



Rainbow House

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

3 September 2021

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Glossary of terms

- **Aluminium Banding** – The grey horizontal band that wraps around the building marking each new floor.
- **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** – 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** – Our chartered fire engineer who 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.
- **Terracotta Tiles** – The strip of red tiles on either elevation of the building.

Summary

This guide is to help you and your household understand the planned programme of work being carried out at Rainbow 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.

Our team have a great understanding of the work required, and our goal is to work with you and our contractors to ensure the work is carried out efficiently and is building regulations compliant. Our aim too is to improve the building and reassure you that you are safe in your home.

The best way to achieve this and to minimise disruption is to work collaboratively with you.

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

Rainbow House is a nine-storey residential block of flats with an external wall comprising three cladding types:

- An external wall insulated render system
- A terracotta hanging tile rainscreen system
- A powder coated aluminium banding at each floor level.

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 identified defects including poorly installed and missing cavity barriers as well as inadequate fixings within the external façade.

Current Fire Strategy

As you are aware, we changed the Fire Strategy of the building and installed a fire detection system. The building is currently operating a ‘Simultaneous Evacuation’ Strategy. In the event of a fire, sounders will activate within properties and you should evacuate their flat and meet at the assembly point which is located on the pavement on Lower Derby Road, opposite AFG Auto and Hand Car Wash.

There is currently an Evacuation Manager on site at Rainbow 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 Rainbow 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



Don’t get caught out!
You should evacuate even if you think it is a false alarm

Assembly point
The pavement on Lower Derby Road, opposite AFG Auto and Hand Car Wash, next to the skate park



Fire alarm test
At 4pm 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/>.

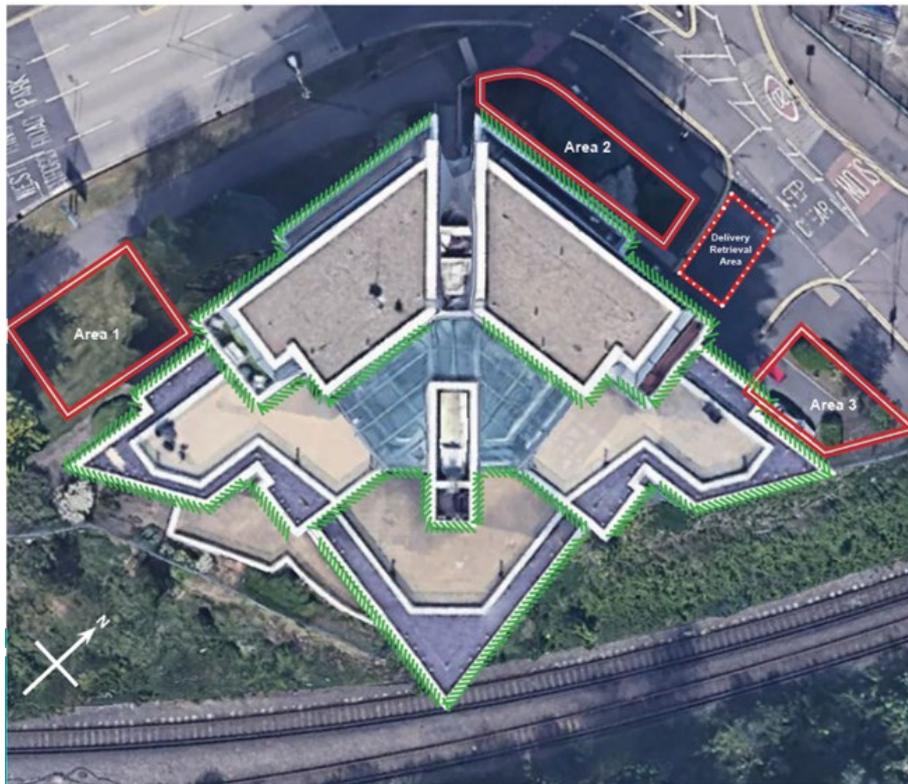
Scope of remedial work

The work is due to commence on **Monday 6 September 2021**.

