



To all the Residents at Park Heights

19th December 2023

SW9 Community Housing
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Dear Residents

This is the moment that we have all been waiting for – the roof terrace will be re-opened for you to use from Friday 22nd December – which means that you will be able to see in 2024 in some style with the wonderful views from up there.

I should like to thank you again for your patience whilst Network Homes attended to the latent defect with the gaskets that hold the glass in place, which we picked up in our survey back in May this year. As it was handled this way, there will be no charges passed onto you for this work.

The external window cleaning will be carried out as part of our new Estates Services Contract, which we are in the process of procuring. The deadline of entrants is today, and so we move to the next steps of interviewing the prospective companies and carrying out due diligence checks on them. All the longlisted candidates can provide abseiling window cleaners, and by having this service as part of the contract will deliver value for money for you as these costs form part of the service charge.

We will be writing to you shortly as well with the final update to our proposals following our Service Charge Review, and with answers to the questions that some of you raised in the most recent leaseholder meeting. We will send this response to all of you to read.

Finally, I would like to say a big thank you for all your support whilst I have been in post as Director of Customer Service here at SW9. I am moving from my current role to run a small housing association in Lewisham but have really enjoyed working with and meeting so many of you.

SW9 have recruited Emily Orme to take this post, and I know that she will be in touch with you in the New Year.

With my very best wishes for a Merry Christmas, and an amazing 2024...

With kind regards

A handwritten signature in blue ink that reads 'Miles'.

Miles Lanham, Director of Customer Service and Operations, SW9 Community Housing