

Erith Park Newsletter

November 2023 edition



Hello again from everyone at the Orbit and Wates Erith Park project team. Lots has been happening since our August newsletter and the works to the external walls are now well underway. In this update we'll be reminding you of the programme of works, as well as introducing you to another member of the Orbit team who you'll be seeing a lot more of at Erith Park.

Following a sequence

Wates is carrying out works building by building, following a three-step process that takes an estimated 20-30 weeks for each building and often working on two buildings at the same time. You'll have seen that the first step is to erect full height scaffolding (currently in place at Stoneham Court). Wates will then carry out the works that are required; either installing new cavity insulation or replacing the external panels – or both. Once the works are complete, the scaffolding will be removed, and the area cleaned before we move on to the next building.

Working together

We'd like to thank you for your support and cooperation to date. We're doing our utmost to keep the impact of the works to a minimum, but we appreciate your understanding that there may sometimes be periods of noise, or times when we need to gain access to your home. Avoiding delays in carrying out in-home work is really important and helps us avoid any significant delays in the overall programme.

We're also working hard to monitor the impact of the works on parking. There will be times when a small number of parking bays may be temporarily inaccessible, so that we can erect scaffolding. We'll let you know in advance when this is the case outside your building, and we'll closely monitor parking across Erith Park by making sure our contractors and visitors know the importance of parking responsibly.

Consideration is key, but so is communication and we'll continue to update you on our works programme via letter, newsletter and your scheme noticeboards.

Do keep talking to us about how we're doing and let your Resident Liaison Officer, Paris, know if you have any specific questions or concerns about the works.

Scan for more information

We've created a useful guide to give you details on the programme of works. This is hosted on an information hub which you can access by scanning a QR code or visiting orbitcustomerhub.org.uk/erithparkworks



If you have a digital noticeboard in your building, you will see we've shared the QR code there, but you can also scan it from here.

Just use your smartphone, open the camera app, scan the QR code and it will take you directly there.

The guide gives you information on what the works involve and introduces you to the teams who are carrying out the works. It also includes details about the current fire safety procedure for your building and guidance on the availability of EWS1 certificates.

We hope that it provides you with the answers to any questions you may have, but if you have any extra questions about the works, please contact your Resident Liaison Officer, Paris Gardner. You can email her at Paris.Gardner@wates.co.uk or you can call on **07754 049321**.



Introducing Esmina Emdin, your Orbit Property Manager at Erith Park

Esmina is responsible for the day-to-day management of Erith Park. This involves regular visits to Erith Park, to check and inspect individual properties, as well as internal and external communal areas. Building thriving communities like yours relies on your home, its shared spaces and local area being well looked after. Esmina is the eyes and ears of Erith Park, and she makes sure that all these spaces are maintained.

What was your previous role and what did this involve?

It was another very community-focused role. I was a Community Safety and Antifraud Officer (CSAF) with Orbit. This involved managing community safety issues such as drug dealing, antisocial behaviour, safeguarding and tenancy fraud. In that role, I represented Orbit at meetings with important partners such as the Met Police to make sure our developments remained safe and secure.

What are you looking forward to most about working at Erith Park?

Knowing that I can make a difference and acting on concerns that anyone may have at Erith Park. My priority is making sure that everyone is satisfied and happy in their home and community. I'm looking forward to listening and supporting everyone at Erith Park, to make sure that it remains a great place to live.

What does a typical day at Erith Park look like for you?

Getting out and about in a nutshell. This involves walking around Erith Park to check things over and meeting with people who may have raised any issues. It is then about talking to the estate and ground maintenance teams, and contractors, to manage anything that needs sorting.

When and where can customers find you at Erith Park?

I'll be regularly walking around Erith Park doing my inspections, so you can catch me then. Dates for these will be listed on the digital noticeboards, or of course do get in touch with me direct using the details below.

In what ways can customers contact you?

They can call the Orbit Customer Hub on **0800 678 1221** and ask to speak to me or email info@orbit.org.uk, marking any emails for my attention.

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