External work

External work step 1: Site set up. (approx. Monday 6 September)

This stage will include the contractor mobilising their work force, ordering materials and setting up their site offices. The site offices will be located in Area 3 near the entrance to Rainbow House garages. This will mean the two visitors bays at the side of the building will need to be suspended for the duration of the work.



Fully-enclosed compound areas will be installed in positions shown, left, subject to site survey and agreement.

Compound Area 1

Land owned by Watford Borough Council

Area will be segregated from public. Trees will be protected. Double-stacked containers (including canteen, locker/dryer, storage and W/C) will be placed here. Grassy area will be reinstated on completion.

Compound Area 2

Soft landscaped area within Site Boundary

Existing shrubbery will be removed. Area will be segregated from public. Storage containers, hoist and scaffold staircase will be placed in this area. Gantry will be installed to maximise storage area. Shrubs will be reinstated on completion.

Compound Area 3

Visitor's parking area within Site Boundary

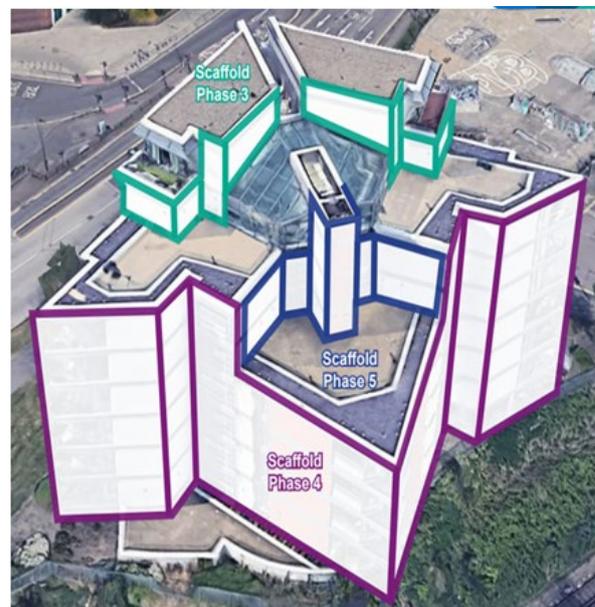
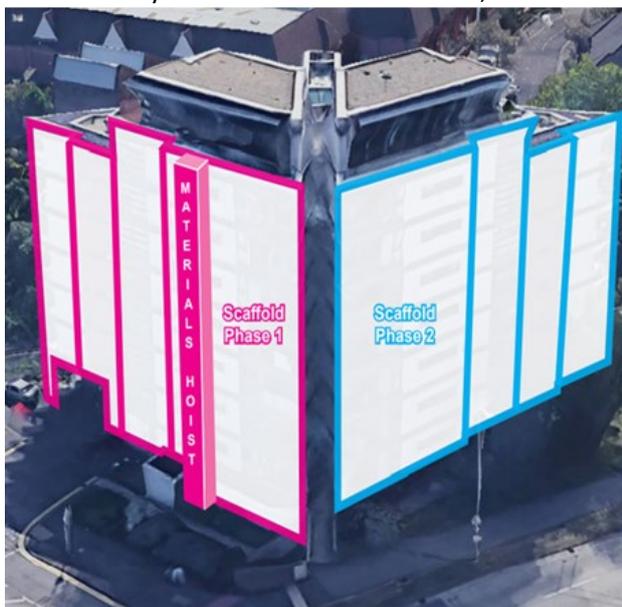
Existing visitor's car parking will be suspended, subject to NH's approval. RLO will notify residents in advance. Existing shrubbery will be removed. Area will be segregated from public. Double-stacked containers (storage/office) will be placed here. Shrubs will be reinstated on completion.

On-Site Supplementary Storage

As space on site is limited, our preference is to use the caretaker's rooms and 2 of the cycle stores (RLO will notify affected residents) to provide supplementary storage facilities (subject to approval from NH) and minimise the frequency of deliveries / reduce construction traffic.

External work step 2: Scaffold (approx. Monday 27 September)

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 is being carefully designed in five phases to ensure your safety and given the location of the railway line to the rear of the block, which will remain in use.



