



Network Homes

Safety in your building

26 October 2021

Luma Apartments,
Central Way,
Park Royal,
NW10

Dear residents,

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

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

Revised programme completion date – 17 December 2021

I wanted to write to you to let you know that we have revised our completion date for the remediation work at Luma Apartments. The original date in our programme was for completion at the end of October this year. Because of some issues we have discovered during the remediation work which we will explain below, the new completion date for the project is **Friday 17 December**. I'd like to offer my apologies to you in relation to this.

At the beginning of the project, we also had a bit of a slow start getting the scaffolding designed and were not able to catch up fully from this early delay. Network Homes and Durkan are going to do everything we can to finish the work, remove the scaffolding and get out of your way before Christmas. This is dependent on us successfully carrying out the final part of our programme and also if the weather is on our side. We will update you on our progress towards the December date.

Work to external wall cappings

During the work, we discovered that the supporting wall plate for the aluminium capping is made from combustible plywood and has rotted in several places. The aluminium capping is the green metal cover on the top of walls around the building.

After considering replacing only the rotten parts, we decided it would be best practice to replace all the plywood with a new non-combustible material. This meant we would avoid having to return in the future to do further works and avoid any surprises during the work by discovering that more plywood had rotted than first anticipated. This will also mean that we have not left a mixture of combustible and non-combustible materials in the capping.

Who pays for the external wall capping?

Carrying out this work as part of the wider building safety remediation project does represent savings as in the future there would be additional costs for site set-up, contract administration, site supervision and scaffolding. Network Homes is going to forward fund these works due to their urgent nature and to prevent a further delays to the programme.

We intend to revise our application to the Building Safety Fund to request that the cost of the above works is covered by the fund. We do not know if the government will accept our revision and agree to pay for the cost of this work. If this is not possible, it may be that Network Homes will look to recover the cost of the work through the service charge. To be clear, **nothing is confirmed yet and we will not be charging anything until we hear back from the government** and we will write and advise further of any costs we intend to recover with a full breakdown and explanation.

A summary of this letter

Due to some additional work that needs to be done which we discovered during the remediation; the project is now due to finish just before Christmas on **17 December**.

We're going to be replacing the insulation in the roof of the car park with non-combustible material.

We're going to be replacing the aluminium capping as some of it is rotten. This will avoid us having to return several times and replace as needed. We're revising our application to the Building Safety Fund to see if the government will cover the cost. If they decline, we may have to recover the costs through the service charge.

In the interest of transparency, we wanted to let you know now what could potentially happen going forward. We will have to wait a while for the government to review our application and would like you to be able to prepare if we do have to go forward with this option. Our current assessment of the cost is **£19,415.93**. As we have gone ahead with carrying out the work without carrying out a Section 20 consultation due to the urgent nature of the work, the most we would be able to charge is £250 per flat. We would then cover the remainder of the cost. You can read more about this and section 20 from the Leasehold Advisory Service: <https://www.lease-advice.org/advice-guide/section-20-consultation-private-landlords-resident-management-companies-agents/>.

We're telling you now so that once we receive the decision from government, you will not be shocked if they do decide to decline to cover the costs. I hope you understand this approach and also that we are still doing everything we can to avoid this. If it does get to that point, we do have authorisation from the Financial Conduct Authority to offer interest free credit which may support residents in paying building safety service charges.

Car Park Roof Insulation

We have also identified combustible insulation fitted to the roof of the car park which our fire engineer has recommended be replaced with non-combustible product. We are currently looking into this and will advise further on this when we have conducted a full investigation.

Barbeques on balconies

We have seen a report that says there was a barbeque at Luma over the weekend. It is really important that you do not use a barbeque on your balcony or store it there. The London Fire Brigade recommends that you **never use a barbeque on a balcony**: <https://www.london-fire.gov.uk/media/4819/lfb-barbeque-safety-leaflet.pdf>.

Further support

We work on a three-month update basis, so you can expect to hear from us every three months or sooner if we have something confirmed which we need to tell you.

If you need further support, you can:

- Go to the London Fire Brigade's website, which is offering a free online tool which guides you through a fire risk assessment of your home (home visits are available for more vulnerable residents): <https://www.london-fire.gov.uk/safety/the-home/home-fire-safety/>
- Visit our website where we have a building safety section with lots of information and frequently asked questions: <https://www.networkhomes.org.uk/buildingandfiresafety/>
- View resources which may help: <https://www.networkhomes.org.uk/buildingsafetyresources/>
- Remind yourself of our top fire safety tips, including not using BBQs on balconies: <https://www.networkhomes.org.uk/advice/health-and-safety/fire-safety-top-tips/>
- Check our document library for your building's letters and documents – it takes a little while to load: <https://www.networkhomes.org.uk/mybuildingdocuments/>
- Get in touch with us on customerservice@networkhomes.org.uk if you have any questions.

A reminder

Your building's fire strategy is **stay put**, which means you should stay in your home unless you are directly affected by smoke, heat or fire.

Kind regards

Peter Park
Project Manager – Building Safety

¹ 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](#).