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**Summary of 11 and 17 Robsart Street, 1 and 7
Thornton Street resident meeting held on 23
September 2020**

October 2020

Timeline of what's happened so far...

June 2017 – Grenfell Tower fire.

December 2019 – EWS1 form introduced as a way to reassure lenders.

January 2020 – previous government Advice Notes consolidated into one document that states that ACM cladding must be removed from residential buildings of any height. New external wall investigations are required for all tall building.

March 2020 – £1bn government building safety fund announced.

June 2020 – investigations into the external wall systems at your buildings take place. The findings of the investigation are being analysed by the independent fire engineer – this takes time as it is a complex situation.

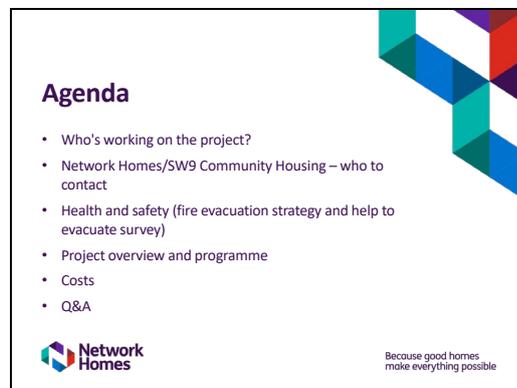
August 2020 – we wrote to you to let you know that there were issues with your building, and we needed to carry out some remediation work. We also informed you that your fire evacuation strategy had changed from stay put to simultaneous evacuation. The government's Building Safety Fund opened for applications.

Presentation slides



Resident webinar – 23 Sept

11 and 17 Robsart Street
1 and 7 Thornton Street



Agenda

- Who's working on the project?
- Network Homes/SW9 Community Housing – who to contact
- Health and safety (fire evacuation strategy and help to evacuate survey)
- Project overview and programme
- Costs
- Q&A



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Who's working on the project?

- Ed Badke – Director of Building Safety
- Raj Gandecha – Head of Resident Management
- Sam Drinkwater – Neighbourhood Team Leader
- Suraj Shah – Head of Building Safety
- Peter Morina – Project Manager
- Residents of Robsart and Thornton Street



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**Network Homes/
SW9 Community Housing**

- Network Homes – parent company and building owner
- SW9 Community Housing – subsidiary, responsible for carrying out all day to day repairs and activities
- All enquiries to SW9 Community Housing – info@sw9.org.uk
- They will pass technical building safety enquiries to the building safety team if they don't have the relevant info.



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Health and safety

Fire evacuation strategy

- 11 and 17 Robsart Street, and 1 and 7 Thornton Street are all a **simultaneous evacuation strategy**
- This means you should evacuate the building if you are affected by smoke or fire, or if you are told to do so by the waking watch.



Help to evacuate

- If you or your household will need help to evacuate, tell us here: [Network Homes website – Building, fire safety and cladding > Vulnerabilities](#)

Your safety is our top priority



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External Wall Investigations

3 types of external wall

- Aluminium cladding
- Insulated render system
- Brick cavity walls



External Wall Investigations

What have we found at your building?

- Missing fire barriers to the insulated render system.
- Missing cavity barriers within the brick cavity wall sections.
- Missing and poorly installed cavity barriers behind the aluminum cladding.



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External Wall Investigations

What will we be doing?

- We are working to protect your interests
- In discussion with contractor about liabilities & remediations
- Will aim to start remediations by March 2021 if not before
- Expect works will take between 6-12 months to complete
- All works will be done from outside. Residents will face minimum disruption
- EWS1 form (building safety certificate) will be available when work is complete



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Costs

- We're working hard on your behalf to pursue other avenues of funding
- We're working with the contractor on the cost of the project
- We're putting together an application to the government's £1bn Building Safety Fund
- We're looking at the building's NHBC warranty
- This doesn't guarantee leaseholders/shared owners won't see any costs for this project.



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Q&A

- Any further questions, Please contact SW9: **0207 326 3700** or Leasehold.Enquiries@Sw9.org.uk.
- Check the website for further info: [Network Homes website – Building, fire safety and cladding](#)
- Communications/FRAs etc available to view here: [Network Homes website – My Building, FRAs, documents and newsletters](#)



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Project timing

What is the timeline? How long will the cladding replacement works take?

We hope to start on site by March 2021 at the latest, and then expect the project to take between 6 and 12 months to complete. We've not yet appointed a contractor or got an agreed programme of work but will share more information when we have anything confirmed.

Why are we waiting till March? Could it not be started before? Why is that the target?

We've been working hard on this project and have experienced some delays because of the coronavirus crisis and lockdown. But now that things are easing up, we are in a good position and expect to be able to start on site by March 2021 latest. This is the date we expect everything to be



agreed and for us to be able to agree all the complex construction and contractor conversations that need to happen on a project of this size and technical difficulty.

Testing was supposed to happen 12 months ago following a letter SW9 sent out last year. Why are we a year behind?

