



Resident of
Address 1
Address 2
Address 3
Address 4

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

Wednesday 14 April 2021

Dear Resident,

Communal heating and hot water system investigation update

In our last letter dated 26 March 2021, we confirmed that we had sent United Living, the developing contractor, the leak investigation report completed by Butler & Young, our appointed consultant. The pipework manufacturer, Aquatherm, had also taken a sample of the pipework away for testing at their laboratory to identify the cause of the leaks. United Living had stated their intention to wait for the outcome of Aquatherm's report before commenting on liability and next steps, we confirmed that this was acceptable.

Since our latest letter, we have maintained dialogue with Aquatherm regarding their report and have received an initial copy. The report was not sufficient as it did not appropriately identify a cause of the leaks, that Network Homes and United Living could then discuss. We have emailed Aquatherm with a joint Network Homes and Butler & Young response to their report and have requested a meeting with them to discuss the content. We are currently waiting on Aquatherm to confirm a date for this meeting, but we envisage that it will be within the next two weeks. We are continuing to push for the earliest possible date.

Until we achieve a position of clarity from Aquatherm, we will not be able to move forward with United Living. We still firmly believe that poor installation was the route cause of these leaks, but United Living will defend their position should Aquatherm not take a similar position. We apologise for the delay in reaching a conclusion but can assure you we are continuing to act in your best interests throughout this process, minimising future costs to Network Homes and our residents.

We will provide you the next update via letter on week commencing 10 May 2021, when we hope to have made progress with the Aquatherm discussions.

We have experienced no leaks since our last letter and regular inspections of the systems are being undertaken. We are continuing to hold a stock of parts and specialist equipment used to repair the pipework and we will hold this until a permanent solution has been implemented.

We will notify you of any planned downtime that will be carried out as part of the investigation, giving at least 48 hours' notice and keeping this downtime restricted to standard working hours.

Please note that compensation we will be reviewed following completion of the permanent solution to the leaks and not before.

Once again thank you for your patience and if you wish to discuss the content of this letter or have any other concerns relevant to the 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