

31 March 2021

## Luma Apartments – Resident meeting 17 March 2021

Due to technical issues with Microsoft Teams, the contractor Durkan was unable to present their slides, so this was done on their behalf by Network Homes.

We received over 60 questions before the webinar, plus many more while on the webinar. We have therefore combined questions of a similar theme to avoid too much repetition.

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customerservice@  
networkhomes.org.uk  
0300 373 3000

### Contact details

Throughout the project you will have the support of Durkan's on-site Team with your main contact Sonia Allen, Managing Resident Liaison Officer. She can be contacted on [sonia.allen@durkan.co.uk](mailto:sonia.allen@durkan.co.uk).

You will also be supported by Network Homes' Resident Management Team. You can get in touch with Cameron Anterkyi, Resident Liaison Officer (RLO) on [Cameron.anterkyi@networkhomes.org.uk](mailto:Cameron.anterkyi@networkhomes.org.uk) or **0204 512 5791**. Peter Park is our Project Manager and will also be on-site regularly to support.

For other issues, please contact Network Homes on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).

### Presentation slides



**Luma Apartments  
resident webinar**  
17 March 2021




**Agenda**

- Introductions and welcome Raj Gandecha
- What are we aiming for? Ed Badke
- Funding update Peter Park
- Project update and timescales Peter Park
- Intro to contractor Peter Park
- Scaffolding/site plan Peter Park
- Working with you Peter Park
- Parking Sam Drinkwater
- Q&A.



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**Introductions and Welcome**

- Resident Management Team
- Network Homes Project Management Team
- Construction company – Durkan
- Chartered Fire Engineer – EWS1 form.



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**What are we aiming for?**

- Efficiently carry out remediation to make the building compliant with regulations
- Improve the building and reassure you that you are safe in your homes
- Provide you with an EWS1 form (safety certificate) at the end of the project
- Do the above in collaboration with you, with as little disruption as possible.



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## Funding update

- Application to government's Building Safety Fund has been approved.
- Durkan, the original contractor, is remediating defects at their cost.
- Does not guarantee that all costs will be covered but our expectation is this will be the case. There is an appeal process in the unlikely event that happens.
- We will carry the works out so that we minimise disruption, however some disruption is inevitable. We are unable to offer compensation for this.



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## Project update

- Timescales
  - Project start - March 2021
  - Scaffolding work - early April
  - Cladding work - early May
  - Current estimate for project end - 29th Sept 21
  - EWS1 form – estimate 6-8 weeks afterwards.
- Scope of Work:
  - Remove terracotta tiles
  - Replace Kingspan insulation with Rockwall insulation
  - Fit Fire Barriers
  - Re-fixing terracotta tiles.
- Monitoring of work and quality of remediation.



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Since the webinar, we've got an updated timeline. The project is now due to end **1 October 2021**.

## The Durkan Team:

- Project Director – Steve Page
- Quantity Surveyor – Graham French
- Site Manager – Michael Burke
- Managing Resident Liaison Officer – Sonia Allen.

## Who are Durkan?

- Community contractor committed to working almost exclusively within the public sector
- Over 50 years experience building and refurbishing social housing for Local Authorities and Housing Associations
- Exceptional level of construction expertise.

**DURKAN**

## Working hours

- Monday – Friday 8am-6pm
- Some Saturday working may be required
- There will be some hand tool noise and some machinery
- We understand it will be frustrating especially as more of you are home because of COVID-19, but please work with us to complete this project efficiently.

**DURKAN**

## Scaffolding

- The building will be fully scaffolded with scaffolding needed on the 6<sup>th</sup> floor and 9<sup>th</sup> floor terraces
- Protection gantry at first floor level to the front
- Support structure and access staircase to rear
- Main hoist to the rear, materials hoist to the front of the building off of the gantry
- Security of the scaffolding – ongoing review.

## Sequence of work

- Work around the building in sections
- Access required to balconies for short periods.

**DURKAN**

## Compound

- A small site set up sited within the grass area to the rear of the block
- Our site office will be within the block adjacent the car park entrance.

Addressing your concerns over:

- People on-site
- Light and privacy
- Dust and air quality
- Temperature.

