



To residents at
Matthews Close
Wembley HA9 8FH

The Hive
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Wembley
HA9 0HP

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28 June 2021

Dear Resident,

Re: Access to your balcony on 1 July between 8.30am to 1pm to complete Kitemark survey

On 11 June, we wrote to you with an update about the outcome of the BRE balcony investigation and about the installation of the balcony glass panes. We are still waiting for confirmation of a delivery date for the replacement panes at Yashin House. In the meantime, we would like to conduct a survey on all the balcony panes at Matthews Close to ensure we have the correct information about them for future reference.

We attempted to visit you and check your balcony glass pane last week Wednesday and Thursday. As we were unable to check your balcony, we would like to visit again between 8.30am to 1pm on Thursday 1 July. We would be grateful if you could give us access your balcony for a few minutes to check the Kitemark on your balcony glass pane.

One of the reasons we were unable to reach a firmer conclusion to the investigation into the glass panes was because the BRE were unable to confirm, from the evidence they had, whether the glass pane had a Kitemark. The Kitemark is a UK product and service quality trademark which is owned and operated by the British Standards Institution and is used to identify products where safety is extremely important. BRE believe the glass panes have generally been installed to standard requirements and stated to be heat-soak tested.

As we were unable to confirm the Kitemark, we need to revisit your balcony to record, and verify that each glass pane has a visual Kitemark that we can cross reference against the previous data we've collected. With this information, we will be able to respond more quickly if we do have any further panes that suddenly fracture.

I will be attending on the day along with a colleague, and to remain COVID secure, we will be wearing face masks and keeping our distance as much as possible. It should take us no longer than 5 minutes to complete our review. If you can give us access it will help us to update our records and be more responsive in the future. This survey is very important.

Thank you for your co-operation.

Yours sincerely,

Rodney Ebanks
Technical Officer