



Residents of
Kilburn Quarter
Kilburn
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NW6

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Wembley
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0300 373 3000

Friday 14 May 2021

Dear Resident,

Communal heating and hot water system investigation update

In our last letter dated 14 April 2021, we updated you that we were engaged in dialogue with Aquatherm, who are the heating and hot water system pipework manufacturer, about the content of their initial report. United Living, the developer of the scheme, are still engaged and have stated their intention to wait for the outcome of the Aquatherm report before stating their liability position.

We regret that the position hasn't progressed much further since our last letter. We have experienced issues with Aquatherm, their engagement over the last few weeks has not been to the expected standards. The initial report produced by Aquatherm did not address the installation concerns raised by our report, drafted by Butler & Young consultancy. . We are committed to ensuring that defects have been fully investigated so that Network Homes is not liable for any ongoing costs.

I'm sure that the lack of progress is disappointing, but I can assure you we are committed to achieving the best outcome of our residents and the organisation. We are continuing to put pressure on Aquatherm to commit to a full response and are chasing responses multiple times each week to mitigate for unnecessary delays.

We will continue to provide you with frequent updates and you can expect our next update via letter on week commencing 14 June 2021, when we hope to have made progress with the Aquatherm dialogue and have them commit to a response on the concerns raised in our report.

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.

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

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