**DURKAN**



**DURKAN**

## Customer/Resident Liaison Service



- Your RLO will be your first point of contact
- Your RLO will contact you to learn more about your individual requirements
- Your RLO will book appointments for condition surveys, and keep you up to date on the progress of works
- Your RLO will resolve any concerns or issues you may have in a timely manner

**DURKAN**

## COVID-19

- RLO will arrange appointments for any required surveys and let you know why we need access
- You may be asked questions on whether you are isolating or have had Covid-19 symptoms
- Your RLO will ask you to remain in a different room from the workers as much as possible and keep the rooms well ventilated
- Our operatives will wear the required PPE when entering your home, they will carry their own hand sanitizer
- Any touch points in and out of your home and communal areas will be sanitized/cleaned.

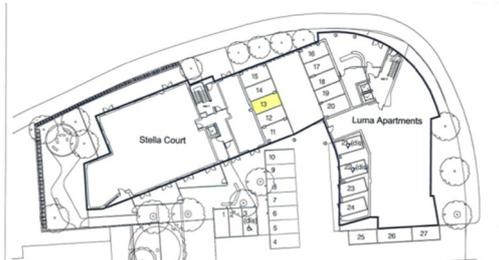
**DURKAN**

## Parking changes/clearing areas

- Patios and balconies must be kept clear
- The roof terrace must be kept clear
- Storage options for balcony items – considering with Durkan
- Local parking arrangements – get in touch us if you are in Bay 1-27.
- Parking for blue badge holders – let us know who you are.



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## FAQs and next steps

- Network Homes' RLO team can be contacted on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) or call Cameron Anterkyi (RLO) on 0204 512 5791
- Durkan's RLO can be contacted on [sonia.allen@durkan.org.uk](mailto:sonia.allen@durkan.org.uk)
- We'll provide a monthly progress update to let you know how the project is going.
- We'll send an FAQ document out with the slides within two weeks. This will include answers to all Slido questions too.



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## Funding/compensation

If you have any questions about service charges, please get in touch with the leasehold team on [leasehold.services@networkhomes.org.uk](mailto:leasehold.services@networkhomes.org.uk).

**Will you be able to give us a clear idea about costs to leaseholders or is this still uncertain? Due to Covid-19 unemployment and furlough, we are anxious to know.**

We recognise that this has been a difficult year. We are therefore pleased to be able to let you know the outcome of funding discussions:

- Durkan will be covering the cost of remediating the defects found at Luma Apartments
- The government has approved our Building Safety Fund application.

You can see the full position on funding in this letter:

<https://www.networkhomes.org.uk/media/11526/20210331-luma-fund-application-approved-sent.pdf>.

**Who will pay for the works to be done? If the leaseholders are liable to pay for some, we would like to challenge that decision.**

We received many questions on if leaseholders will have to pay any costs. We have always said we would present you with the honest position, which may not be the one you want to hear.

While we would like to be able to absolutely guarantee that leaseholders will not pay for anything related to this project, we don't want to give you unrealistic expectations. We are very hopeful that costs won't need to be passed on to leaseholders, but we also need to be honest that there is a chance of that still happening, albeit very small. You are in a very strong position – the government

fund application has been approved and Durkan are covering the costs of the defects. But we do not want to make a blanket statement, which we then might have to go back on.

It is always a last resort to charge leaseholders, and in the **very unlikely** situation that costs from this project needed to be recovered, there is an appeals process. The government Building Safety Fund has an appeals process, and you would also be able to apply to the First Tier Tribunal (Property Chamber) so the independent courts could decide on the validity of any potential cost recovery.

**If there are cost implications for leaseholders, what is the repayment plan? How is this charged? If the decision is final and remedial costs will be passed onto leaseholders, how will this be enforced? In other words what will you do if people can't pay?**

Again, it is very unlikely costs would be recovered from leaseholders for this project. If that did happen and Network Homes were successful in challenging a leaseholder appeal, we do have payment options. We have authorisation from the Financial Conduct Authority to offer interest free credit arrangements to support leaseholders in managing payments.<sup>1</sup>

**Will we receive any compensation for the disruption of these works?**

We will not be able to pay any compensation for the disruption caused during this project. We must carry out this essential safety work and will work with you to get the project completed as quickly and efficiently as possible. We go into further detail about disruption below.

**Will leaseholders have to foot the bill for the roof terrace/communal garden to be put right after the works are complete? Will terraces and balconies be re painted after works are completed? Or who will foot the bill for scuffs caused during these works?**

We will carry out a Schedule of Condition survey to note down the condition of properties and communal areas before the work starts. If there is a noticeable difference between the condition at the start and at the end, we will speak to Durkan to consider rectifying any issues.

