

22 March 2024

Dear Resident

**Re: Chloe Court and Thalia Cort resident meeting Thursday 21 March 2024**

Thank you to those residents who attended last night's Chloe Court and Thalia Court virtual resident meeting.

At the meeting Wandle staff updated residents on the remedial works required and why, the works timeline, length of works and answered resident questions. Wandle staff went through the attached Power Point presentation.

**To summarise:**

- Planning approved the designs we discussed with residents in September 2023
- We hope to start procuring for a contractor in April 2024
- We expect to start works at Chloe Court and Thalia Court in September 2024
- Works will take approximately 18 months.
- Works are substantial, and access will be required to all flats for pre-work checks.

**The following communication plan was agreed with residents last night:**

- Continue with regular virtual resident meetings.
- Continue with email updates.
- Continue with letters, useful for those residents who don't have access to Wi-Fi/ email.
- Create a WhatsApp group closer to works starting.
- Issue a QR code, closer to works starting.

**The next steps would be as follows:**

- We will start the tender process in April 2024, so a contractor can be selected to complete the remedial works.
- Works are due to start September 2024. Works will take approximately 18 months.
- Ahead of works starting we will arrange a Meet the Contractor meeting, so residents can meet the contractor. You will be introduced to the Resident Liaison Officer at this meeting.
- We will update the commercial units downstairs, so they know of the works and timeline.

As discussed, the next resident meeting will be arranged once a contractor has been selected – The Meet the Contractor meeting, around August 2024.

As advised, all resident communication, including the attached PowerPoint and questions raised at this and previous resident meetings are available on the dedicated Chloe Court and Thalia Court website. Please do view the documents on the website and let us have any feedback on improvements. The web address and login details are as follows:

<https://wandle-buildingsafety.com/chloe-and-thalia-login/>

- Username: Chloe and Thalia
- Password: CTEWSRP2023

If you have any questions regarding this or have worries about the safety of your home, please get in touch with either:

- The Compliance Team. Email: [Compliance@wandle.com](mailto:Compliance@wandle.com)
- Oriyomi Maja, Neighbourhood Officer. Email: [Neighbourhood@wandle.com](mailto:Neighbourhood@wandle.com)

For repairs, please contact the Customer Contact Centre:

- Email: [Customerservices@wandle.com](mailto:Customerservices@wandle.com)
- Telephone: 0300 2000 120

Yours Sincerely



Christine Turner

**Wandle Building Safety & Property Compliance Team**  
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