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| To the Residents at Park Heights  25th August 2023  De  Dear Resident,  Yours faithfully,  Signature  **Name**  Role |
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| Dear Residents  Just a quick update to you on the progression with the terrace works.  Wates, the contractor who have agreed to carry out the work to the defective parts of the roof terrace came back to Network Homes with a host of other questions relating to the glass, that attaches into the damaged spigots.  This involved SW9 having to annotate a measured technical plan and then return it – which we did last week – it was good to meet some of you in the building when I attended - but we are still waiting to hear what the next steps will be with Wates and the repair programme.  The Aftercare Team at Network Homes who are dealing with this, suggested that we could put barriers up around the interior of the glass on the terraces. It’s unlikely we would be able to get these barriers up in the lift very successfully, and the cost would be prohibitive and potentially come from the service charge.  Whilst I wait for a more definitive answer from Wates, I am looking to source a lower-priced barrier system (maybe a rope on small pillars or similar) if the repair works are going to carry on for longer. I would need to get this approved by the Network Homes Health and Safety Manager. I would then also to seek to see how this would be funded.  Again, I appreciate your patience whilst we carry out this work,  I hope that you have a good Bank Holiday Weekend,  Yours sincerely  A blue line on a black background  Description automatically generated  Miles Lanham, Director of Customer Service and Operations, SW9 Community Housing | |