



Templar House

A guide to the proposed work and what it means for you



Network Homes

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Glossary of terms

- **Cavity barriers** – A fire-resisting barrier placed within the cavity which is present in the construction of the external wall. The barrier’s main purpose is to restrict or inhibit the spread of smoke and flames.
- **Cladding** – This is the material/components that are attached to the outside skin of the building.
- **Elevation** – A particular wall or ‘face’ of the building.
- **External wall system** – The combination of materials used in the external walls of the property. This generally includes the sheathing board, insulation and render as well as fire breaks and associated items.
- **CHPK Fire** – CHPK Fire is our chartered fire engineer, on this project they will provide fire engineering services for Network Homes.
- **External Wall System (EWS1) Form** – A form used for valuation purposes by those seeking to sell or re-mortgage their homes. The form is signed by a suitably qualified professional and is often requested by mortgage lenders. This form is not a statutory requirement.
- **Render** – The multi-coloured cement-based coating applied to the outside of the building on floors 1-4.
- **Zinc** – This is the grey cladding on the top two storeys of the building.

Summary

This guide is to help you and your household understand the planned programme of works being carried out at Templar House; why the work is being done, how it will impact you, and the improvements it will bring.

Network Homes is very mindful of the impact that building work can have on you. We have appointed a team of expert consultants and specialist contractors, and we are committed to minimising any adverse impacts during this essential work, and to being transparent as to the processes involved.

Of course, the current Covid-19 crisis presents challenges to the timescales of the project, however we work with our contractor and consultants to ensure disruption is kept to a minimum.

Context of the work

Templar House is a seven-storey residential block of flats with a cavity brickwork façade to the ground floor, insulated rendered elevations to floors 1-4 and zinc cladding on floors 5 and 6.

Network Homes engaged a consultant (Philip Pank Partnership) to investigate the external wall system in line with Government Guidance. The investigation focused on localised sections of the external wall system and noted in these areas potential issues with the way cavity barriers have been installed behind the render system and also the zinc system.

Current Fire Strategy

As you are aware, we overhauled the fire alarm and detection system within the building in 2020. The building continues to operate as a “Simultaneous Evacuation” Strategy and in the event of a fire, sounders will activate within properties and residents should evacuate their flat and meet at the assembly point outside the Police Station.

There is currently an Evacuation Manager on site at Templar House, who’s duty it is to undertake regular patrols of the building, respond in the event of an alarm and monitor the fire alarm panel. This Evacuation Manager operates on a 24/7 basis and performs duties outlined by the National Fire Chief Council.

What to do in the event of a fire

Fire safety strategy



Your fire safety strategy for Templar House

Simultaneous evacuation - here's what that means:

If you see fire or smoke, then evacuate by the stairs and sound the alarm (it's at the bottom of the stairs)



If you hear the alarm, then evacuate using the stairs

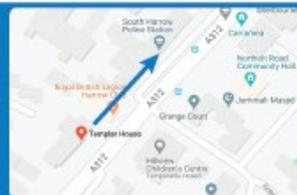


If you have to evacuate, leave the building first, and then call the fire brigade on 999



Assembly point

At the bus stop in front of the police station



Fire alarm test

At 3pm every Thursday



Our details

**customerservice@networkhomes.org.uk
0300 373 3000**

What we are doing

The proposed work will rectify the potential defects that have been identified in building survey reports. In order to deliver the most robust repair solution for your peace-of-mind, the decision has been taken, subject to planning approval, to entirely replace the exterior façade, rather than undertake piecemeal repairs.

Following a carefully considered contractor selection process Network Homes has appointed Mulalley as their contractor for the work. Mulalley has extensive experience on major renovations. You can read more about the group here: <https://www.mulalley.co.uk/>.