External work step 3: (approx. November 2021)

External Wall Insulation

Once the scaffold is erected, the contractor will carefully remove the existing render and insulation. They 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.

Red Terracotta Tiles

The terracotta tiles will be removed in order to replace the insulation with a new insulation product. Once the insulation has been replaced, the terracotta tiles will be placed back onto the building.

Horizontal Aluminium Bands

The Aluminium band at each floor level will be removed to enable the installation of new intumescent cavity barriers and horizontal compartmentalisation. This will help to contain a fire from spreading across the building o between floors in the event of a fire.

The work will be carefully phased to minimise disruption and we will be providing regular communication with you. A pilot exercise will be done before work is rolled out to all occupied flats.

External work step 4: Removal of Scaffold (Approx. August/September 2022)

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. These inspections will follow advice laid out by the Ministry of Housing, Communities and Local Government (MHCLG) in their consolidated advice note for building owners. These investigations will be led by our expert consultants.

This work may require remediation to Fire Doors within the property. If this 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 keep you safe 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 Rainbow 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 Rainbow 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 five different phases for the scaffolding to go and the first phase will start week commencing Monday 27 September. Once scaffold is up, Mulalley will sample a couple of areas of the three different types of cladding before wholesale replacement.

The current estimate for completion is September 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 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 survey 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**.

We have put together the below FAQs for you and have included the questions asked by residents who attended our resident webinar.

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 you 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. Site Containers may also arrive out of the hours noted above, given the impact on the neighbouring Ring Road.

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? Once the repair work has been complete, how long will it be before we receive the EWS1 safety certificate?

We estimate that the project will be complete at the end of September 2022. You will be kept updated on progress and developments to the timeframe. We estimate that once the remediation project is complete, it will take between 6-8 weeks to receive an EWS1 form from our fire engineer.

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 on the left-hand side of the garage entrance, this is identified as area 3 in the site plan above. There will be three different areas spread across the front and side of Rainbow House with various containers, used for a site office, site welfare and also storage. Please refer to the site plan on page 5 for more details.

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

You should continue to use the bin store as usual. The bin store will be accessible as normal and our contractor will be liaising with the local council should there be any changes.

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. Phase 3 and 5 of the scaffolding will be taken down as soon as possible once they are no longer required. Phase 4 will be erected once Network Rail has granted a licence and agreed the method of 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 work. 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. Will there be any alterations to parking? Where will the contractors be parking?

The two visitor bays at the front of Rainbow House will be suspended for the duration of the work. If your visitors use these bays, please let them know they will need to use alternative parking and make sure they read the parking rules when they arrive. Spaces can be found in the following locations:

- Tesco Superstore – Free for 3 Hours, not on match days
- Waterfields – Free for 2 hours
- Atria Watford – paid parking.

The contractors have agreement with a nearby industrial estate to park there, plus they may also utilise the above parking if required.

11. 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.

12. 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.



13. 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.

14. Will I have increased heating costs?

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

15. 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.

16. Will I be able to use my balcony/terrace during the work?

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.

17. Will I be able to access the communal terraces?

In order to keep you safe during the work we will close the communal terraces while we are working on those areas. We will try and have at least one of the communal terraces open at any one time and will let you what terrace is open.

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

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

19. Will you need access to my property during the remediation work?

At the outset we will need to undertake a Schedule of condition survey 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 work, 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.

We are undertaking surveys of Fire Doors and we may request access to your flat to inspect the flat entrance doors. We will write to you to confirm when access is required.

20. 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.

21. 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.

22. 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.

23. 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.

Network Homes has also appointed Philip Pank Partnership (PPP) to act as our Clerk of Works throughout the work and also CHPK Fire 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.

24. 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, we expect you will receive an EWS1 Form for mortgage and selling purposes 6-8 weeks after completion.

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

We have not established resources levels yet with the contractor, however once work has 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.

26. While undertaking the external repairs will you be cleaning/painting the dirty cream panels and cleaning windows?

The cream sections of the external wall will be remediated as part of the project and so will be replaced with brand new materials. This has to be the same colour in order to get planning permission for the project. When we take down the scaffold, we will clean windows as we go.

