



Network Homes

Safety in your building

19 March 2021

11 and 17 Robsart Street, 1 and 7 Thornton Street,
Stockwell,
SW9 0BL

Dear Residents,

Building Safety Fund application approved

I'm really pleased to share some great news with you – the government has approved our Building Safety Fund application for Robsart and Thornton Street.

Our team has worked hard on your behalf to achieve this outcome and this approval is one of the first to be confirmed by the government.

What will and won't be covered by this funding?

While this is very positive news, it's important to bear in mind that this fund may not cover the cost of all the work that needs to be done. We are continuing to discuss any costs that are not covered by the Building Safety Fund with the original building contractor and/or the building warranty provider. I appreciate that these discussions have been going on for some time now and I would like to thank you for your continued patience.

However, I feel I should be clear that any costs that are not covered by the Building Safety Fund or recoverable from the original building contractor and/or the building warranty provider may still need to be recovered through your service charge in the future. We will write to you again when the position is clear on this.

We are continuing to work on your behalf, and we still maintain the position that any costs would be recovered from leaseholders as a last resort.

Fire alarm costs

We have applied to the government's Waking Watch Relief Fund to cover the cost of the fire alarm installed at the beginning of the year. We have not yet received a decision on that application and will let you know when we do.

If we do not receive support from the government, we will apply to the First Tier Tribunal (Property Chamber) for dispensation to recover the fire alarm costs from you. This is the process for us to be able to recover costs through the service charge and the tribunal will independently assess the merits of our application. You will be able to challenge the application to the tribunal.

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A summary of this letter

The government has approved your building's application to the £1bn Building Safety Fund.

This is good news but does not guarantee no costs will fall on leaseholders.

We will continue to pursue all possible avenues to recover costs from third parties.

We have included an update on our investigations at the end of this letter.

We'll organise a webinar to go through the construction project and give you the opportunity to ask any questions before the work starts.

Recovering costs from leaseholders has always been a last resort for us and if it gets to that stage, we have authorisation from the Financial Conduct Authority to offer interest free credit arrangements to support you in managing payments.¹

Waking watch/evacuation manager costs

Our Leasehold Team recently wrote to you to let you know that from 1 April 2021 we would start recovering waking watch/evacuation manager costs through your service charge. You will only have to pay these costs if we aren't able to recover them from the original contractor.

When will construction work begin?

We have written to you previously and explained what we have found in our investigations on your building and how we are planning to tackle the remedial works.

We're still in discussions with the original contractor, and while these are taking longer than we had hoped, we expect to be able to start on-site soon - although it's unlikely this will be in March like we previously stated.

We will write to you once we have a firm start date and we'll organise a webinar for you to ask any questions you might have about the funding or the construction project.

I hope this news will relieve some of your worries going forward. If you have any questions, please get in touch with us at customerservice@networkhomes.org.uk.

Best wishes

Raj Gandecha
Head of Resident Management (Building Safety)

¹ FCA consumer credit arrangements are regulated by the FCA and any complaints arising from these arrangements by the Financial Ombudsman Service; Network Homes Limited, reference number FRN 919890, is authorised to provide Limited Permission lending and debt counselling on a not for profit basis. Details of our FCA permissions can be found on the [Financial Services Register](#).