

# Latest update

# Park Heights

We've combined all the latest news on Park Heights into one handy update! We're aiming to send it every two weeks. Your updates are coming from:



## Firstly, an apology

We're so sorry for the letter from SW9 you will have found on your front door on Wednesday. We accept the tone and manner we sent this to you was unnecessary and are disappointed we made this mistake. To clarify, we only expect you to remove items which can be considered a fire risk from your balconies, such as BBQs, patio heaters, candles, wooden pallets, sofas, cardboard packaging and old Christmas trees. We realise your tenancy agreement or lease may say some of these items are allowed, but because of the risk they pose while the cladding is being replaced, we're asking for your help to remove them for everyone's peace of mind.

Other items such as garden furniture and plants can remain on balconies until Hill reaches your floor to do the cladding work, and then we'll arrange for them to be placed in storage once you've completed our survey – see more below.

## Resident meeting presentation slides

**On 13 August the project team gave a presentation to residents about the progress with the cladding and decking replacement.**

If you'd like a printed copy of the presentation, you can collect it from the concierge.

[Download the slides](#)

## Cladding progress on the leasehold block

### Here's the latest:

- Work to the roof terrace is finished and the contractors will begin taking the scaffolding down on Tuesday 27 August
- Level 19 balconies will be complete by the end of this week
- Level 18 balconies will be complete by the end of August
- Level 17 balconies will be complete in the first week in September
- Work will then start on level 16 on 2 September and then onto the next three floors (15, 14, 13) after that.

Please refer to [the presentation slides](#) for the programme dates on your floor.

### Scaffolding on the rented block

The scaffolding on the rented block is progressing well and has reached the 7th floor.

### Balcony glass replacements

All balcony glass replacements to the leasehold block will be finished during the week of 26 August. Balcony glass works to the affordable block will start on Monday 30 September.

## Are you noticing plasterboard pops?

**On floors 19 to 16, the cladding work has caused minor 'pops' to appear on the internal plasterboard (see right).**

This has happened in three out of the 16 flats where the work has been completed. If this occurs in your property, please contact Hill on **0800 032 6760** or email them at [residents@hill.co.uk](mailto:residents@hill.co.uk) and they will make an appointment to fix it when the cladding work to your home is finished. They will also redecorate the area if it's needed.

A plasterboard 'pop'



### Need us to store balcony items?

#### Fill out our survey...

Before we start the cladding work outside your property, you will be sent a survey of the items on your balcony. You'll need to confirm which

### Decking replacement

**In preparation for the decking replacement work, an additional site compound will be set up on the green area outside the leasehold block and Dudley House.**

items you would like to be put in storage during the cladding work.

Please return completed surveys to Hill's site office post box as soon as you.

The decking work will then start on the roof terrace and level 19 in mid-September. Please refer to [the presentation slides](#) for details of the decking replacement, the programme and where the new compound will be.

## Leasehold balcony lights

**If you're a leaseholder, Hill will need to disconnect your balcony lights for a short period to continue the recladding work.**

The next appointments available are on Wednesday 28 and Saturday 31 August. To make it as convenient as possible for you, we're asking you to get in touch with Hill to book an appointment that suits you. Please call them on **0800 032 6760** or email [residents@hill.co.uk](mailto:residents@hill.co.uk).

### **Leaseholders level 19: we can now reconnect your balcony lights!**

Please contact Hill to arrange for your balcony lights to be reconnected. Appointments are available on Wednesday 28 and Saturday 31 August. Please call Hill on **0800 032 6760** or email [residents@hill.co.uk](mailto:residents@hill.co.uk).

## Sliding door replacement part is on its way!

Our contractors have ordered a replacement motor for the sliding front door and we are awaiting confirmation of the delivery date. We will update you as soon as we know when it will arrive.

[Give us feedback on this email](#)

## Leasehold internal lobby door to be fixed soon

The internal lobby door will be repaired soon - we estimate the repairs to be completed by the end of next week.

### Got a question?

If you've got a question, please email [parkheights.communication@networkhomes.org.uk](mailto:parkheights.communication@networkhomes.org.uk) and we'll get back to you.

If you have any repairs issues, please email [info@sw9.org.uk](mailto:info@sw9.org.uk) as usual.

Network Homes, Olympic Office Centre, 8 Fulton Road, Wembley, HA9 0NU. Registered number 7326.

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