We're not aware of this letter, but we do have a programme of building investigations. There is high demand for the professionals who carry out these investigations and there have also been delays due to the coronavirus pandemic. But please be assured we have been working to carry out this project as safely and efficiently as possible.

Why have other buildings gone before ours?

Network Homes works on a risk-based approach, as advised by the government. This takes building height, construction method, materials, and a variety of other factors into account when we determine our programme of building inspections and remediation.

In terms of why this project has happened after other projects on the estate such as Park Heights (the double tower building on Robsart Street), Park Heights was identified as having ACM cladding very soon after Grenfell. ACM is the type of cladding that was on Grenfell Tower and was identified by the government as a priority to remove and replace the cladding. It was only after a fund for this removal was introduced that the government updated its guidance that all other non-ACM buildings also needed to be investigated.

Project construction work

Will the work be done in stages around the building?

Once we have appointed a contractor, we will put together a programme of work. This is something that will be decided at that time.

Will the whole building be scaffolded for the full length of works? What steps will be taken to minimise security risks, noise disruption, light interruption?

Until we have a full programme of work and have appointed a contractor to do the work, we're not able to state whether full scaffolding will be required. When we have a programme, we will be able to let you know the details of the construction project. We will do what we can to reduce any disruption to you during the work. Details of this will be released when we have a full programme.

How can we be sure the work scheduled will be sufficient regarding the legislation?

The Building Safety team has a wealth of experience in dealing with remediation projects and the technical team is very experienced. We have a dedicated team which brings together representatives from all areas of the business, as Network Homes takes this very seriously. Your safety is our top priority, and as well as our experienced team, we are working with numerous external organisations who are very experienced in this type of work.

What issues have been identified and what work is needed?



The buildings have three types of external wall:

- Aluminium cladding
- Insulated render system
- Brick cavity walls.

We have identified several issues:

- Missing fire barriers to the insulated render system – the barriers should stop the fire spread across and up the building for a period of time.
- Missing cavity barriers within the brick cavity wall section – these barriers also aim to prevent the spread of fire.
- Missing and poorly installed cavity barriers behind the aluminium cladding.

There are no issues with the type of cladding that is on your building so this will not need to be replaced.

Can you make the report/survey available to residents?

Our fire engineer is International Fire Consultants (IFC), renowned independent fire engineers. They are extremely experienced and one of the top organisations in the country. We are very pleased to have them on board for this project and have been successfully working with them on other projects.

At the moment, we will not be releasing the reports – we've been advised by our legal team that we shouldn't release the documents until we have a formal agreement. This could undermine or even jeopardise our case against other parties. We have told you the findings of the reports.

A large proportion of residents must now work from home in the day, do you still think we a waking fire watch when a lot of us are at home?

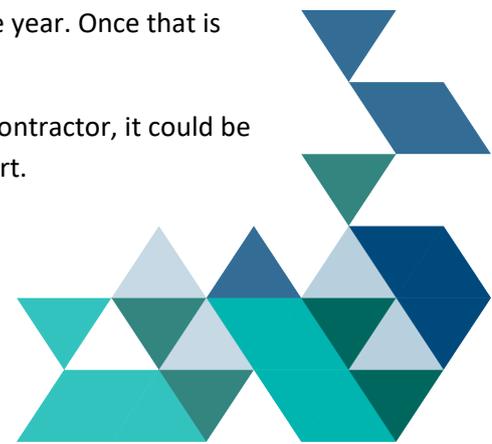
The need for a waking watch is actually greater now that more residents are at home more often. The watch is there to give an additional warning system in the event of a fire, and so if there are more people home, there is greater need for an additional warning system. Also, the risk of a fire (though small) does increase when more residents are home as that's more electrical items being used, more meals being cooked etc.

Costs

We have had marshals in our building since the survey. Can you please confirm who will be covering these costs?

Network Homes is currently paying for the costs of the waking watch. We're consulting on costs for waking watch and expect the consultation to have finished by the end of the year. Once that is complete, we would look at passing on the costs to the original contractor.

However, depending on the outcome of any agreement we reach with the contractor, it could be that costs are passed on to leaseholders. But again, this would be a last resort.



If it is decided that a fire alarm is needed to be installed, who will be covering the cost of installation?

We're looking at whether it is appropriate for a fire alarm to be installed throughout the building. If this goes ahead, it may mean we are then able to reduce or remove the waking watch before the building's remediation is complete. If it does happen, we will need access to your property to install the sounders for the alarm and we would ask for your cooperation.

Again, we would look at passing on the costs to the contractor, however this may not be possible, and costs could be passed onto leaseholders.

Why delay the building warranty? Surely, we are approaching the ten-year mark i.e. April.

The building warranty is 10 years from the date the building was finished, and we still have considerable time left on the building. We have made an application on the warranty policy and will continue to liaise with the warranty provider. The warranty provider will only take action if we can show that the original contractor is not going to work with us on the remediation.

