

# TNQ NEWS

MAY 2020



**Dear Resident,**

**We really hope that you and your families are well.**

As some movement restrictions have been relaxed and more services are opening up, we would like to remind all residents to take care when venturing out, especially in communal spaces within the development.

As per the new government guidelines, we look forward to being able to recommence some of the remedial works at TNQ and you can read more about this in this month's construction update.

You may have seen some rainbows around the development and some of the lovely displays of artwork in Marks & Spencers. It's a great reminder of the work being undertaken by so many key workers during these difficult times.

Thank you for all your concentrated efforts, understanding and assistance during these times – we will beat this.

**The TNQ Team.**



## COMMUNITY HELP HUB - BARNET WORKING TOGETHER AT A TIME OF CRISIS

Community groups across Barnet Council have been working hard to support vulnerable people during the coronavirus crisis. By working in partnership with Barnet Together, the council along with a task force of charities,

faith groups and businesses' have combined their efforts to support vulnerable residents. A Community Help Hub was set up to create a network of local support that will help anyone in the community who needs it.

## UPDATE: PARCELS TO BE ACCEPTED BY CONCIERGE AGAIN

We have now re-instated the parcel service with the concierge, effective from **Thursday 14th May**. To ensure the safety of the concierge and all residents, the following measures will be implemented:

- Any parcels received will be quarantined for 24 hours to reduce any cross contamination between parcels. For example, parcels received on a Monday will not be registered or available for collection until Tuesday – this will follow the same for each subsequent day, i.e. received Tuesday/issued Wednesday etc.
- Please only come to the concierge for your parcel if you have received an email from the concierge with a specific Dwellant parcel code.
- The door to the concierge will have restricted access – residents should remain at the door and advise the concierge of the parcel code/apartment number.
- When the parcel has been retrieved by the concierge, please stand back from the door. The concierge will then place your parcel at the foot of the door for you to collect.
- The concierge will sign for your parcel on the system.

**Please note** – delivery companies may advise you the parcel has been delivered but please wait for the concierge email as the parcel may still be quarantined.

## TNQ HEROES

At a time when communities and neighbourhoods are coming together to support one another, if you have a neighbour at TNQ who has gone above and beyond to help you or someone else at a time of need, please do let us know. Perhaps you have a friend or family member who is a key worker or is on the frontline and you would like to say thank you.

Send details to [dm@tnq-london.com](mailto:dm@tnq-london.com)

## Refuse areas:

It has been noted that the front refuse areas are being over filled at weekends with waste being placed in the incorrect bins. There is actually a much larger waste bin area at the rear of your block which is easily accessed by the rear lift. You are respectfully asked to use the rear refuse area, especially at weekends, so that the front refuse area is not over-crowded with waste.

**Thank you** in anticipation of your assistance with this.

## KEEPING UP WITH TNQ NEWS

**Whether you are a resident of Avery and Bree Court or Cara and Dara House, there are helpful news portals to help you stay up to date with the latest development information. Find out which is relevant to you:**

### CARA and DARA HOUSE

#### **Dwellant – are you signed up?**

Dwellant is an interactive portal used by residents of Cara and Dara House with a range of useful information. The website portal enables you to have one single place to find everything you need to know about what is going on at TNQ, any time of the day or night.

#### **Functions of the Dwellant Portal:**

- Ability to send building management an online request to report a problem or a raise a query.
- Capability of checking on packages at reception and update instructions for your keys.
- Keeping track of requests about issues and ability to follow the progress.
- Access to building related documents such as meeting minutes, insurance certificates, Year End Accounts etc.
- Access to apartment related documents such as appliance guides.
- Receive newsletters by email to see all the latest activities going on and how they affect you.
- Receive urgent updates direct by text or email.
- Finding information on local area and transport.

Please email the concierge providing your name, apartment, email address and telephone number and a link will be sent to you to allow you to register.

### AVERY and BEE COURT

#### **Newsletter updates from Network Homes**

To view recent letters from Network Homes, visit the My Block Documents section and search for Capitol Way: [www.mynetworkhomes.org.uk/you-home/my-block-documents-frac/](http://www.mynetworkhomes.org.uk/you-home/my-block-documents-frac/)

#### **Text Updates from Network Homes**

Network Homes will also be sending out text updates whenever there is a newsletter on their website – this will replace Network Homes posting you letters, and will help to keep residents updated during the coronavirus crisis.

Please send an email with your details to: [cwliaison@networkhomes.org.uk](mailto:cwliaison@networkhomes.org.uk) to register, or to check that the correct mobile number is on file



## BARNET YOUNG CARERS

The charity is offering a range of **FREE** online activities for children and young people each week – from creative writing sessions and drawing workshops, to exercise classes such as boxercise. In addition to live activities hosted via video calling app Zoom, the charity has a number of videos on its Facebook and Instagram accounts that will keep children entertained. Its most recent guide over on Instagram demonstrates how to make homemade Play Dough using basic store cupboard ingredients. Find out more at:

[www.facebook.com/pg/Barnet-Young-Carers](https://www.facebook.com/pg/Barnet-Young-Carers) or [@barnetyoungcarers](https://www.instagram.com/barnetyoungcarers) on Instagram.

