

14th January 2022

Dear Tenant / Homeowner

RE: Simla House & Burwash House – Door Entry System Renewal – Resident Consultation Update

Thank you to the residents and Kipling TRA for contributing to a very useful meeting on Thursday evening (13th January 2021) to discuss the proposed imminent works to your blocks.

A number of valuable queries and suggestions were raised about these works. For those residents who were unable to attend, the attached provides an update of some key points.

A sample of the proposed audio-video handset to be provided inside each dwelling was available for inspection and was widely accepted by attendees. The sample remains available in the JMB Office reception for residents to view / review over the next two weeks.

Leasehold consultation is due to end 25th January. Once observations are addressed formal agreement to award the contract will be sought at the JMB's 15th February Major Works Sub-Group meeting and if approved, works should commence in **April 2022**.

A further residents meeting will be arranged to meet the contractor and team prior to works commencing, in the meantime any queries can be raised with Wayne McAllister or Rosemary Awere at the JMB as below.

Yours sincerely,

Resident Services Team

RESIDENTS ARE THE REASON WE ARE HERE

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Simla & Burwash House – Door Entry System Renewal - Resident Consultation Update

Notes of Residents Consultation Meeting - 13th January 2022 4.30 – 6.30pm

Attendees

Residents from both Simla and Burwash House joined the proposed contractor (Silk & Mackman); the JMB Consultant (Playle & Partners); the JMB Resident Services Officer and Property Services Manager in the TRA Hall at Simla House to discuss the above.

The Works

1. Complete renewal of the old, unreliable door entry system to each block including all wiring. Many residents reported a variety of faults on the system.
2. A new audio-video door entry handset will be provided inside each dwelling and will generally be wall mounted in the existing position however there is some flexibility if residents have a different location preference.
3. It is not possible to match different handset styles on the same system – the same handset will be required throughout.
4. The new wiring will run vertically throughout the height of the block in new steel conduit in the **stairwell landing**. Horizontal connections will go to each handset in each dwelling. The lift lobby area wall tiling will not be touched.
5. The route from the vertical riser to the individual dwelling is to be confirmed but where possible will utilise the existing trunking into each dwelling.
6. The new wiring with all parts being accessible will make the system far more efficient to maintain where needed and minimise inconvenience.
7. The contractor will take all practical measures to limit interference and damage to decorations throughout.

The proposed System

1. The proposed “Entrotec” system has a long history in excess of thirty years of reliable use within numerous blocks in Southwark. It is a robust system of proven reliability in a similar operating environment.
2. The JMB contractor will be installing and subsequently maintaining the system with which they are well experienced. Spare parts are easily available and the maintenance contractor also maintains Southwark properties enabling a prompt, reliable service where maintenance needs arise.

Current Position

1. Leasehold stage two consultation is in progress and due to expire 25th January 2022.
2. After observations have been resolved approval will be sought (15th February 2022) to award the contract.
3. The contractor requires six weeks to prepare and subject to (2) above, works are estimated to start on site **April 2022**.

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Timescale

1. The works are estimated to take five weeks per block from starting to complete. Access when arranged will be critical from each resident to enable this to be achieved.

Carrying Out the Works

1. The works will be inevitably disruptive but generally confined to the communal areas outside of your dwellings.
2. The noisiest part of the works will be the essential drilling through the concrete floors for the cables. This will inevitably be noisy and as you will be aware the building does amplify such noises to other dwellings but will be of limited duration.
3. The contractor will provide prior notice of particularly noisy and disruptive periods and if able will be flexible and listen to requests within reason where this will cause a problem.

Other Resident Queries

- 1) All attending residents contributed their thoughts and ideas about the works with some common queries raised as follows;
 - i) **Query.** Will damage result to decorations?
Response. No, all measures will be taken to avoid damage and existing trunking used if able to. All routes inside the dwelling will be confirmed with the resident before works commence.
 - ii) **Q;** Is there a need for any scaffolding?
R; No scaffolding is required. There may be a need for some internal access measures of limited duration erected as needed.
 - iii) **Q.** What can be done to address potential vandalism?
R. This is seldom able to be completely prevented. Consideration will be given to installation of a CCTV camera and sufficient lighting to externally view the main entrance door area if this is feasible.
 - iv) **Q.** Can different handsets be used on the system?
R. No. Only one handset style can be used otherwise speech and noise problems will be caused to other handsets. The proposed handset remains available for any resident to view in the JMB office reception for the next two weeks.
 - v) **Q.** What is available to prevent nuisance calls?
R. The system has a privacy button to mute calls should residents wish to use.
 - vi) **Q.** How many fobs will be given to each household?
R. 3No. to each household with additional provided if the resident has previously purchased?
 - vii) **Q.** Will existing fobs be used or new ones provided?

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R. New fobs will be provided to each household. These will be “High-frequency” fobs which (at the time of writing), cannot be cloned at key cutting shops or similar thereby increasing block security.

viii) **Q.** Will the mounting height of the door entry camera allow visitors at the main door to be clearly seen?

R. The camera location will be a wide angle to capture most situations of visitors attempting entry. If the presenting visitor does not make themselves clearly visible or obscures their identity, residents are advised to deny entry to preserve block security.

ix) **Q.** is the camera vandal resistant?

R. Yes, appropriately vandal resistant glass is used for the lens however few items are vandal proof against purposeful and persistent vandalism. In such cases prompt repair is available to preserve block security.

x) **Q.** What will happen if the door entry camera is vandalised and is it feasible to fit a second “standby” camera?

R. Silk & Mackman maintain the equipment, operate widely in Southwark and the immediate availability of parts enables prompt repair, although may take longer at weekends. Fitting a secondary camera will be investigated although will increase costs and with prompt repair should not be required. The audio function will continue to operate if the camera is disabled in any way.

xi) **Q.** How long will the buzzer sound on the handset being called?

R. This is an adjustable feature which will be set for each block with resident input.

xii) **Q.** How long will the block be insecure to achieve the final change-over to the new system?

R. There will be a short period of time when the block will be insecure which will be kept to a minimum and will be further advised once works commence and progress determined. Residents are requested to keep appointments when made in due course to aid prompt completion.

THE NEXT STEPS

A further residents meeting will be arranged prior to starting works to meet the contractor and team once works have been approved.

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