Internal Work

1. Will you need access to my property?

We will need to carry out a Schedule of condition survey as explained above at the outset of the project. Should we need access to your flat to carry out work to windows or to carry out work 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 2020. We will write to you once we know whether any work is required.

3. When would any Fire Door work take place?

We will try to carry out any work deemed necessary to fire doors at the same time as the external work. We will be better placed to advise once surveys have been undertaken.

Fire Strategy

1. Is the fire strategy still relevant?

Yes, the 'Simultaneous Evacuation' strategy will continue throughout the course of the work. The contractor has been notified about the 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 evacuation manager so they can raise an alarm or press the manual call point on the final exit to Rainbow House.
- If you are responding to an alarm raised by the evacuation manager, you should follow their instructions.
- Tell the fire wardens and Fire Brigade if any members of your household need help to evacuate.
- Gather at the assembly point on the pavement opposite AFG Auto and Hand Car Wash. 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). 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.
- Monitor the fire panel.
- Respond to any communal detectors being activated.
- Manage the evacuation process if detectors in flats or call points on building exits are triggered.
- 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 Rainbow 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 installed a Fire Alarm and Detection system in flats 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.](#)

At this time, the waking watch was stood down and we instead mobilised an Evacuation Manager on the guidance of our fire engineer and following the NFCC guidance. An Evacuation Manager will carry out regular patrols, but these are not as frequent as the timed patrols of the waking watch. The reliance on detecting a fire event rests with the fire alarm and detection system. The evacuation manager will also test the fire alarm system weekly. In the event of a fire alarm sounding, the evacuation manager will perform a similar role to a waking watch warden and will manage the evacuation of the building and liaise with the Fire Brigade.

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

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

For Leaseholders, we will not be seeking to recharge the cost of the original waking watch or the complete cost of 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. You should receive further information from the leasehold team as part of your service charge 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.

Costs for this service are included as part of rent payments and so there should be no extra charge for rented properties.

7. How long will the Evacuation Manager be required?

During the remediation work, 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 work, the first being once the existing external wall system is removed.

8. What will happen once work is completed?

We will continue to review the position with our Fire Engineer, but our intention is that 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 Stay Put Policy and so the fire strategy would return to this.

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

There will be no change to the fire strategy during the work. 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 Rainbow House.

The government's 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 evacuation management 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 affected. 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.

6. How are the repair costs being split?

We currently do not expect leaseholders to see any costs through the service charge for this project. (If that were to happen, it would be split the same way as normal service charges).

7. If a leaseholder owns 50% of the property, will they be expected to pay 100% of the cost?

Again, we currently do not expect leaseholders or shared owners to have to contribute to this project. (If that were to happen, shared ownership leases state that the shared owner is liable for 100% of the costs, regardless of the share percentage they own).

8. What liability does Wilmott Dixon have with the building, as it is now deemed to be unsafe?

We previously wrote to you telling you that the Wilmott Dixon subsidiary which built your building had gone into administration. We are continuing to assess our legal position with Wilmott Dixon to see if there is any further action we can take. We have also made a claim against the contractor's insurance policy.

9. How do you anticipate our service charges will be affected during and after the work?

We don't anticipate an increase to your service charge because of this project. Mulalley's electricity usage will

be metered, and they will pay for it. We don't anticipate insurance costs to increase, but should the position change we will let you know.

10. How do you anticipate keeping us up to date with the work and its progress?

We will send regular updates on the progress of the project. We'll shortly be putting up QR code posters round the block which will take you to a dedicated page on our website where you can view all the previous communications we have sent. We will upload all new updates here as well as texting them out to you. Please get in touch with us if you aren't receiving those text messages. Mulalley also has a variety of ways they will keep in touch with you (detailed on the slides below).

Webinar presentation slides

For those who were not able to attend the resident webinar on Thursday 26 August, the questions asked have been included above. You can view the slides below, much of which is also covered above.