**Why doesn't Network Homes buyback their buildings and then rent them out in the private rental sector rather than continue committing to build more death traps?**

Network Homes will not be considering buying back properties at this scheme. We have mitigated the risk at this scheme with the waking watch patrols. We were able to remove the waking watch once our fire engineers had inspected further and we had done a small amount of remedial work. We have taken the advice of our fire engineers at every stage of this project and have also notified the London Fire Brigade of our plans. Network Homes has covered the cost of the waking watch and we won't be recovering the costs from leaseholders.

**What are the fees for the waking watch? Who will cover that cost?**

Network Homes paid the full costs for the waking watch at Luma Apartments and will not be seeking recovery of those costs from leaseholders.

**The estimated cost was £2.9m. How much of the funding have you received?**

Between the funding from the government and Durkan, we believe the project cost is likely to be covered.

## **Construction programme and project**

**How long are the works going to take to be carried out?**

We currently expect to complete the project on 1 October 2021 (we did say 29 September in the presentation, but have since received an updated programme). This is an approximation and there may be delays due to unforeseen circumstances. If that happens, we will update you about any delays and updated project completion dates in the monthly progress communication.

<sup>1</sup> 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](#).

**When can we expect the EWS1 certificate to be provided after the cladding works? Will the follow-up survey be done by same people?**

We expect to be able to provide you with an EWS1 form 6-8 weeks after the project has been completed. The survey for the EWS1 form will be done by a qualified fire engineer.

**Are you doing the works top to bottom or section by section? Will the whole building be covered in scaffolding all at once?**

The building will be scaffolded for the duration of the project. We are taking a phased approach e.g. one team will remove tiles on one area, then move onto the next to remove tiles while another team addresses cavity barriers issues and insulation in the first area. We understand that this is not ideal, but this will enable us to complete the project as efficiently as possible.

**Will this period of works complete everything or is there more work due in the future?**

This project will address the issues with the external wall system. If the government updates their guidance and we believe your building is affected, we will let you know.

**If the timeframe and cost estimates to fix the cladding is exceeded, what are the implications/consequences?**

The work is costed on a project basis, not a day by day basis, so there wouldn't be any implications that leaseholders would see. If the project is delayed, we will still have access to the government's fund and Durkan will still be working on-site. It would take longer to reach the project completion date and therefore longer to get an EWS1 form.

**What insulation type is the Kingspan insulation being replaced with?**

We are replacing the Kingspan insulation with Rockwool non-combustible insulation.

**Are there any internal defects that will need to be addressed on this project?**

This project is focused on the external wall system and rectifying the issues there. We don't expect to do any work internally.

**My terrace flooring and beams are rotting. Will a review be carried out for safety prior to scaffolding going up?**

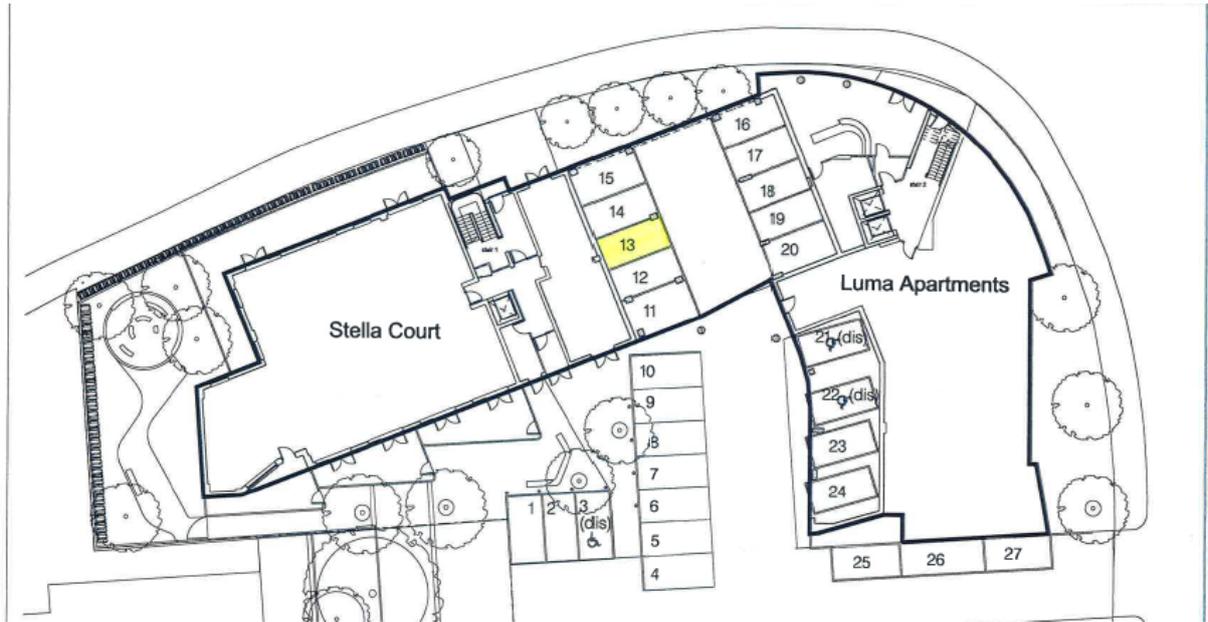
We will be carrying out a Schedule of Condition of your home and this is the type of thing we will be looking at. Please make sure you notify the surveyor or the RLO of any issues you have noticed so they can ensure it is included in the survey.