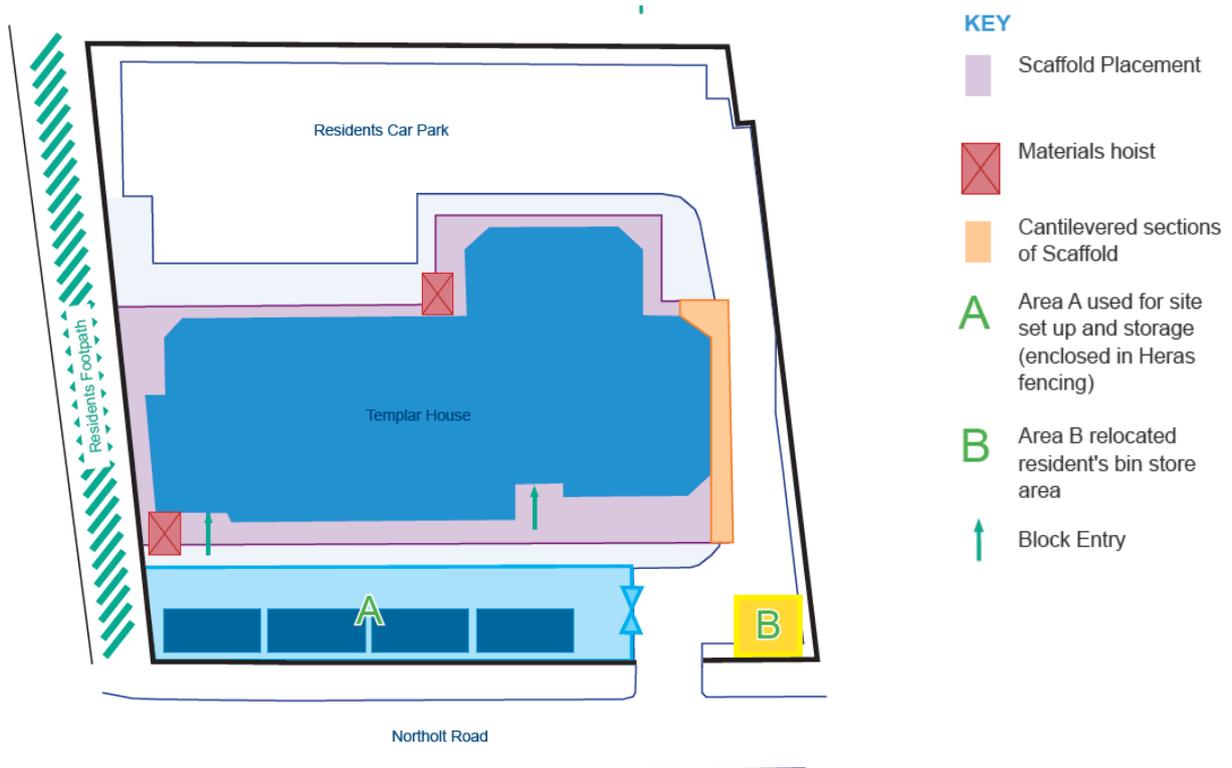
Scope of remedial work

The work is due to commence on 31 March 2021.

External work

External work step 1: Site set up.

This stage will include the contractor mobilising their work force, ordering materials and setting up their site offices. The site offices will be located to the front of Templar House. This will mean the four bays at the front of the building will need to be temporarily located to the rear of the building. Our Resident Liaison Officers will work with these residents.



External work step 2: Scaffold

In order to carry out the work, a scaffold will need to be erected to the entire building to provide the required access to the façade. This will be carefully designed to ensure the safety of our residents and given the location of the car park to the rear of the block, which will remain in use. The scaffold will need to be built from within Ground Floor Terrace Areas.



External work step 3:

Floors 1-4

Once the scaffold is erected, the contractor will carefully remove the existing render and insulation. The contractor will then inspect the structure of the building and confirm the proposed specification for remedial work.

Work will then start to install the new external wall system. The replacement rendered façade will look almost identical to how it does now in terms of finish, dimensions and colour. The replacement façade will meet all applicable Building Regulations requirements and government advisory notes and will provide improved fire safety performance. The work will be undertaken by Hamilton, a specialist cladding contractor, and overseen by the Main contractor Mulalley and our expert consultants: CHPK Fire and Philip Pank Partnership.

Floors 5 and 6

Our proposal for the top two floors will follow the same pattern as the lower floors, however, works will need to be carefully sequenced to remove the zinc cladding, to replace insulation within the cavity, install the necessary cavity barriers and install new Zinc Cladding. The zinc will need to be removed in smaller localised sections.

The works will be carefully phased to minimise disruption and we will be providing regular communication with our residents. A pilot exercise will be done before works are rolled out to all occupied flats.

