



The Residents
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Wednesday 4 August 2021

Dear Resident,

Matthews Close – Balcony glass

I promised to update you on our investigations into the balcony glass that broke at Yashin House on Saturday 17 April.

Following my letter dated Monday 10 June and a report from the Building Research Establishment (BRE), we asked our quality assurance consultants, Airey Miller, to audit the replacement balcony glass panels installed last year by our contractor Mulalley.

This audit found that a small number of panels at Yashin House had missing or illegible safety marks, meaning we are unable to confirm they meet the required safety standards. This issue was not found at Smith, Best or Moss Houses or indeed on most panels installed at Yashin.

Network Homes will replace these glass panels with ones including clear safety marks so we can be sure they conform to the right safety standards (made from fully heat-soaked glass). This means that when the work is complete, all the glass balcony panels from the first floor and above at Matthews Close will be compliant.

Heat-soaked glass reduces the risk of sudden breakage by 95% but it doesn't completely eliminate it. You can find out more about heat-soaked safety glass on the following page.

We'll let Yashin House residents know about the timescales of the delivery and installation of the new panels once this has been confirmed.

We apologise for all the disruption caused by these breakages.

Yours sincerely

Colin Conboy

Colin Conboy CMIOSH
Head of Health & Safety

Further information on heat-soaked safety Glass

Glass is formed by combining sand, soda ash, limestone, dolomite, salt cake and various other ingredients into a furnace heated to a temperature around 1500°C. During this process extremely small quantities of nickel sulphide (not visible to the naked eye) can be left undissolved in the glass.

Due to the rapid cooling nature of glass toughening, the nickel sulphide in the glass does not have time to cooldown and is left in its high temperature state. Overtime the nickel will return to its low temperature state whilst increasing in volume. It is this volume increase that causes stresses in the glass that can cause breakage.

Heat soaking is a process by which tempered glass is subjected to a temperature of 290°C for several hours in a heat-soaking oven. This will cause the panel to break if any nickel sulphide inclusions are found. The ones that don't break are then delivered and installed.

It is estimated that up to 95% of nickel sulphide-contaminated panes of glass are usually destroyed by this process, reducing the chance of spontaneous breakage when in place.

You can tell if your glass has been heat-soaked by looking for the following safety marking etched on the glass: BS EN 14179 -1- 2005. This is supported by an audit trail that links the installed panels to the glass suppliers and manufacturers who are, in turn, audited by the British Standards Institute.