, 7 days per week	56	£16.86	£944.16
4) 12-hour shift (time variable) Security, 3 days/nights	36	£16.86	£606.96

Notes:

- Due to no welfare facilities available on site, the above has been quoted with a vehicle.
- The prices quoted are subject to VAT at the prevailing rate.
- Bank Holidays will be charged at double the standard hourly charge and are based on Sunday hours. If Christmas Day, Boxing Day or New Year's Day falls on a Saturday or Sunday all hours worked will be invoiced and staff paid at double time.

We would like to thank you for your patience and cooperation on this matter.

Yours faithfully,



Gabriel Codjoe
Director of Housing