



Network Homes

Vantage Point resident meeting – 24 November 2020

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP
www.networkhomes.org.uk
customerservice@
networkhomes.org.uk
0300 373 3000

Presentation slides

Resident webinar
24 November

Vantage Point Estate
Archer Tower, Boss, Bowman, Nock, Spotter House

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Agenda

- Introductions and welcome
- The wider context
- How we want to work with you
- External Wall Investigations Recap
- Insurance Claim & Building Safety Fund Application
- Procurement & Project Team
- Fire evacuation strategy
- Fire Alarm
- Q&A

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Introductions

Working together:

- Ed Badke – Director of Building Safety
- Raj Gandecha – Head of Resident Management
- Sam Drinkwater – Neighbourhood Team Leader
- Suraj Shah – Head of Building Safety
- Peter Park – Building Safety Project Manager
- Residents of Vantage Point

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The Wider Context

- Problem caused by a systemic failure of the Building Regulations across the UK.
- It is a national issue and affects:
 - Over 2,000 buildings.
 - Over 500,000 properties.
- Today:
 - The majority of buildings still have to be investigated
 - Those investigated have a 90% failure rate
 - Tonight we will explain where we have got to on your building.

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How we want to work with you

- We will tell you the true and latest position
- We will support you and do what we can to remedy the situation:
 - Quickly but not rushed
 - To the standards that are required
 - With the least amount of disruption.
- We want a climate of collaboration based on:
 - Mutual trust
 - Mutual respect.

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External Wall Investigations

- NBK Terratt terracotta tiles
- Petrarch reconstituted stone cladding
- Green wall
- Kingspan insulation
- Lamatherm Cavity Barriers.

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Insurance Claim & Building Safety Fund Application

Insurance Claim

- We have now received confirmation the insurance claim has been accepted
- In discussion with insurer about repayment of costs incurred to date
- We expect this will cover the majority of costs but possibly not all.

Building Safety Fund Application

- Application submitted
- Awaiting response from Government
- State Aid form.



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Evacuation - Fire Strategy

- Evacuate immediately closing all doors behind you as you leave your flat.
- Leave the building using the nearest staircase. This will be shown on the fire signage within your block. **Do not use the lift**.
- Call 999.
- If the fire is in your flat, you should alert the fire wardens so they can raise an alarm.
- If you are responding to an alarm raised by the fire wardens, you should follow any instructions they give you.
- Tell the fire wardens and Fire Brigade if any members of your household require assistance to evacuate.
- Gather at the assembly point next to Homerton Station. Wait at the assembly point until you are told by the lead fire warden to return to your home.



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Procurement & Project Team

- Phillip Pank Partnership (Building Surveyors & Project Managers)
- CHPK Fire (Fire Engineers)
- 2 stage procurement process:
 - Stage 1 Design
 - Stage 2 Construction.
- Appointed contractor to prepare design and appoint other specialisms (e.g. architects, façade consultants)
- Proposed timeline:
 - Tender in December
 - Design Jan to March 2021
 - Start March 2021
 - Complete – 18 months to 24 months.



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Fire Alarm

- Networks' response to False Alarms
- Malicious use of the Manual Call Point
- ASB - residents' support (**24/7 Concierge 07778353543**)
- Police review
- Call point covers
- Review and improvements of the communal wide system



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Q&A

- Any further questions:
CustomerService@networkhomes.org.uk
Contact Centre **0300 373 3000**
- 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
- Next webinar – Feb/March 2021.



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Cladding and remediation work

When will remedial works start, how long will it take and will we have to move out?

We expect work to start in March/April 2021, however this could change. We expect the work to last for 18-24 months.

No-one will have to move out as we expect all the work to be done from the outside of the building.

We found out our building has safety issues. Will we be compensated or will rents be increased?

We sympathise with the situation you are in, but we want to make it clear that with the extra measures in place, we have followed all the appropriate guidance. We are working hard and committed to fixing the issues we have found. We will take care to keep disruption and/or inconvenience at a minimum as we complete this project. We don't believe compensation is appropriate in this case – this situation was not of our making and we are working on your behalf to rectify the issues.

Rents are increased in line with government policy – you can read more about this at <https://www.gov.uk/government/publications/rent-standard>.

I'm new to the building. Is the building/cladding unsafe?

Thanks for the feedback on the lettings process. We will speak to our lettings team to ensure new residents are kept up to date. We have issues that we have found at the building, but we do have a programme in place to bring the building back to how it should have been. We have measures in place to mitigate the risk and fire engineers have advised us that the building is low risk enough with these measures, while the work takes place.

Two years of works?

This is a typical timescale for the work that your scheme requires. We have experience on this type of project so believe this is an accurate representation. We will explore all opportunities to ensure the project is completed as quickly as possible.

Do we know yet what remedial works will be required for the Archer Tower?

We need to remove the terracotta cladding and fix issues in the cavity behind the cladding, mainly to do with ensuring the cavity does not permit the transmission of fire and smoke. Once we have a design agreed, with input from the fire engineer, we may need to replace the insulation. We'll also consult with the insurer on this.

We also need to ensure the brackets holding them in place are working as designed. We'll then be able to put the terracotta tiles back.

When going out for tender, please assure us they will be following and be familiar with hot works guidelines and are aware of materials not to use that combustible etc. There's been too many previous errors and unnecessary additional costs.

We have a professional team in place and will be involving the contractor in the design process. We will consult them, the architect and fire engineer throughout the process to ensure it complies with regulations. The contractor will be required to agree a method statement and programme with us prior to starting any works so we can ensure resident disruption is minimised.

