

Resident of
Sheldon Square
London
W26DW

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

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customerservice@
networkhomes.org.uk
0300 373 3000

Friday 18 June 2021

Dear Resident,

Update on overheating issues at Sheldon Square

I am writing to inform you of the progress being made on resolving the overheating issues at Sheldon Square. Our last update letter was dated 7 May 2021 which provided an update on the design and tender exercise being completed by Hoare Lea for the installation of a centralised air conditioning system. We also sent a letter on 28 May 2021 detailing our proposal for issuing temporary cooling provision for this summer, we explained that we would contact each household and record their personal requirements in the following two weeks.

Centralised Air Con System

There has been good progress made since our last update and we have been meeting regularly with First Port to discuss any potential issues and outline the ownership of project tasks; a summary of updates and milestones has been provided below:

- First Port issued the specification to potential contractors on 28 May 2021
- Tender returns are due back from contractors by 7 July 2021
- Section 20 consultation will be undertaken for the private blocks on week commencing 19 July 2021
- Appointment of contractor by 31 August 2021
- Works scheduled to commence in mid-October 2021 (6 to 8 weeks after contractor appointment)
- Three contractors have confirmed they intend to submit a tender return
- The formal contract between Network Homes and First Port is due to be sent to us in the next week
- First Port are waiting on formal approval for the installation project from the relevant parties however verbal agreement has been provided
- First Port have agreed that once contractor is appointed that resident engagement meetings are necessary with representation from First Port, Hoare Lea and the contractor as well as Network Homes

Leaseholders

We are pleased to report that Network Homes' Finance Committee have agreed to a proposal to fully fund the air con installation project for leaseholders. This means that Network Homes' will fully absorb costs associated with this installation project and will not recharge the cost to leaseholders.

Any charges relating to the servicing and maintenance of this system, completed by First Port or Network Homes, will be recharged to leaseholders and shared owners in the usual way.

Temporary Cooling

Following our letter dated 28 May 2021 we have attempted to call all our properties to assess individual cooling needs. Residents have stated that they raised questions during these calls and did not receive the call backs promised, I sincerely apologise for this. To clarify, the purpose of the calls was the assess the need and not to have a detailed conversation about the temporary or permanent solutions. Communication throughout the resident group needs to be consistent and therefore is best managed via letter or a residents meeting.

I can confirm that we spoke to the majority of residents and have placed an order for approx. 40 fan cooling units. These are expected to be available in the next 3-5 working days and they will be delivered to the concierge at Sheldon Square the next working day. First Port have agreed to manage distribution to those residents who have requested a unit, residents will be asked to sign for the unit on collection so that we can keep a record of who has collected and who hasn't. The First Port concierge service operates from 9am to 9pm so gives everyone the best opportunity to collect their units. If you have a disability or mobility issues which may impact your ability to collect the units from the concierge, please contact us so we can arrange for the concierge to deliver to your front door.

A picture and details of the unit have been included below. The unit has a refillable water tray which when filled and the unit set to the cooling function can deliver a cooling effect through the fan. No heat is discharged into the property as a by-product of this cooling function, so it makes this unit the right choice for Sheldon Square. Resident will be required to set the unit up themselves this year, as we do not deem this needs contractor involvement, and the manufacturer's instructions will be provided with the unit.

MYLEK Large 10L Remote Control Portable Air Cooler with Timer + LCD Display





We will notify the residents who requested units when the units are available to be collected from the concierge by text or by phone. If you did not request a unit or did not respond to our phone calls then please contact us on 0300 373 3000 or email us at MandEandCompliance@networkhomes.org.uk to discuss and make arrangements.

Electricity Reimbursement

A reminder that we intend to honour the previous commitment of reimbursing residents £150 towards the additional electricity charges as a result of using the temporary cooling solution. How to claim this reimbursement will be covered in a subsequent letter we will send out in due course so that reimbursement can be processed by the end of September 2021.

Cool You System

We continue to be committed to closing out the water usage investigation for the Cool You system proposal. First Port have arranged for a contractor to quote for the works who will be attending before the end of June 2021 with a view to completing the works before the end of July 2021. Given the progression of the centralised air con system solution we do not intend to follow this up any further than completing our water usage analysis to confirm whether the Cool You unit would be suitable or not.

Next Steps

As above we will text residents who requested temporary cooling once the units have arrived and been delivered to the concierge office. We will write with our next project update letter on week commencing 19 July 2021 when we hope to confirm that First Port sent consultation letters in line with the project plan and with further updates on the tender exercise. If you have any queries about the content of this letter, then please don't hesitate to contact our M&E Team on 0300 373 3000 or email us at MandEandCompliance@networkhomes.org.uk.

Yours faithfully,

A handwritten signature in black ink, appearing to be 'Gerry Doherty', written in a cursive style.

Gerry Doherty
Executive Director of Customer Service