

Wednesday, 04th March 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 and some of the other communal repair issues.

Car Park and Pedestrian Gates

- I can firm that the gates are now operational although the ANPR system has been disabled. New fobs were issued last Friday (28th February).
- Going forward the ANPR system will no longer be used as this has now been replaced by the remote fob system.
- CPM parking permit system remains unchanged and vehicles must always display a valid permit in their windscreen and renew permits before expiry.
- The 24-hour security team will now cease as of **Thursday 5th March 2020, 9.00am**.
- I will issue a formal questionnaire to all residents seeking permission to introduce a security service to Eaton Plaza; this will start the week beginning Monday; 23rd March 2020.

Proposal for the new underground car park gates

- We will now submit an order for new gates for the car park and this now triggers the S20 consultation for which a notice of intention has already been issued.
- The Notice of Intention then allows customers 30 days to make observations and comments, which Network Homes, as the Landlord must have due regard for.
- The works would then be formally tendered and a second section 20 notice - Notice of Proposal would be sent to the homeowners and L&Q, which would set out a minimum of 2 quotations. Customers then have 30 days to make observations and comments, which Network Homes, again, must have due regard for. All being well, the works can then proceed at the end of the consultation period.
- Regarding the cost for these works, homeowners and L&Q would be billed for these works according to their service charge apportionment.
- For tenants, the situation is different and depends on the contract that they have with Network Homes; examples of this are in the next set of bullet points.
- **Affordable Rent Tenancy** – these customers have their service charge and major works costs included within the rental element and so no separate bill would be applicable.
- **Assured Rent Tenancy** – these customers have major works costs included within the rental element so there would be no separate bill for the installation of the gates, however, there would be an on-going service charge for the maintenance which would be incorporated into the service charge which sits outside the rental element.
- **Social Rent Tenancy** – these customers have major works costs included within the rental element so there would be no separate bill for the installation of the gates, however, there would be an on-going service charge for the maintenance which, for the most part, would be incorporated into the service charge which sits outside the rental element.

Residential new fob access control

- Contractors will be on site the week beginning 23rd March 2020 to install the new system, it is anticipated that the works will take 5 days to complete. The new fobs will be issued under strict conditions with regards authorised occupants and we confirm the process nearer the time of installation.
- These new fobs are anti-clone and usage can be monitored from Network Homes office.
- Fobs will be programmed so that authorised car park users can only use the side pedestrian gate via Leicester Court. Oxford and Fazely Court residents will have additional access to the car park via their block and Leicester Court.

Drainage

- At the site inspection carried out on 21st January by Willow Pumps they thoroughly checked the pumps over and found that both pumps are working. However, they did find that the floats were tangled up and not working to its specification. The following works have been recommended:
 - 1 x empty and clean (this will require a tanker and consideration given to residents as to where the tanker can park and the time of the activity).
 - 4 x new floats
 - 2 x lifting chains and shackles (2.5 metres)
 - Residents will be notified before these works takes place.

Anti-Social Behaviour

- The process and activity as stated in the last update remains in place and is ongoing.
- Network Homes is actively working with L&Q, Police, and Westminster ASB team.

CCTV System

- As stated previously the DVR onsite is recording (therefore images can be viewed on site).
- Oakray have now installed the new broadband connection however, to enable the remote viewing there is an administrative step that needs to be taken and this will be completed by Friday, 13th March (or sooner).
- 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.

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

Yours faithfully,



Gabriel Codjoe
Director of Housing