

# Erith Park Newsletter

July 2025 edition

Progress remains good as we share our latest update for you in this summer issue.

There are now just two buildings remaining in our programme of works. The installation of new cavity insulation and cladding replacement works is well underway at **Rosemary Court** and **Spurrell Court**.

Many thanks for everyone's support and cooperation to help us reach this point. We fully appreciate the temporary inconvenience that the works bring to you, whether that's us needing access to your home, looking out at scaffolding or carrying out localised drilling.

We hope that you've seen that we're committed to minimising the impact of our works as much as possible, and to communicating with you in advance about our plans.



## Team changes at Erith Park

Your Resident Liaison Officer, Paris Gardner, who has been your first point of contact for our programme of works since we started in September 2023, is moving on. Paris is staying with Wates but will be moving to a different scheme later this summer and into an operational role.

Colin Houching will step into the Resident Liaison role for the final six months of our programme here at Erith Park. You will already know Colin as he's been part of the project team from the beginning, so you'll remain in familiar hands.

You can email Colin at **[Colin.Houching@wates.co.uk](mailto:Colin.Houching@wates.co.uk)** or you can call him on **07518 901694**.

I'm sure you'll all join us as we wish Paris the very best with her move and career progression.

## Other important contact details

Just a reminder of how you can get in touch with us about anything else.

- You can report emergency repairs to us at any time by calling **0800 678 1221**. We kindly ask that you report non-urgent repairs to us during normal operating hours (8am – 8pm) or you can report them anytime via **myAccount**.
- You can visit the information hub at **[orbitcustomerhub.org.uk/erithparkworks](https://orbitcustomerhub.org.uk/erithparkworks)** if you need any details on the ongoing programme of works.
- You can also email the Orbit team at **[PropertySafetyProjectsTeam@orbit.org.uk](mailto:PropertySafetyProjectsTeam@orbit.org.uk)**.



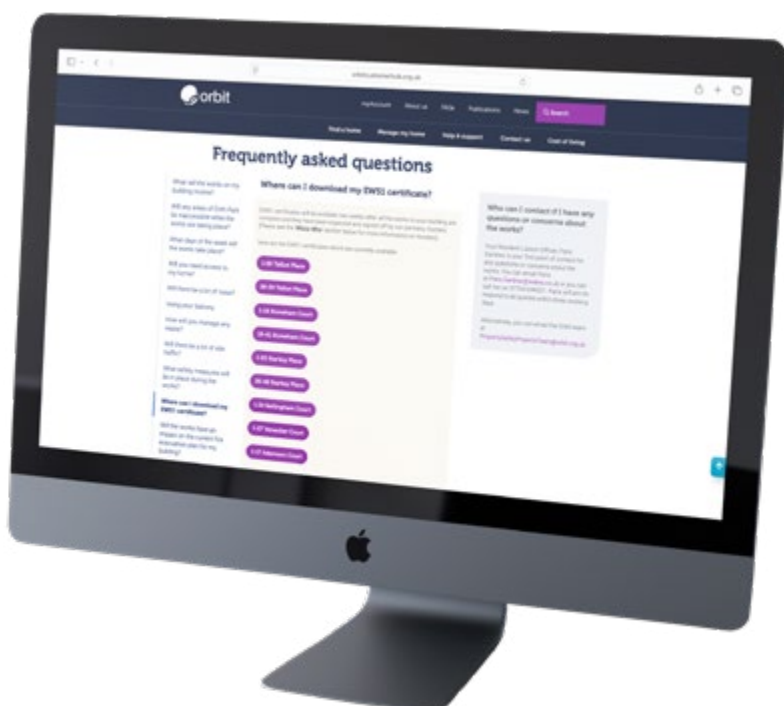
## Completion commitments and EWS1 certificates

- ✓ We do everything we can to minimise dust while we carry out works, but there may be some dust and debris that has settled on your balcony or terrace. Once we've completed the works to your building, we'll carry out a full clean and re-plant any plants removed while works were taking place.
- ✓ When we've completed the works on your building, we will write to you to let you know that our independent engineers have inspected and signed off the work. EWS1 certificates will then be available. These certificates won't be provided directly to you but will be available to download from [buildingsafetyportal.co.uk](https://buildingsafetyportal.co.uk).
- ✓ There have been delays in downloading these due to technical problems with the Building Safety portal website. We're pleased to say that a batch has now been received for **Gunning Place**, **Beadle Place** and **Adamson Court** and we have published these on the Erith Park webpage:

- Scan this QR code or visit [orbitcustomerhub.org.uk/erithparkworks](https://orbitcustomerhub.org.uk/erithparkworks) to access the certificates.



Scan me



- Head to the **Where can I download my EWS1 certificate?** section, find your building, then click so that you can then download a .pdf version of the certificate.
- If you are having difficulties accessing your EWS1 certificate, please let us know and we will do what we can to help.