

All residents
Eastgate
Station Approach
Woking
Surrey GU22 7PQ

Southern Housing Group
Fleet House
59-61 Clerkenwell Road
London EC1M 5LA

16 August 2021

Dear Resident

Scaffolding Commencement at Eastgate

I'm pleased to tell you that the programme to install the scaffolding needed to undertake building safety work at Eastgate will begin in earnest on **Monday 23 August 2021**. Following the recent strengthening works, our project managers, Ardmore, now have full control of the site and are using flat 40 as an ongoing site office.

What this means for residents

- The installation of the scaffold will take place in stages, and as the platform reaches each floor, balcony doors will be secured from the outside by the scaffolding. This means that the doors will not be able to be opened.
- Residents will need to fully clear their balconies as part of this process. We have a carefully managed process to ensure that residents will be fully aware of when their balcony will be impacted, and have plenty of time to prepare. We will give residents at least two weeks notice of this.
- We know that some residents have larger items stored on their balconies that many be difficult to store within your home while the work takes place. If you feel that you do require storage for any particularly large items on your balcony, Ardmore may be able to move this to an empty property on site, but we will not be able to take responsibility for the security of the item, and a disclaimer will need to be signed.

We know that getting to this stage has taken some time and has been frustrating for you. We are grateful for your patience over the last few months, and hope that the start of this scaffolding work means that the required safety work can now progress at pace.

Yours sincerely

Andrew Martin
Head of Home Repairs | Southern Housing Group