

Coronavirus Update

20 March 2020



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Dear Resident,

Everyone on the TNQ Team, as well as Royal London, NEAT Developments and Network Homes, would like to pass on our sincere best wishes to all our residents at what is undoubtedly a distressing time due to the outbreak of Covid-19.

We remain committed to progressing the works as quickly as we possibly can.

This letter details a number of steps that we will take to ensure the safe continuation of works, and what we are asking you to do if you contract Covid-19.

What to do if you are self-isolating for Covid-19?

If you or anyone in your household is self-isolating due to suspected Covid-19, please ensure that you inform our Resident Liaison Team as soon as possible, along with any details of interaction with the remedial works teams within the preceding 14-day period.

If you're self-isolating, work on the section of corridor where your property is based will stop and a deep clean carried out to the corridor and any work in the area. Open areas of hallway will then be re-boarded as a temporary measure to make the areas safe and suitable to occupy for a further period of 14 days. Following this period if no further cases of Covid-19 are raised the remedial works will recommence.

What will happen if a site operative has the symptoms for Covid-19?

Should a site operative suspect they have Covid-19 we will ensure that all residents within the areas where the operative has worked within the preceding 14-day period are notified.

Following this we will ensure that all areas where the operative has worked are fully deep cleaned including all site facilities.

The operative affected and any other operatives who may have worked in close proximity will follow all government guidelines around self-isolation and will not return to the development until that period has surpassed.

Progress of remedial works

As we currently have no reported confirmed cases of Covid-19 within the development or any of our workforce, we are progressing all remedial works as 'business as usual'.

However, as almost all of our work is based on the ability of people to work on site, we are very labour orientated and are working to a specific programme which may be become disrupted.

If someone does become ill or need to self-isolate, we will need to take a flexible approach. We will try to minimise any disruption and to maintain the programme dates for each floor or section of corridor in line with our most recent communications. We will advise further as this situation develops.

Finally, as an additional precaution, we will also be ensuring that any dwellings or areas of corridors that all surfaces are fully deep cleaned prior to completion and hand back.

Moving in and out of your home

We have several moves in and out of resident's homes booked over the next few days and we shall continue with these. The RLO team will liaise with each resident to ensure they are happy to move and provide as much support as possible.

Façade Investigations

We've made good progress so far but have decided to pause work at the moment. This is because we don't want to have to pause work in the future and leave a part of the building exposed.

Interim Fire Strategy

We can confirm that discussions have been held with the suppliers of our fire wardens and they have confirmed that they have a Covid-19 policy and enough trained staff to step in to replace anyone who becomes ill or self-isolates.

The current Fire Strategy at Avery and Bree Court is a **Simultaneous Evacuation Strategy**.

This means if you become aware of a fire within your building or you hear a fire alarm **you must evacuate the building immediately**.

Resident Communications

Our Resident Liaison Team is maintaining a presence on site, working on a rota basis with the remainder of the teams fully functioning from home. We will try and respond to queries as quickly as possible. However please be aware that the team will only be able to provide answers to queries in line with the current remedial works proposals.

To protect resident and team welfare, we have also taken the decision that for a period we should suspend all one-to-one and floor wide meetings with residents unless there are extreme extenuating circumstances. We're hoping to hold these meetings via video call and will have an update soon.

If you have any questions, please get in touch with our resident liaison team on CWLiaison@Networkhomes.org.uk.

Thank you for your understanding in these circumstances.

Best wishes



Raj Gandecha
Head of Capitol Way Project