Windows

During the course of steps 2 and 3, there may be a requirement to remove windows. This is not certain at the moment and will be determined throughout trial exercises. The process of removing and refitting windows is a quick process and will be carefully sequenced. Should we need to remove windows and refit, all works will be sequenced to ensure no property is left unsecure.

External work step 4: Removal of Scaffold

Once all work is complete and signed off by our professional team and building control authorities, the scaffold will be removed.

Internal Work

While work to the externals is ongoing, we will also be undertaking internal investigations within your block. We will be focusing on fire doors and ventilation systems. These will follow advice laid out by MHCLG in their consolidated advice note for building owners. These investigations will be led by our expert consultants.

This work may require remediation to flat entrance doors and ventilation systems. If any work is required, we will let you know.

Working with you in mind

The Network Homes Team and our experienced specialist contractor, Mulalley, will work hard to protect residents during the course of work.

Some groups, such as disabled people, elderly people, and children, require special attention during any building work and we are very mindful of these needs.

Children in particular often aren't aware of the dangers associated with construction sites, which can lead to injury. In addition to the safety measures being put in place, we would appreciate your co-operation in reinforcing messaging aimed at preventing children entering the areas of work. Please be vigilant and should you see anyone where they should not be, please inform a member of our team immediately.



Safety signs will be displayed around the site during the work and working areas will be segregated by physical barriers. If you have any questions on safety, please contact us via customerservice@networkhomes.org.uk.

COVID-19 measures

The health and safety of our workforce and the communities in which we work is our top priority. We will be adhering to all the government guidelines around safe working and social distancing at this time.

A few of the measures that will be put in place are:

- Monitoring by the site team to ensure that social distancing and safe working guidelines are adhered to — especially when the operatives are arriving and leaving site.
- Operatives taking daily COVID checks and utilising Mulalley COVID tracing app, which requires operatives to report they have no symptoms before travelling to site each day.
- Additional Site cleaning activities.
- Hand washing facilities in the Site Compound at the front of Templar House. All operatives will also have hand sanitizer in their vehicles.
- Staggered lunch breaks to maintain social distancing.
- Operatives adopting government guidelines regarding social distancing and containment.
- COVID-19 questionnaires will be sent to you for completing and return to us, so that we can ensure you and our workforce are safe and protected should you be self-isolating or shielding.
- Internal visits will be kept to a maximum of 15 minutes by one operative and full PPE will be worn for activities where the risk assessment permits (*Gloves, Face Masks and Shoe Covers*).

Indicative programme

The project at Templar House has already begun, and Mulalley is currently mobilising their supply chain, ordering materials and carrying out site surveys to establish the existing condition of the building. The design team are already designing the scaffold layout.

Mulalley has identified scaffolding will start to be erected in May 2021. Once scaffold is up, Mulalley will start to strip the insulated sections on floors 1-4. Sample areas will be done the top two floors before wholesale replacement.

The current estimate for completion is March 2022.

The programme is subject to building control and planning approvals. We will ensure that scaffold is up for no longer than it needs to be on an elevation and will keep you up to date on progress in our monthly updates.

Condition survey

Before any work on site starts, Mulalley will be undertaking an external and internal photographic condition survey which will include your property. We would appreciate your co-operation in accommodating this survey prior to work starting. The survey will be by appointment and should take no longer than 15 minutes to complete. The condition surveys will concentrate on the external walls of your property.

All due care will be taken throughout the work to avoid any damage to your home. Please be reassured that in the unlikely event of any damage caused by our work this would be addressed at the contractor's expense, as long as a pre-commencement survey was undertaken prior to work.

Frequently asked questions:

Should you have any questions not answered below, Network Homes' RLO team can be contacted on customerservice@networkhomes.org.uk or call Cameron Anterkyi (RLO) on **0204 512 5791**

External Work

1. What will the working hours be?

Our contractors will be carrying out their work during the hours of 8am and 6pm, Monday to Friday. There may be some Saturday working as we wish to complete these building safety work as quickly as possible, however residents will be given ample notice should this be the case. Noisy work will only be done between 9am and 5pm. Set-up and cleaning may occur outside of these hours.

