

Erith Park Newsletter

December 2024 edition

We are proud to announce a significant milestone in this final newsletter issue of 2024. We have now completed works to the external wall systems of 5 of the 10 buildings here at Erith Park so we are halfway through our programme of works.

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, carrying out localised drilling, or making changes to parking bays.

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.

We've included details of our end of year working arrangements in this issue, along with an update on the next phase of the programme.

Details of how you can get in touch if you want to talk to us about something that we haven't addressed here can be found at the end of this update.

50% complete!

When we return to Erith Park in January, we will be finishing work at **Talbot Place** and **Starkey Place** which will mark the completion of 5 of the 10 buildings and the halfway point of our remedial works programme here at Erith Park.

In the coming week, we'll be completing the scaffolding at **Beadle Court**, so it is prepared and secured ahead of the Christmas break. When we return to our programme of works in January, we'll be finishing the installation of new cavity insulation and starting on the cladding replacement for this building.

You can find the building by building, full sequence of works on the dedicated Erith Park webpage on the Orbit Customer Hub using the link below orbitcustomerhub.org.uk/erithparkworks



Scan me



Using your balcony - an important update

Once we start work in your building, please keep your balcony doors locked, remove the key and store this in a safe place. Due to the nature of the work that we'll be carrying out on your home, and the products that we're using (lightweight insulation) there may be some dust and debris that settles on your balconies or terraces. This debris could be created while we're working on other flats at Erith Park (including flats above yours), as well as when we're working outside your home. It is therefore important that you follow the instructions to keep your balcony doors locked until all works in your building are completed.

Can we also please request that you clear away any items from your balcony, and away from the brickwork. We need access to the brickwork for the installation of new blown insulation which will be drilled and injected into the cavity walls of your building. Please put covers over any items you want protected from dust.

We will write to you to confirm when we have completed the works, and we will then arrange to carry out a full clean of your balcony or terrace.

Gathering your feedback

We place our customers and communities at the heart of what we do. Gathering your feedback is very important because it helps us to shape recommendations for service improvements.

Having completed 50% of our programme of works, we'd like to hear from you to find out about your experience of the external wall systems remedial works. We look forward to hearing from you – you can send an email to:

Paris.Gardner@wates.co.uk

Completion commitments



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**.



We're aware that there have been delays in downloading these due to technical problems with the Building Safety portal website. If you are still having difficulties accessing your EWS1 certificate, please let us know and we will do what we can to help.



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.

End of year arrangements

We'd like to thank you for your support and cooperation this year as we continue with our works.

Our contractors' last day at Erith Park will be **Friday 20 December 2024** and Wates will then recommence work on **Thursday 2 January 2025**.

You can find information around the Orbit Customer Support Hub opening hours over the holiday season on the **Orbit Customer Website**.

Please note: when our office is closed, we will be transferring calls to our out of hours call centre to cover any emergencies.

Emergency repairs

You will still be able to 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**.

And don't forget to visit the information hub at **orbitcustomerhub.org.uk/erithparkworks** if you need any details on the ongoing programme of works.

We wish you and your family a Merry Christmas and a Happy New Year.

FAQs about the works

Your Resident Liaison Officer, Paris Gardner, is your first point of contact for any questions or concerns about the works. You can email Paris at **Paris.Gardner@wates.co.uk** or you can call her on **07754 049321**. Paris will aim to respond to all queries within three working days. Alternatively, you can email the Orbit team at **PropertySafetyProjectsTeam@orbit.org.uk**.