# CONSTRUCTION UPDATE

You will have received a letter this week outlining the plans to safely restart remedial work at TNQ now that Government restrictions have been eased. These are as follows:

## Internal Compartmentation Remedial Works

These works are scheduled to re-start on Monday 1st June 2020.

We now have a range of safety measures in place to ensure that all work can continue whilst maintaining all social distance requirements. These measures, which will be continually reviewed, consider the safety needs for all workers, residents and visitors at the development.

To start with, we have identified a number of properties within Avery Court which are served by a single corridor which will be closed at either end to form a controlled area within which all of our safety measures can be trialled and refined.

Once refined, these arrangements will then be implemented through the overall programme of works throughout each floor and block on the development.

We are of course very mindful of the impact this period of reduced activity will have on the overall programme duration. We are working hard to look at how we might introduce further efficiencies into the current programme, allowing us to still reach our anticipated completion date for the development - which is currently November 2021.

## External Façade Remedial Works



These works are aimed to commence in June 2020.

We are currently working with our contractor to complete a full set of proposals, to ensure that all statutory approvals are in place and to make certain that their method statement complies with all current social distancing restrictions.

We anticipate further detailed discussions with the leaseholders and residents, within the first block to be remediated, to commence in early June with condition surveys being undertaken immediately thereafter.

We foresee the necessary road closures being implemented on Capitol Way hallway through June with the scaffold erection expected at the end of June. In the meantime, we are preparing sample boards for the change of material requirements to the timber areas and to the projecting balcony panels, and look forward to sharing these with you soon.

## Covid-19 Working Warden

To support and reinforce our social distancing methods for the safety of all residents and workers, we have recruited a Covid Warden who will be responsible for temperature testing all operatives, management, waking watch and concierge staff on arrival and departure every day. This will allow us to identify any member of our team who may display symptoms and, if they then test positive for COVID-19, they will be restricted from site for a quarantine period of 14 days.

The Warden will also ensure that all COVID-19 control arrangements are being implemented diligently.

To support this effort, would you please notify the TNQ Team if you are aware if any resident or visitor who has symptoms or is self-isolating such that we can manage our activities accordingly.

## QUESTIONS...

As always, should anyone have any queries about the works programme or would like to discuss any aspect of the build in greater detail, please contact the TNQ Team and we will happily arrange a time to meet with you:

**Avery and Bree Court** residents can contact the Network RLO team at [cwliaison@networkhomes.org.uk](mailto:cwliaison@networkhomes.org.uk)

**Cara and Dara House** residents can email [info@tnq-london.com](mailto:info@tnq-london.com)

## GYM OPENING



Please find below a letter from management at the new Anytime Fitness Gym gym due to be opening at TNQ Colindale later this summer...

Hi all,

As you may know the gym facility was due to open in June however the fit out was halted in it's tracks by COVID-19.

Fit out has re-commenced and we are hopeful of works being completed towards mid-August 2020.

We are very excited to bring this facility to you as the residents and hope you have been enjoying Anytime Fitness TV in the meantime to continue your home workouts for **FREE**.

I would now encourage you all to ensure you submit a membership enquiry using the following link:  
<https://atpresale.clubwise.com/londoncolindale/enquiry.asp>

Alternatively you can navigate to this through [www.anytimefitness.co.uk](http://www.anytimefitness.co.uk) - Click 'find a Gym' and search for Colindale. You need to submit a membership enquiry.

This will ensure you receive regular updates on the progress of the Gym and early bird discounts.

Thanks all, Colindale AF Team

[colindale@anytimefitness.co.uk](mailto:colindale@anytimefitness.co.uk)

## SUPPORT YOUR LOCAL FOOD BANK!

As members of the community continue to pull together during this difficult time, food banks are supporting those most in need. Colindale Food Bank has put out an urgent appeal for donations in response to the current Covid-19 crisis.

Anyone can donate by the trolleys and baskets at the front of local supermarkets, or via the foodbank:

**Trinity Church, Northwest Centre, Avion Crescent, Grahame Park Way, NW9 5QY.**

## #CHASETHERAINBOW

You may have spotted our **#ThankYouNHS** rainbow banners around the development. With rainbows firmly a symbol of hope during the coronavirus pandemic, communities up and down the country are proudly displaying rainbows in their windows at home. We would like residents to send us their best photos of their own rainbows, with a selection to be featured in the next edition. Email us at: [info@tnq-london.com](mailto:info@tnq-london.com)

## Key contacts

### Network Homes (Avery & Bree)

Security team: **07891 216 201**

Can be contacted for Anti-Social Behaviour issues and electrical meter readings/top ups.

### Customer Service Centre

Can be contacted for all Neighbourhood and Estate management queries.

**03003 733 000**

[customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

### Capitol Way Resident Liaison Team

Can be contacted for enquiries relating to the Fire remediation project only.

[cwliaison@networkhomes.org.uk](mailto:cwliaison@networkhomes.org.uk)