Set up and cleaning work includes delivering the materials we require to site each day, and this will be transported both by hoists and manual handling to the required position for the work on that day. Although housekeeping will be undertaken constantly throughout the day, we will check the scaffold and balcony areas at the end of each day to ensure these areas are clean and clear of any materials and dust from our work.

2. How long will this project take?

We estimate that the project will be complete in early March 2022. You will be kept updated on progress and developments to the timeframe.

3. What will the noise impact be?

While it is impossible for us to promise that our work will not disrupt your daily routine (especially if you work from home or have a shift pattern), we will work to minimise noise impact. Our operatives will be mindful that they are working outside your home and we will try to keep you fully informed during the course of the work. Due to the mechanical fixing there will be drilling noise intermittently throughout the working day.

4. Will there be dust?

Some of our work may cause dust, therefore we would strongly suggest that you avoid drying laundry on your balconies while work is in progress. When we are working on your block, we would recommend that during working hours your windows remain closed to minimise any dust entering your property. We will do all that we can to minimise the dust during our work and as such we will have industrial hoovers on site which will be used to assist us in cleaning our working areas at the end of each day.

5. Where will the contractor's site office be located?

The Mulalley site office will be located at the front of Templar House. There will be various containers, used for a site office, site welfare and also storage.

6. Will there be any changes to the bin collections?

You should continue to use the bin store. We will arrange collections with the local council and will move bins on a weekly basis for collection.

7. How will you manage Contractors' waste?

We will have a secure skip located to the front of the building.

8. What will be the extent of the scaffold?

Full scaffold will be erected to entire building to enable us to obtain the required access for our work.

9. Will there be any impact on the pavements around the development?

There will an impact on the four car parking bays to the front of the building for the duration of the work,

as Mulalley will set up their site storage facilities in this area. We will work with the residents occupying these bays to relocate for the duration of works. Due to the location of scaffold, the cycling racks to the rear of the building will also be out of use. If you use these cycling racks please notify us. The rear car park will continue to be used as normal.

10. How will the scaffold be secured?

The scaffold will be secured there will be an alarm which is monitored 24/7 in case of any activations. You can protect your property by ensuring that you lock all your windows and balcony door when you go out. The work should not have any bearing on your home contents policy, however we recommend that you keep your insurance provider updated on the status of the project.

11. What does the scaffold netting look like?

We will be wrapping the scaffolding in fire retardant debris netting (right) which will protect the surroundings from particles or building dust from the facade work. The netting will be fixed to the scaffolding by cable ties.



12. Will my light be obscured?

The debris netting that encloses the scaffold and the boards used to create walkways on the scaffolding will reduce some of the natural light getting into your property and will obscure your view. The scaffolding and netting will be in place for the minimum possible time.

13. Will I have increased heating costs?

We do not expect that you will experience any noticeable increase in costs for heating your property.

14. What can I do for ventilation in the summer?

You will be able to open your windows for ventilation purposes. However as some of our work will create dust we strongly recommend where possible, that windows remain shut whilst work to your balcony elevation is being carried out Monday to Friday.

15. Will I be able to use my balcony/terrace during the works?

It is likely use of the balconies and terraces may be restricted throughout the project. Once the scaffold design has been completed, our resident liaison teams will meet with you to discuss.

16. Will there be any alterations to parking?

The four bays to the front of Templar House will be suspended and we will work with these residents to find alternative bays. If you use the bays at the front of Templar House, please contact our customer services team.

17. Can I stay in my property during the work?

Yes, you can continue to live in your property for the duration of the work.

18. Will you need access to my property during the remediation works?

At the outset we will need to undertake a Schedule of condition within your property. This will take place over the coming weeks while Mulalley is establishing their site set up. We do not anticipate any damage to your property as a result of the external works, however the purpose of this inspection is to record the condition of your property in the unlikely event any damage is to occur to your property.

There may be a need to remove and refit windows as part of the works, should this be the case we may need to visit your property to make good around reveals internally. We will write to residents given a detailed explanation if this proves to be the case.

Finally, we are undertaking concluding surveys of Fire Doors and there might be a need to replace or carry

out remediation to your flat entrance door. Should this be the case, we will write to all residents to confirm what work is required.