**Are there any implications for the wooden decking? Is that a fire risk?**

This project is focused on the external wall system and won't be looking at the wooden decking on balconies and terraces. We will follow government guidance on balconies and will let you know if this changes.

**Can you show us the map for site office and scaffolding storage?**

Enlarged versions of the site layout and the parking layout from the slides are below.



The two maps show much of the same area but are on different axes. To compare like for like, you can view the top map by rotating counter-clockwise. You can see a small example below.



## Security/scaffold

**Can you confirm CCTV will be working through the building works to ensure some security?**

We have spoken with the relevant team and have been informed the CCTV is working as expected.

**What will be done to stop people gaining access to the scaffolding and gaining access to our property via windows/balcony doors?**

Durkan has evaluated security concerns during the planning stage of this project and perceive the security risk as low. Security will continue to be monitored throughout the project.

**Will any of the access doors or fire doors have restricted access during the work?**

There will be no restricted or blocked access to fire doors and access doors during the work.

## Working hours

**What hours are the works going to be carried out considering the noise level we will have to suffer? Will work be done in off peak times and weekends?**

Working hours will be between 8am and 6pm, Monday to Friday. There may be some requirement to work on Saturday mornings in order to help keep the programme on schedule.

**How much disruption is there going to be to those who are on shifts/working from home/home schooling/isolating?**

There will be some noise during the works – this is unavoidable as we must carry out this remediation work to ensure the building complies with regulations, and is built as designed. There will be some level of noise from machinery and smaller hand tools.

The on-site RLOs will work with you to keep disruption to a minimum, so please get in touch with them if you have concerns over excessive noise.

## Dust/air quality/asthmatics/Temperatures

**Are we going to be able to open our windows during this time? Temperatures internally are very hot.**

While work is going on during the day, we would recommend not opening windows, to reduce noise disruption and to prevent dust entering your home. Please get in touch with Durkan's on-site team who will look at how they can try and mitigate the high temperatures. Durkan also has a Health and Safety Manager who you can get in touch with.

**If windows do have to remain closed are Network going to put residents up in temporary accommodation? Or provide air-conditioning?**

We don't expect to provide temporary accommodation due to high temperatures. We will consider

if there is something we can provide you with to help with the temperature in your home. Again, please get in touch with Durkan's RLO and on-site team.

**I am Clinically Extremely Vulnerable and also asthmatic. What are the health concerns with this project and such things like fibres in the air from the insulation?**

If you are vulnerable and are concerned about the air quality during the project, please get in touch with the Durkan on-site team who will be able to advise you about. You will be able to speak to their Health and Safety Manager to discuss your circumstances further.

**During this time of works there will be a high amount of dust build-up on windows. Will Network be providing professional window cleaning to all residents?**

As we approach the end of the project, we will see if there has been a dust built up on the windows. We will then consider with Durkan if we need to get the windows cleaned.

**Where will the builders' welfare facilities be? Will we smell portable toilets?**

You can see on the map above where the site welfare will be located (top right). We hope you will not be able to smell the toilets.

**My flat and I believe some others in the residence are experiencing drafts coming into our rooms from outside the building. We believe is from a badly installed or damaged insulation in the first place. This is big problem especially cold winter months for us with small kids. Is that going to be rectified/fixed during the work done on the building?**

Please notify the surveyor of this during your Schedule of Condition, so we can take a look at the drafts you are reporting.

