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| 4th August 2023 |
| To the Residents at Park Heights |
| Dear Resident,  We normally try and keep you updated every couple of weeks, but I think that it’s been a bit longer this time – I was waiting for some feedback from colleagues taking annual leave, so apologies for the radio silence.  I’ve just received an update about your terrace at Park Heights, which as you know has been shut for health and safety reasons, as work is needed on the gaskets that hold in the glass.  Following our survey and working with Network Homes we were able to engage the original contractors Wates to return and attend to the defective gaskets. This will be done with no additional costs to you.  Wates attended earlier this week, and carried out extensive investigation work on the gaskets, and are designing the workplan for replacing and repairing them. They have promised that a report will be with Network Homes early next week, and we’ll share anything with you as soon as we know.  I know how much you love your roof terrace and have been advised that once the work is completed, we will ne allowed to open it again.  Thank you for all of you who contacted me about the transfer of freeholder at Park Heights. I’m sorry that we can’t help with advice about this, but please do contact Trowers and Hamlin whose details are in the letter you were sent.  Yours faithfully,  A blue line on a black background  Description automatically generated  **Miles Lanham** (he/his)  **Director of Customer Service and Operations, SW9** | |