19. Is it safe for my children to be in the property during the work?

During the façade work, it is safe for you and your children to be in your property. When we are working on your block there will be some noisy work which may cause some disturbance, but not to the extent that hearing protection is required. We will be installing fencing around your balcony, to prevent unauthorised access to scaffold.

20. Will I need to close all my blinds and curtains?

As scaffolding goes up you will start to see movement around the scaffold. For your privacy we would recommend that you keep blinds and curtains closed first thing in the morning, opening these once you are dressed.

21. What happens if I am on holiday?

We will work with you prior to you going on holiday and any access required will be scheduled before you go on holiday. This will enable us to move forward with our programme in your absence.

22. What sort of sign-off will be provided?

We will liaise with building control throughout our work to ensure that all work is compliant and meets all Building Regulations. A robust QCQA (quality control/quality assurance) process will be followed throughout the project. The work itself will come with a 25-year SWIGA guarantee.

Network Homes has also appointed Philip Pank Partnership (PPP) to act as our site inspector throughout the work and also CHPK Fire (CHPK) to act as our Chartered Fire Engineers. They will undertake regular inspections to ensure the contractor is working to the Building Regulations and project specification.

23. What sort of certification will we get?

The work being undertaken to the façade will be certified as complete and compliant with the building regulations by an approved Building Control Inspector. If you are a leaseholder, you will receive an EWS1 Form for mortgage and selling purposes on completion of works.

24. Why does the Zinc Cladding need to be removed – it is metal?

The EWS1 form is issued on the external wall system of a building as a whole. While the Zinc Cladding might be non-combustible, there are materials behind it that might be. As such we will remove the Zinc cladding to expose the external wall system behind and carry out any necessary repairs in line with the advice of our Fire Engineer. It is likely that the existing zinc will be damaged and as such will be replaced on a like for like basis with new Zinc Cladding.

25. How long will it take to replace windows and who will pay for any internal damage?

Until we've carried out our trial of window removal, we won't be able to confirm whether this work will take place and if so, how long it would take. We don't expect there to be any internal damage to your property. We will be carrying out a survey to take note of the condition of your property and will make sure we put it back the way it was.

26. How many people will be carrying out the work to the building?

We have not established resources levels yet with the contractor, however once works have started, it is likely there will be on average 30-40 operatives on site. We will keep you updated on resource levels throughout the course of the project.

Internal Work

1. Will you need access to my property?

We will need to carry out a Schedule of condition as explained above at the outset of the project. Should we need access to your flat to carry out works to windows or to carry out works to your entrance door, we will write to you.

2. What work is being done to fire doors?

We are currently concluding investigations internally on fire doors and liaising with our Fire Engineer. This is in line with the Government's Consolidated Advice Note which was issued in January. We will write to you once we know the extent of works.

3. What work is being done to Ventilation Systems?

Similar to Fire Doors, we are waiting for a specialist report and liaising with our Fire Engineer and we will write to you once we have more details.

4. When would any Fire Door or Ventilation Works take place?

We will try to carry out work to fire doors or ventilation systems at the same time as the external work. This may depend on lead in times for materials.

Fire Strategy

1. Is the fire strategy still relevant?

Yes, the fire safety "Simultaneous Evacuation strategy", will continue throughout the course of the work. The contractor has been notified about the proposed strategy. The evacuation manager will continue working in the building on a 24/7 basis until our Fire Engineer confirms they can be removed.

2. What should you do if there is a fire in your flat, you hear the fire alarm, or the fire warden tells you to evacuate?

If there is a fire in your flat or the fire wardens raise an alarm you should:

- 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 their instructions.
- Tell the fire wardens and Fire Brigade if any members of your household require assistance to evacuate.
- Gather at the assembly point outside the Police Station. Wait at the assembly point until you are told by the lead fire warden to return home.

3. What is the role of the Evacuation Manager?

An evacuation manager is currently operating within your building, on the advice of our Fire Engineer and further to the guidance of the National Fire Chief Council (NFCC) Guidance. The main duties of the evacuation manager are to:

- Patrol the building regularly to ensure escape routes are clear and external areas are left free from combustible items.
- To monitor the fire panel.
- To respond to any communal detectors being activated.
- To manage the evacuation process should detectors in flats be triggered or call points on building exits are triggered.
- To undertake a weekly test of the system.