Can you please tell us a bit more about which parts of the building that actually need to be remediated as part of the work next year?

The external wall system needs to be remediated. All of the external walls will need to be addressed. We expect to take down the terracotta tiles, fix the issues behind them and then replace the cladding. There is also a small amount of cladding around balconies which we will need to address the issues behind. We may also need to do some remediation work to or potentially remove the green wall.

Costs

What costs won't be covered by the insurance which leaseholder may potentially be liable for?

We are still confirming with the insurance company which specific costs will be covered under the claim. After that we still have our fund application with the government, and will be waiting to hear back from them on if there will be any further costs they can cover. At this time, we are therefore not able to share any information on what costs may be passed to leaseholders as we wouldn't want to anticipate what decision the insurance company or government may take. We will share any

information with you about confirmed costs when we have them. Passing any costs onto leaseholders is a last resort.

How do you expect residents to cover costs especially when your slogan is 'affordable housing'? How much are we talking? What is the overall cost of the remedial work we're potentially looking at?

We will get a more accurate representation of the cost of the project when we go out to tender for a contractor to work on the project. At this stage, we don't yet know if any costs will have to be passed to leaseholders and this is a last resort. We have pursued this insurance company on your behalf to get to this stage and they have agreed to pay. The government fund doesn't cover 'interim measures', such as waking watch or the alarm system, but we are working hard to see if the insurance company will cover these.

As a leaseholder, I was sold a flat in a building with a hidden damage. I can't sell my flat now, and I am losing money by day. Any comments?

We sympathise with the position you are in and hopefully you feel reassured that we have shown that we have a plan in place to resolve this situation. This is a situation affecting thousands of properties around the country and it is extremely good news that we have an insurance policy that is going to cover the cost of some/all of the work. It may take a while to get to the resolution, but please trust in us. We are working on your behalf to get this project completed as quickly as possible and with the least amount of disruption and cost for our residents.

Regardless of it being a national problem it was still down to the individual building developers to ensure that proper cladding was installed in the property, so shouldn't we still be compensated for the disruption?

The developer of the building is no longer operational so there is no option to get funding from them. We believe compensation won't be due here as long as we conduct this work with the least disruption we can.

There have been various issues with the block since 2012 that are yet to be resolved, such as the lifts always breaking down, communal pest control issues and ongoing smells from the lift shaft and the heating and hot water bills with energy switch. So now to add the fire alarm issues and the building works the list keeps growing will there be some sort of compensation for all of this inconvenience caused?

We'll work with the neighbourhood teams to take a look at these issues.

When do you expect a response from the GOV regarding your building safety fund application?

We have met government this week and they need clarity on our insurance application and what it will cover. They then will address whether there is a shortfall and if they will cover it. We don't have a timeline from them but we hope it will be the beginning of next year.

Waking watch

The concierge is not comfortable dealing with the communal system. The only person who is comfortable is Mohammed, but the other concierge guys do not want to deal with the system what are you doing about training all the concierge staff?

All the concierge need to know how to use the system and they do all know how to use the system, test the alarm and investigate triggers. Our staff are all trained and we will be testing all staff on site, and ensuring their training needs are met.

Fire alarm and ASB

What is being done to target ASB and the threat it causes to building safety? Can more be done around Boss House such as a permanent person there?

We will always review the situation. We've temporarily instructed the additional concierge to use a small room which used to be the cleaning cupboard near the entrance of Boss House, so they can have a visual on the entrance of the block. The neighbourhood team are meeting with the police and we are taking this very seriously. We are working with the security team to address this and we will look at legal remedies such as a dispersal order, which we may be able to use.

We've also commissioned some Perspex boxes to be installed over manual call points to make it more difficult for them to be set off by the people misusing them.

We understand it is frustrating but please still adhere to the fire evacuation strategy and leave the building when you hear the alarm.

Why do we still need to evacuate on a false alarm?

This is the strategy in place to keep you safe, and while we understand it is frustrating, please still respect that when the alarm sounds you need to leave the building.

When will the communal fire alarm be fixed as it's currently faulty?

The fire alarm may display a 'fault' on the panel, however this is a notification to us that we may need to investigate one sounder in one person's home. The system as a whole is still functional and operational now, following the improvements made after the initial false alarms when it was installed. If you have a concern about the sounders in your home, please get in touch with us.

Why do we need 2 alarms in such a small flat especially when they are so loud and the sound travels really far? Please note the higher decibel are commercial sounders in bedrooms. These should be removed and be refitted with suitable sounders for residential premises?

The alarms are standard residential alarms and we have been following national guidance on this. The alarms must be a certain distance from windows which open up on to the external walls, which determines how many there need to be and their location. The alarms must be able to wake you if you are in a deep sleep – this is a standard sound level designed for this process and to keep you safe. We understand it may be frustrating, but we are following national guidance on the installation of these systems.

To help curb ASB and provide evidence for prosecution and or eviction for numerous false alarms and allowing tailgating or visitors causing offence – why are cameras not extended to alleged troublesome alarmed areas/points?

The site is covered by CCTV but we will be reviewing the system and level of coverage to see if there are any improvements we can make.

Are you doing something about the residents who leave their rubbish outside the bin area and don't put it in the bin?

We've followed this up with our Neighbourhood team.

Some residents are experiencing faults with windows not opening – when will this be resolved?

We will be following this up with the relevant team in charge of the windows.

EWS1 form

How long can we expect a EWS1 certificate after the works are completed? Or will we automatically be certified once building is updated?

Once the building has been remediated, our fire engineer will inspect the building. We expect to be able to issue an EWS1 form one month after the remediation work is finished.