Rainbow House resident webinar

26th August 2021



Introductions and Welcome

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




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Agenda

• Introductions and welcome	Raj Gandecha
• What are we aiming for?	Graeme Manley
• Funding update	Carla Ferrarello
• Project update and timescales	Carla Ferrarello
• Intro to contractor	Jack Norris (Mulalley)
• Site plan	Jack Norris (Mulalley)
• Covid-19 Health and Safety	Jack Norris (Mulalley)
• Parking and balconies	Sam Drinkwater
• Q&A	



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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 (fire risk certificate) at the end of the project
- Do the above in collaboration with you, with as little disruption as possible.



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Building Safety Inspections

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



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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
The pavement on Lower Derby Road, opposite AFG Auto and Hand Car Wash, next to the skate park




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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 covers 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.

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External Works

- External Wall Insulation
- Red Terracotta Tiles
- Horizontal Aluminium Bands

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Project update

- **Timescales**
 - Project start – September 2021
 - Site set up – w/c 6th September 2021
 - Scaffolding work – 27th September 2021
 - Remediation work – November 2021
 - Current estimate for project end – End of September 2022
 - EWS1 form – estimate 6-8 weeks after project end.
- **Project Team**
 - Mulalley & Co – Contractor
 - Philip Pank Partnership – Contract Administrator, Clerk of Works and Principle Designer
 - United Guarding – Evacuation Management.

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Our team

- Martin Walker
Operations Director
- Jack Norris
Contracts Manager
- Jonathan Taylor
Site Manager
- Jane Davis
Ass Resident Liaison Manager
- Tracey Passby
Lead Resident Liaison Officer

Who are we

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

Construction (CO)	Construction (SPE)	Mulalley services	Mulalley subsidiaries
M & S Commercial Services	Resident Liaison & Community Support	Customer Care (24/7)	Accessibility, Adaptability & Programming
Quality Safety Training	Leasing	Design Coordination, Procurement & Architectural Design	Share and Services
			Public Relations

Our experience

Oldmead House and Bartlett House, Dagenham
In response to heightened safety concerns in relation to cladding on high rise buildings, the client awarded us this contract to remove the existing EW/Cladding together with structural investigations and application of new EW to two 16-storey tower blocks in Dagenham, Essex.

Works included:

- Removal of the existing external insulation system
- Installation of the new external insulation system
- Internal & External Refurbishment
- Structural survey / works
- M&E Works

Relevant past experience: Oldmead & Bartlett House, London Borough of Barking and Dagenham. Considerable Construction Scheme (CCS) - Awarded.

Our experience

Johnson Clarke, Newham
Mulalley were appointed by Newham Council via a JCT Intermediate Building Contract to provide external and concrete remediation works to an 11-storey tower block. The job required considerable expert planning to ensure the delivery ceased as little disruption as possible. Our Contract Manager proved our resolve and set lines for delivery, taking into account the day-to-day needs of the estate, local schools and businesses.

Works included:

- Qualified access
- Internal & External Refurbishment
- New Windows
- Structural survey / works
- M&E Works

Chicago Estate, Croydon
Up to 4000 residents were evacuated from the Estate after the Fire Brigade discovered fire safety faults. Mulalley was called in by Croydon to carry out emergency repair works to 22-storey tower blocks and worked to get the blocks so that residents could return to their homes as quickly as possible.

Works included:

- Removal of the existing external insulation system

Resident Liaison

Queens Award Winning Resident Liaison Division

tpas

40+ Dedicated Resident Liaison Officers

98% Resident Satisfaction score all divisions

Accessible Communication Options

99% Appointments kept

RLO team report independently to the operation team

Digital communication

Resident Liaison Procedures

Keeping You Informed

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

Covid-19 Adapted Communication Procedures

Health and safety

The Works

- Over the next 4 weeks we will be carrying out various inspections and surveys.
- On Friday 13th September we will be installing our site setup. Prior to this date you might see operatives carrying out enabling works in preparation for the site cabin delivery.
- Scaffold erection is due approx. 27th September although this will be confirmed in a letter.
- At times 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 existing cladding in sections.
- Sample areas will be completed prior to wholesale replacement.
- Internal door repair/replacement are required, and other internal fire Protection works will be completed at the same time as external works.

Scaffold outline

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Site cabins outline

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