- To respond to faults on the system and arrange maintenance contractors to attend to remedy.

4. How is the Evacuation Manager Role different to the Waking Watch?

Once we became aware of the potential issues on the external facades, we were advised by our Fire Engineer to install a waking watch. Two waking watch wardens were positioned at Templar House, and patrolled the building on 10 minute laps on a 24/7 basis. The waking watch's role was to identify any potential fire events within flats, communal areas and external areas; and where necessary take any necessary action to evacuate the building.

At the same time, we upgraded the existing Fire Alarm and Detection system in the building to satisfy the requirements of the NFCC Guidance, in their report "*Simultaneous Evacuation Guidance: Guidance to support a temporary change to a simultaneous evacuation strategy in purpose-built blocks of flats*". You will be able to find a copy of this report on the NFCC Website: www.nationalfirechiefs.org.uk.

At this time the waking watch wardens were stood down and we instead mobilised an Evacuation Manager on the guidance of both our fire engineer and following the NFCC guidance.

5. What are the costs of the Waking Watch and Fire Alarm Installation?

We are not in a position to share the costs of either with you. Network Homes has picked up the majority of the significant costs of both of these services up until March 2021.

For Leaseholders, we will not be seeking to recharge the costs of the waking watch or the fire alarm installation through our service charge. However, there will be a one-off cost for the installation of the Fire Alarm Installation of £250, which forms part of the end of year 2020/21 accounts.

6. Will I have to pay for the Evacuation Manager cost?

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.

A cost of £900 has been apportioned to leaseholders within the development, the lease dictates "a specified proportion of 1/84". In simple terms, costs are split equally among the units and Leaseholder contribute their fair portion.

The costs for the General Needs/Rented units are paid for via their rent payments.

7. How long will the Evacuation Manager be required?

During the remediation works, we will continually work with our Fire Engineer to understand requirements for the Evacuation Manager. We will undertake Fire Risk Assessments at key milestones throughout the remediation works, the first being once all existing external wall system has been removed and work on the Zinc areas are fully complete.

8. What will happen once work is completed?

We will continue to review the position with our Fire Engineer but is likely when work is complete, the building will return to the way it was operational prior to introduction of the Waking Watch. The building was designed as a Simultaneous Evacuation Strategy.

9. How will the Building work affect the fire strategy?

There will be no change to the fire strategy. All escape routes will be maintained, and in the event of a fire you should use either of the fire escapes and proceed to the Assembly Point.

10. Why do we have an evacuation manager if it was only a recommendation? That does not mean mandatory.

We will always follow the recommendations of our fire engineers and the experts we have hired to advise us on this project.

Finance

1. Will the work cost me anything?

If you are a tenant, work will not cost you anything. Network Homes will be funding the remediation costs for the work.

If you are a leaseholder, Network Homes has secured Government Funding for external remediation costs. 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.

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

While we have secured Government Funding, this fund may not cover the cost of all the work that needs to be done. We have already exhausted all available funding options from contractors, warranty providers or insurers at Templar House.

The Building Safety Fund only covers work on the external wall system. As part of government guidance, we may need to carry out other remediation such as internal fire safety work. We've already sent you information about the costs for evacuation management. Therefore, I feel I should be clear that any costs that are not covered by the Building Safety Fund 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.

3. Can you explain the costs of the Evacuation Management?

We initially brought in the waking watch at your block as an emergency measure on the advice of independent fire engineers. Until now, we've been covering the cost as we had not carried out the necessary consultation with you to select a contractor.

As a charity, it's not sustainable for us to keep using our funds to cover the cost of the waking watch. Any money we spend on building safety issues, takes away from our social objectives of delivering more affordable homes, maintaining our existing ones and seeking to improve our services year on year.

We told you of our new security framework earlier this financial year which includes a waking watch service. This is now in place and we'll begin to pass on waking watch costs through your service charge from 1 April 2021. You have been sent these figures in a separate document by our Leasehold Team.

Should you require any further information contact leasehold.services@networkhomes.org.uk.

4. What support is there for any potential recharge costs to Leaseholders?

We will continue to do all we can to access funding for essential safety work to your building. But legally we may be obliged to require leaseholders to pay towards the costs of this work which we know might be substantially more than their usual annual service charge. So, to help support leaseholders and shared owners manage their payments, we now have [Financial Conduct Authority \(FCA\)](#) authorisation to enable us to offer an interest free credit option arrangement to those affected¹. We can also offer free debt advice.

