

Residents of
74, 76, 78 & 80 Cambridge Road
London
NW6 5FL

The Hive
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Wembley
HA9 0HP

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0300 373 3000

Tuesday 2 February 2021

Dear Resident,

Recent leaks from communal heating and hot water system

Following our letter dated 12 January 2021 we wanted to write to residents with an update on our investigation into the leaks which have affected the heating and hot water supply at Kilburn Quarter. You will no doubt be aware that we are continuing to experience leaks to different parts of the system, not all the recent leaks have affected the supply to your home.

In our previous letter we confirmed the appointment of a specialist consultant, Butler & Young are a M&E consultant who we have worked with on several projects over the last few years. We have employed Butler & Young to identify the recent cause of the leaks, review the installation and design of the system and to identify ways we can mitigate for future leaks and limit any system downtime. The lead engineer has undertaken an initial visit to the scheme and has highlighted several concerns with the installation of the pipework. They are due to return to site this week to continue their survey and they have also engaged the pipework manufacturer, Aquatherm, to arrange a joint inspection so they can provide us with their opinion on the cause of the leaks.

We have also engaged United Living, who developed the scheme, about the potential installation defects. We have arranged a meeting with United Living on week commencing 8 February 2021 to deliver our initial findings in the absence of the full report. United Living will then be allowed some time to review and discuss their liability position. Once we have a formal response from United Living, we will then be in a position to advise residents on how we intend to proceed with works to mitigate future leaks.

I appreciate that this letter doesn't provide an immediate resolution to the issues with the system, but I can assure you that our team and maintenance contractor have processes in place to react any leaks immediately. Having reviewed the recent leaks, we have been able to fix the leak and return services by the next working day on all occasions. We have relationships with the suppliers and are familiar with the equipment required so this means that we are able limit the downtime. We are continuing to work on arranging a supply of spares to be kept on site and we will be making sure that Oakray have this in place asap.

Even though we responded in line with our service level agreement and the period of downtime would not constitute a compensation payment in line with our policy, we are aware that the frequency of leaks has had an impact. In recognition of this we would like to offer, each household in blocks 74, 76, 78 & 80 Cambridge Road, compensation for inconvenience caused. We will be holding this offer of compensation until our investigation and remedial works have been completed as we

expect there to be further downtime before the matter is fully resolved. Some of this downtime will be planned, we will communicate any planned downtime at least 48 hours in advance and this will be restricted to normal working hours of between 9am and 5pm.

Regarding next steps, we are continuously working on the investigation being led on by Butler & Young and have the meeting pending with United Living. We will continue to monitor the system performance closely and will write to you further on week commencing 22 February 2021 with an update.

Please again accept our sincere apologies for the inconvenience caused until we implement a long-term solution. If you wish to discuss the content of this letter or have any other concerns relevant to the recent leaks, please contact our M&E Team by calling 0300 373 3000 or email us at MandEandCompliance@networkhomes.org.uk.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'P Flynn', followed by a horizontal flourish line.

Patrick Flynn
Head of Compliance and M&E