

PARKSPRING COURT AND ATRIUM COURT NEWSLETTER

JUNE 2020

Hexagon

WELCOME TO THE LATEST EDITION OF YOUR NEWSLETTER.

As we move into a third month under lockdown, we hope that everyone at Parkspring Court & Atrium Court is in good health and looking forward to the Summer ahead.

We know how disrupted life has been lately. Everyone at Hexagon Housing understands and shares your frustrations because we are all facing the same challenges every day. Now, more than ever, we need to work together – to make life a little bit safer and more enjoyable for everyone.

As restrictions on travel and work are slowly being relaxed, it's vital that we all continue to do our bit to limit the spread of COVID-19. The Government's rules on social distancing are as important as ever in reducing the risk of infection between households at Parkspring Court & Atrium Court.

It's been really pleasing to see many residents taking this guidance to heart. For example, our Community Investment Manager was delighted to see lifts being used responsibly on her last visit, with residents waiting patiently for their turn, to avoid any risk of crowding and physical contact.

Unfortunately, we are still seeing groups of people gathering and children playing together on the podium. It is vitally important that all parents and residents keep the Government's guidance in mind at all times and refrain from close contact with anyone outside their own household. To avoid any chance of cross-contamination through hand delivery, we are only publishing this newsletter in a digital format for the time being. If you are aware of anyone who would appreciate these updates but is unable to receive them digitally, please let us know.

JUNE 2020 UPDATE

We are pleased to report that despite the current challenges, we are on schedule in our programme to remove non-compliant materials from the exterior of Atrium Court & Parkspring Court.

Ahead of schedule, we submitted a detailed application of our planned works to London Borough of Bexley's building control department last month. We remain in close contact with our partners at the council to ensure we can move forwards quickly once our proposals are fully approved.

This month, we plan to issue an Invitation to Tender (ITT) for the

remediation works to remove and replace some external panels on the building. This will allow contractors to apply for the work that needs to be carried out on the buildings and we will assess all applications thoroughly.

As we've said all along, we want to find the right contractor who can guarantee a quality service at a fair price, while looking after the best interests of our residents throughout the project. One of our key demands is that a Resident Liaison Officer is employed to keep everyone up to speed on developments and ensure people can input on key decisions that affect life in your building.


**PLANNING APPLICATION
SUBMITTED ON SCHEDULE**


**INVITATION TO TENDER (ITT)
TO BE SUBMITTED THIS MONTH**


**CONTRACTOR APPOINTMENT
JULY 2020**

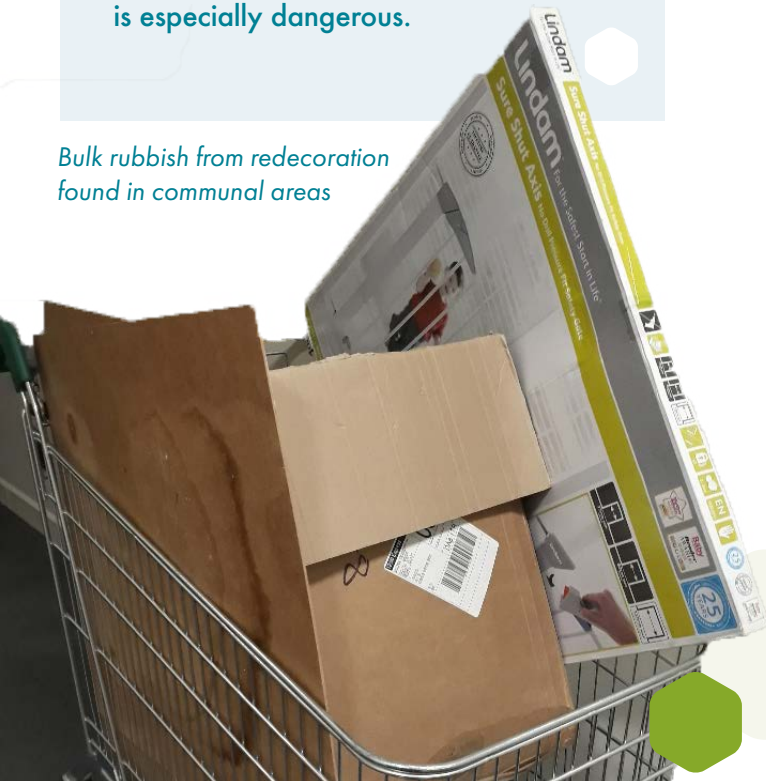
BUILDING ACCESS ISSUES

In last month's newsletter, we reported that the fire doors between blocks A, B and C needed to be replaced – to prevent free access to all parts of the building and especially the roof.