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](#).

5. Why should leaseholders have to pay anything? It was not our fault.

We recognise that leaseholders are at no fault in this situation. This is a national failure of building regulations and workmanship which is affecting thousands of buildings up and down the country. Network Homes is doing everything we can to protect leaseholders from costs. We have pursued all other available options and have managed to agree government funding for the external wall system remediation. There is no support available for other costs and Network Homes is already covering significant costs for the tenanted share of the project.

Webinar presentation slides

For those who were not able to attend the resident webinar on Tuesday 6 April, the questions asked have been included above. You can view the slides below, much of which is also covered above.



Templar House resident webinar
6th April 2021

Agenda

- Introductions and welcome
- What are we aiming for?
- Funding update
- Project update and timescales
- Intro to contractor
- Site plan
- Covid-19 Health and Safety
- Parking and Terraces
- Q&A.

Raj Gandecha
Ed Badke
Carla Ferrarello
Carla Ferrarello
Martin Walker
Martin Walker
Martin Walker
Sam Drinkwater

Introductions and Welcome

- Resident Management Team
- Network Homes Project Management Team
- Construction company – Mulalley & Co
- Chartered Fire Engineer CHPK – EWS1 form.

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.

Building Safety Inspections

- Network Homes has followed the MHCLG Consolidated Advice Note
- Surveys were done in November 2019 by Philip Pank Partnership (PPP) on the external wall system
- They identified concerns with the installation of cavity barriers behind both the render and the zinc systems
- Changes were made to the existing "Simultaneous Evacuation Strategy".

Fire safety strategy

If you see fire or smoke, then evacuate by the stairs and sound the alarm (it's at the bottom of the stairs)

If you hear the alarm, then evacuate using the stairs

If you have to evacuate, leave the building first, and then call the fire brigade on 999

Assembly point
At the bus stop in front of the police station

Funding update

- Tender process complete - Mulalley & Co successful
- Application to government's Building Safety Fund has been approved
- Building Safety Fund will cover the Leaseholder share of external wall remediation costs
- Building Safety Fund cover external wall works and does not cover internal work that may be identified by our fire engineer
- We will carry out the work so that we minimise disruption, however some disruption is inevitable. We are unable to offer compensation for this.



Because good homes make everything possible

External Works



- Floors 5 and 6 Zinc
- Floors 1-4 Insulated Render
- Ground Floor Brickwork



Because good homes make everything possible

Internal Work

- At the same time also investigating:
 - Flat Entrance Fire Doors
 - Communal Fire Doors
 - AOVs
- To ensure all in line with government advice.




Because good homes make everything possible

Project update

- Timescales
 - Project start – March 2021
 - Scaffolding work – April/May 2021
 - Cladding work – May/June 2021
 - Current estimate for project end – March 2022
 - EWS1 form – estimate 6-8 weeks afterwards.
- Project Team
 - Mulalley & Co – Contractor
 - Hamilton – Sub-contractor for external walls
 - Philip Pank Partnership – Contract Administrator, Clerk of Works and Principle Designer
 - United Guarding – Evacuation Management.



Because good homes make everything possible

Our Team





Martin Walker
Operations Director



Colm Coyle
Contracts Manager



Tony Torpey
Site Manager



Jane Davis
Assistant Resident Liaison Manager



Alison Wells
Lead Resident Liaison Officer



Who we are



- Family owned
- Started trading in 1972
- Four operating divisions with 600+ staff and a turnover of £150m+



- Ten support divisions:

Construction 1 (CD)	Construction 2 (SW)	Mulalley Electrical	Mulalley Plumbers
M&C Environmental Services	Resident Support & Community Support	Contract Care After Hours	Accounts & Administration
Quality Safety & Training	Buying	Design, Commissioning, Installation & Service Change	Stores and Transport
			Public Relations



98% Resident Satisfaction across all contracts

99% Apartments kept

Access an average of **30,000+** residential properties per annum

2018 CCS Ultra Site Award for Collaboration

40+ Dedicated Resident Liaison Officers

Queens Award Winning Resident Liaison Division

£48m of External Refurbishments and Repairs



Business Resilience during COVID-19

- Minimal disruption caused to our business
- No redundancies
- Staff employing the same highly skilled teams
- Our financial rating actually increased during the lockdown

Our Construction Division delivers around **£80m** worth of General Building Works per year



Company achievements






































Covid-19 workforce safety

All our sites display a QR code, and all operatives and visitors must check in.