**Will the builders be instructed not to smoke whilst working on our site?**

Builders will not be smoking on the scaffolding. You may see them smoking by the welfare facilities or the site office, which is permitted. Please let us know if you see anyone smoking on the scaffolding as we take this very seriously.

## Parking

**Parking is a real concern, especially to those who hold valid disabled blue badges. How will this be managed and where will residents park?**

If you have a blue badge, please get in touch with us to let us know. We will aim to prioritise parking for blue badge holders, but please let us know so we can factor your requirements into our parking plans. We have identified a potentially suitable location and will share further information with you if it is confirmed as an option.

**Why do you need to clear the car park spaces 1-27? Is it to provide parking spaces for the contractors work vehicles? Or is it a safety concern?**

The majority of bays 1-27 will be needed for the scaffolding and the loading area – you can see on the maps above. There are a few other spaces which won't be directly used for that area, but we want to keep bays 1-27 clear. This is so we can move any necessary machinery in and out without the risk of damage to any cars or the machinery.

Please get in touch with Cameron Anterkyi (details above) if you use a space in Bays 1-27, if you haven't already.

We have been in contact with businesses in the local area about potentially renting some space in their car parks. Some close and lock their car parks at night so are not suitable. We are also in open discussions with Central Middlesex Hospital that is located across the road and will write to you as soon as we have a solution.

We are planning on removing a section of fencing to create a secure car park area opposite Aurora House. You can see the planned location of this on the maps above.

**If we are taking down the fences, does this not increase the need for security?**

There will be hoarding put up around the temporary car park area to increase the security.

## Communications

**Will this meeting be recorded, minutes taken and sent out to all residents?**

We always send out a summary of questions from a webinar, plus the slides, within two weeks of holding a webinar. We will be sending a monthly update on the project progress and hope to hold another webinar in June/July.

We'll aim to send you updates in the first week of the month.

## Covid

**What is Durkan's Covid-19 policy to ensure residents are safe within their home and communal areas?**

- RLO will arrange appointments for any required surveys and let you know why we need access
- You may be asked questions on whether you are isolating or have had Covid-19 symptoms
- Your RLO will ask you to remain in a different room from the workers as much as possible and keep the rooms well ventilated
- Operatives will wear the required PPE when entering your home and have hand sanitiser
- Any touch points in and out of your home and communal areas will be sanitized/cleaned.

**What works need to be carried out internally in the building?**

We will need to do an internal 'Schedule of Condition' survey, which will also involve looking at your balcony.

## Balcony storage

**Is there going to be somewhere where we can safely store the things we have on our balconies?**

**There is not enough space indoors! Does the balcony furniture have to be moved or are there some furniture that can be left?**

We expect some of your balconies/terraces will need to be cleared of items. We will take a look at what you have on there when we do our Schedule of Condition. Please move any items you can into your home and be prepared to work with us on removal of larger items if it is needed.

We are looking at creating a secure area within the site to store larger items of furniture. Our RLOs will be in touch with you about this.

**Will leaseholders be compensated for the cost of storage for their balcony plants and furniture?**

At the moment, we hope to be able to store any large items on site, so you will not need to pay for storage yourself.

## Durkan

**If Durkan got it so wrong the first time, can we trust them again?**

We recognise that you feel it is difficult to trust Durkan given the situation you are in. We want to reassure you that Durkan are committed to coming back to this scheme and rectifying the issues we have found.

Durkan has been very open and forthcoming in their discussions with us, and really want to resolve this situation. The fact they are also doing this at their costs shows their commitment to rectifying the issues.

This is a different team of people working on this project and they are all committed to completing it safely and efficiently. The on-site team are available for you to contact if you have any further questions and are looking forward to working with you to complete this building.

A Microsoft Teams error prevented them from joining this webinar. You'll see from their slides and from speaking to them on-site that they are very committed to rectifying this issue and rebuilding your trust in them.

**Will Durkan be taking responsibility for this given it was due to their poor construction in the first place? Has been the case in other buildings?**

Durkan has taken responsibility for the issues at this scheme and we're pleased they have been so forthcoming in our discussions with them. We're working on remediating several schemes and can confidently say that we have reached a really positive resolution with Durkan at Luma Apartments.