

Your ref:
Our ref: 60240/70240/40407

Date: 11 April 2016

London & SE Region
5th Floor, Axiom House,
The Centre
Feltham,
TW13 4AU

Tel; 020 8831 0910
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Dear

Re: Further information regarding the redecorations

Following a site meeting on 5 April 2016 between ourselves, Novus and your Residents Association (EVTRA) I can advise you as follows where Novus will be painting window and door frames ;

- they will be carrying out pre-paint repairs, including replacing rotten wood. If your doors and windows are deemed too rotten for minor repairs they will be referred to us for replacement on an individual basis and we will re-inspect.
- they will be doing so in white paint to bring uniformity to the estate and to ensure that fading of colour does not occur again.
- they will need access through your homes where it is not possible to carefully climb over rear fences or go through gates, but they will use carpet protectors at all times. Where mobile scaffold towers are used, these will be taken down each night.
- the full drying time for the gloss paint used can be up to forty eight hours in some conditions, and in the case of sash window these will need to be moved up and down every couple of hours to ensure that they are not fixed in place by the drying paint.

Where Novus are painting your front door, you will be offered a choice of colours from our agreed range. However Novus have agreed that additionally they will be able to use paint you supply at your expense in another colour as long as it is in the Dulux Weathershield external paint range or the Dulux Ultimate Wood Stain range if your



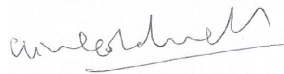
door is not painted. This is to ensure that the painting guarantees provided by Novus and the paint manufacturers will still be valid. One litre of paint or wood stain will be sufficient for a front door.

Novus will not be re-staining any external fences except where they are communally owned or owned by us because they form boundary fencing to our tenanted properties. However you may approach Novus on site to request them to re-satin your fencing while they are on site and they will be happy to give you a quotation for doing so privately. Similarly, Novus will not be re-staining any of the wooden frame bin sheds except those used by the flats on Barker Drive, but will be happy to do so privately.

In addition, if you are a freeholder and Novus will only be carrying out limited redecorations to your home as per the Tender Guidance issued with my last letter, and you wish Novus to provide a quotation for carrying out full redecorations privately, they will be able to do this.

We will be carrying out regular site visits to inspect the progress of the works, and will be happy to call on you to discuss individual concerns. Our Asset Management Building Surveyor overseeing the contract is Mark Rasheed, who can be contacted at mark.rasheed@placesforpeople.co.uk or at 80 Cheapside, London, EC2V 6EE, or on 07483925503.

Yours sincerely



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