Unannounced HSE Visit to Lewisham site: "Inspectors were very impressed with compliance and control measures put in place, and the fact that everyone had to have a temp check and sign a self-declaration form before being allowed onto site. They confirmed that they would be carrying out more visits going forward as sites increase their capacity, with a particular emphasis on ensuring appropriate welfare facilities are available, with an increased cleaning regime"

Social Distancing Officer

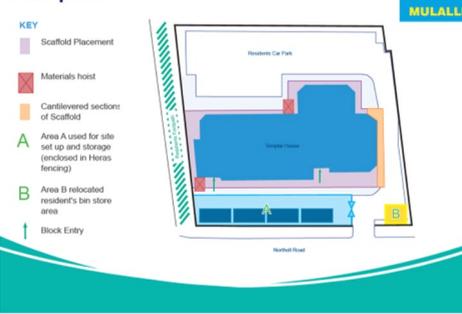
Temperature checks

Self Declaration form

Covid safe installation guides for each type of work



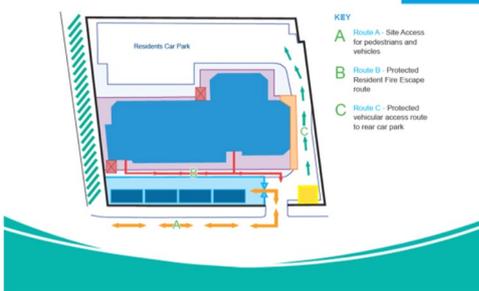
Site plan



KEY

- Scaffold Placement
- Materials hoist
- Cardioided sections of Scaffold
- Area A used for site set up and storage (enclosed in Heras fencing)
- Area B relocated resident's bin store area
- Block Entry

Site routes



KEY

- Route A - Site Access for pedestrians and vehicles
- Route B - Protected Resident Fire Escape route
- Route C - Protected vehicular access route to rear car park

Work programme

- Over the next 4 weeks we will be carrying out various inspections and surveys.
- Scaffold erection is due approx. 17th May although this will be confirmed.
- There will be restricted areas, please keep to them, this may include sections to balconies and ground floor garden areas.
- Once scaffold is up we will start to strip the insulated sections floors 1st to 4th floor.
- Sample areas will be completed on the 5th & 6th Floors prior to wholesale replacement.
- Your windows and doors will need to be removed and re-fitted to allow works behind them to be completed.
- Internal door replacements where required and other Fire Protection works will be completed at the same time as externals works.

Keeping you informed

Information provided: Handbook, jargon buster, beat the bogus caller, winter facts, temporary cookers, wobblers, have we been considerate, neighbouring property booklet.



IMPORTANT INFORMATION

Remember

Please check for clarity of letters to your home Ask to see your ID badge

Keeping you informed

Supporting processes

- Mini-Programmes
- RLO Surgeries
- Video call / message
- Coffee mornings (COVID)
- Newsletters
- Web Portal
- Community Events (COVID)
- Drop-in sessions (COVID)
- Please talk to us, the best way to resolve any problems is to hear about it firsthand.



Parking and access to building

- Four bays to the front of the building will need to be used for construction site office
- Access still available to the rear of the building
- Cycling Racks.



Network Homes

Because good homes make everything possible

Terraces

- RLO Team will work with residents



Network Homes

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Bins

- Continue to use the bin store
- NH and Mulalley will be liaising with the local authority.



Because good homes
make everything possible

FAQs and next steps

- Network Homes' RLO team can be contacted on customerservice@networkhomes.org.uk or call Cameron Anterkyi (RLO) on **0204 512 5791**
- Service charge enquiries to leasehold.services@networkhomes.org.uk
- We'll issue a guide to work document by the end of this week
- We'll provide a monthly progress update to let you know how the project is going
- We'll send out the slides within two weeks, plus answers to all the questions asked.



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