

9 April 2020



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Dear Resident,

Following the letter we sent on 27 March 2020, I hope you are managing during these difficult times.

In this letter I have provided an update on some development wide issues that have moved on since the last letter, and also included a reminder of some requirements that are becoming more important as more residents are staying at home.

I would like to stress that our priority at this time is the health and safety of residents and those who work at TNQ, and we are grateful for the way in which residents are observing the relevant guidelines on social distancing.

Remedial Works

Ongoing Internal Remedial Works

We are now close to completing the work on the flats and corridors that started before the coronavirus outbreak. We hope to have these completed and all areas deep cleaned by late-April.

Our main remedial work is on hold at the moment and we will be led by government guidance on when we can start work again. We will need to consider not just the effect of the construction work on our residents and our workforce, but also the government guidance around moving home and the supply chain involved with this.

Façade Remediation Work

We have also put the work to the façade on hold so we can avoid further disturbing you. We are preparing a comprehensive information pack which will be distributed to you when we are able to move forward, and we will hold briefing and Q&A sessions as well.

Work to Commercial Units

There is some work needed in one of the commercial units and within the energy centre. This will provide a management suite and welfare facility which will be used by all of the contractors on the development as work progresses both internally and externally. Much of this work can be done without any disturbance to you and while maintaining all social distancing requirements.

Starting this work now will put us ahead of our schedule and keep our workforce on-site. We're currently putting together the plans for this work. I will confirm in future updates if this work will start once I have looked at the plans.

Interim Fire Strategy

Waking Watch – Fire Wardens

The waking watch continue to patrol our buildings 24/7 and to date we have not had any missed shifts due to coronavirus. Their commitment has been exemplary, and we are grateful for that. The

waking watch company has assured us that should any wardens become ill, that they have enough trained wardens to call upon and are training more all of the time.

I want to reassure you that Royal London are fully committed to maintaining and paying for the waking watch at Capitol Way, for as long as it is needed.

All our wardens are having their supply of personal protective equipment restocked imminently. They should be wearing it at all times when on-site. Thank you for your patience as we waited for the supplies to be delivered. I'm sure you'll understand that these items have been in high demand.

We will continue to remind the wardens about the need for social distancing and that they should not use the lift if it is being used by a resident.

What to do if there's a fire

A reminder that if you suspect or identify a fire, you should sound the main alarm call point within the corridor of your block. This will trigger the lift safety systems, unlock all fire doors and open all vents and fire windows. If the alarm sounds, the waking watch wardens will go through their standard checks.

It is important that you **evacuate the building** if you hear the alarm and wait at the meeting points.

Social Distancing During an Evacuation

The main priority if you hear the fire alarm is to evacuate the building quickly and safely. If possible as you evacuate, a safe social distance should be maintained. Once you get to the meeting point, you must practice social distancing. As always, please do not re-enter the building until instructed that it is safe to do so.

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.

Kind regards and stay safe.



Raj Gandecha
Head of Capitol Way Project