WE ARE PLEASED TO REPORT THAT WORK HAS NOW STARTED TO REPLACE THESE DOORS, PROVIDING MORE SECURITY TO RESIDENTS AND BETTER PROTECTION AGAINST THE SPREAD OF FIRE IN AN EMERGENCY. WE ARE MAKING EVERY EFFORT TO LIMIT ANY DISRUPTION CAUSED BY THESE IMPORTANT WORKS.

Until the work has been completed, we ask all parents to be extra vigilant of children using the fire doors to access any areas of the building, other than their own. Fire doors are ineffective if they are left open and accessing the roof of the building is especially dangerous.

Bulk rubbish from redecoration found in communal areas



RESPONSIBLE REDECORATION

We're pleased to see many residents making use of their time indoors by completing home improvements. Done responsibly, these improvements will make the homes at Parkspring Court & Atrium Court more enjoyable spaces to spend time and enjoy everyday life.

While we are all taking special measures to reduce the risk of fire within the building, it's more important than ever to responsibly dispose of any waste produced while redecorating.

We'd like to remind everyone that bulky rubbish of this kind is unsuitable for our rubbish chutes, which do not run in a completely straight line all the way to our bin room. There is a small angled section at the bottom of the chutes which can clog up if large items are sent down. If items get caught in the chutes, rubbish can build up – providing fuel for a fire to potentially start or spread.

On a recent visit, we found one rubbish chute blocked by a large section of laminate flooring that had recently been removed from someone's home. This is absolutely the wrong kind of waste for our rubbish chutes and needs to be taken to the bin rooms by hand.

If you have any questions about how to dispose of different types of rubbish, you can always contact us for advice by telephone on 020 8778 6699 or by emailing customer_desk@hexagon.org.uk

BALCONY SAFETY

With some fantastic weather over the past month, and after spending so much time indoors lately, it's natural that most residents will want to make the most of their balconies this Summer.

We want everyone to enjoy their outside areas as much as possible. However, with an increased risk of fire spreading on the outside of the building at this time, it's vital that all balconies at Parkspring Court & Atrium Court are maintained and enjoyed responsibly.

We simply cannot allow combustible materials to be stored on balconies. Anyone who ignores this advice is endangering lives – and we will take any necessary measures to keep our residents safe. We have sent letters to a minority of households who are continuing to ignore our instructions.

Unfortunately, we cannot allow the use of barbeques on any balconies, until the building's exterior has been renovated. Even the smallest of flames has the potential to start a fire on the building, which is why it's important that cigarettes should never be discarded from balconies.

We really do appreciate everyone's understanding and look forward to seeing you enjoying your balconies safely this Summer!

SUMMER ARRIVES

Summer is certainly in full swing at Parkspring Court and Atrium Court. Our maintenance teams are working hard to keep all communal areas clean and tidy for everyone to enjoy.

We'd like to thank all residents for taking a pride in their building – we hope you agree it looks stunning in the sunshine!



OUR COMMITMENT TO YOU

We would like to thank everyone who is continuing to take part in our regular resident meetings, especially in the current circumstances. It is always useful to learn about our residents' concerns first-hand, and we are always open to feedback about the service we provide.

We know that the ongoing issue with the intercom at Parkspring Court and Atrium Court is causing distress to many residents. We can completely understand the frustration that this issue is causing, and we truly appreciate your patience while we deal with this matter.

Aside from the inconvenience caused, we know the current situation also poses security issues for residents. No-one should feel the need to leave their contact details displayed in public, as we know is currently happening at the front entrance to the building.

We want to reassure residents that repairing the intercom at Parkspring Court & Atrium Court is a priority for Hexagon Housing, and is an ongoing action point at the monthly meeting of our dedicated Working Group. This group includes our Chief Executive, our Housing Services Director and our Property Services Director, as well as other key members of our Neighbourhoods team.

Every member of the team is committed to finding a solution quickly. We have identified the problem and are now attempting to source the necessary parts for repairs. Unfortunately, these parts can only be found abroad, a process that is taking longer than expected in the current climate.

We want to make a firm commitment to all our residents that we will find a solution and that you will be kept regularly updated on our progress. We look forward to reporting more positive news in the near future – but please don't hesitate to get in touch if you have any queries before then.

STAYING IN TOUCH

We plan to continue distributing the Parkspring Court & Atrium Court newsletter to all residents by email for the present time. If you haven't already done so, please provide us with your preferred email address, by contacting our Community Investment Manager, Nicky Hazelwood, on nhazelwood@hexagon.org.uk

Hexagon

Contact details

Telephone:

020 8778 6699

Text:

07537 400 527

Email:

customer_desk@hexagon.org.uk

Always happy to translate!

Chinese
永遠樂於翻譯！

Eritrean
"ንክኑተርጉመልኩም ኩሉጊዜ ሕጉሳት ኢና!"

French
Toujours heureux de traduire!

Portuguese
Sempre feliz a traduzir!

Vietnamese
Luôn luôn vui lòng phiên dịch!

Urdu
ترجمے کے لیے ہر دم تیار