Could you please share the details of the original contractor?

At this time, we would rather not share the details. The conversations we're having, while positive, are still delicate. We need to ensure a positive relationship and not jeopardise our position and the future of the project. Please trust that we are working as best we can on your behalf to resolve this conversation with the original contractor.

What success have you had to date in recouping costs on other developments?

We're having positive conversations elsewhere with the original contractors and are at the stage where we are able to move forward with the construction work. We're hopeful for a similar outcome here.

You referenced you are doing everything to mitigate cost implications to leaseholders. If this is unsuccessful then what is the anticipated contractual cost that will need to be split?

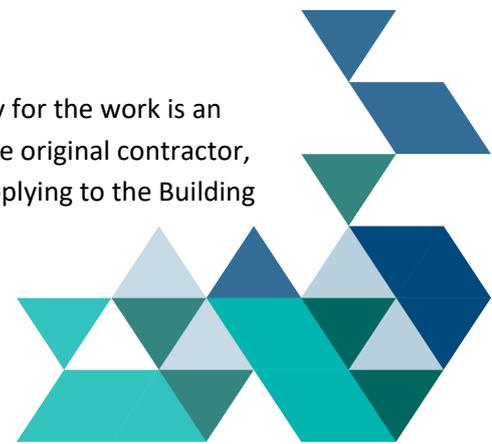
Until we have appointed a contractor, we won't have information regarding the final cost of the project.

Do you have an estimate of what the cost of this work is likely to be? When will we know about funding and costs?

We hope to have a resolution with the original contractor soon and will share it if we reach an agreement. We're working hard gathering the information to submit to the government's building safety fund and have been told that government should respond about a month after we submit to say if our application has been successful. We'll get in touch when we have something concrete to share.

What if we refuse to pay anything?

We'd really like to not consider this as an option. Leaseholders having to pay for the work is an absolute last resort for us, which is why we have spent time working with the original contractor, lobbying the government, looking over the building's NHBC warranty and applying to the Building Safety Fund.



If, and it is definitely still an if, we get to the point where leaseholders become responsible for paying for the work, we will go through what that means for you in terms of your lease/mortgage.

We really would like to work together on completing this project safely, so you can all return to your normal lives.

Selling and EWS1 form

What are the implications if I want to sell my flat? When do you estimate that I will be able to sell my flat?

Due to the complex nature of this project, it will take time to get an EWS1 form for you. We're doing all we can to complete this project safely so that you will be able to progress with a sale or staircasing. Unless you are able to find a cash buyer, it is unlikely you will be able to sell your flat until the remediation work has been completed and we have received an EWS1 form. We understand this is not the news you would have been hoping for, but please be assured we are doing all that we can to get this project completed safely and efficiently.

We have made changes to our subletting policy, where situations such as this now count as 'extenuating circumstances'. This means you will now be able to sublet your home if you need to move out for family reasons. Please get in touch with us to find out more about subletting.

We are also working hard to get the remediation work carried out as safely and efficiently as possible, while also continuing to work on your behalf to reach a resolution with the original contractor.

As a result of the delay following your letter 12 months ago, I have lost the opportunity to sell the apartment. Where should I address a claim to as a result of this as I find this unacceptable. The letter stated autumn 2019 for investigations so clearly was not adhered to long before COVID.

We're not aware of this letter, but we do have a programme of our building investigations. There is high demand for the professionals who carry out these investigations and there have also been delays due to the coronavirus pandemic. But please be assured we have been working to carry out this project as safely and efficiently as possible.

Do you have information regarding selling or remortgaging the property?

If you want to remortgage, it is unlikely you will be able to move to another lender. However, you may be able to do a '[product transfer](#)' where you move across to a more favourable rate with the same lender. An independent financial advisor should be able to support you.

How long will it take to get the EWS1 certificate once the works are complete? I've heard of a shortage of staff.

We are working with IFC to produce the EWS1 form reports when investigations and remediation are complete. In our previous experience with them, we have not experienced any delays in obtaining an EWS1 form once we have completed remediation work.



The form can only be issued when remediation work is complete at your block. As we don't yet have a programme of work, it's not clear whether the project will be simultaneous on all blocks or if each block will be done consecutively. Once we have an agreed programme, we will be able to be clearer on this point.

Communications

We were only notified about this webinar in a letter that arrived on 22 Sept, please can you give us more notice next time in order to attend?

We apologise for the late notice for the webinar – we had aimed to get them out earlier. We will try and give more notice for any future webinars and hope this document goes some way to informing those residents who were unable to attend.

In terms of communications going forward, we'll let you know when there is a major update in the project – this could be if we reach an agreement with the contractor or hear back from the government on our building safety fund application. We'll also write to you just to let you know of general progress if you haven't heard from us for three months.

Nearer the time when we have an agreed programme of work, we aim to hold another webinar so you can ask us more questions about the actual construction side of the project.

