

Safety in your building

4 November 2021

Peppermint Heights,
Northwick Road,
Alperton,
HA9

Dear residents,

Proposed design solution being considered, plus bulk rubbish and furniture

We wanted to share the latest position with you on the project to remediate the issues we have found within the external wall system at Peppermint Heights.

We last told you that we were negotiating with the original contractor to try and reach a solution which is acceptable to both parties. The contractor has presented us with a potential design solution which will aim to resolve the issues we have identified in the external wall system of Peppermint Heights.

We will be investigating the proposed solution further with our fire engineer and building control so they can advise if this is an acceptable solution to the problems identified. Some localised work to trial the solution will be done on the building as part of this. We will share further information with you about this in our next letter.

I'd like to extend my apologies for the time it is taking to resolve this as I know it can be difficult with this much uncertainty. We are doing everything we can to resolve this on your behalf. As we have said before, these negotiations involve complex conversations regarding the technical, legal and financial position. It is therefore important that we ensure we do our best to reach an acceptable agreement.

Bulk rubbish and furniture

We've been alerted by some residents that there is a large amount of bulk rubbish and furniture being left in front of the bins. This is attracting rats and also can pose a fire risk. We've already informed you of the issues we have identified in the external wall system and so everyone needs to work together to minimise the fire risk at Peppermint Heights.

Brent Council offers a bulk item collection service – if you are in receipt of some benefits you are eligible for one free collection per year, otherwise it is £35 for up to five items. You can find out more and book a collection slot here: <https://www.brent.gov.uk/services-for-residents/recycling-and-waste/types-of-collection/special-collection-service/>.

If this behaviour continues, we may have to consider installing CCTV to cover the bin area and would take action against any residents in breach of their tenancy agreement who are dumping excess bulk rubbish. It is not the responsibility of the cleaners to dispose of your bulk rubbish.

Further support

If you need further support on building safety, 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/>

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A reminder

Your building's fire strategy is **simultaneous evacuation**, which means you must evacuate if you hear the fire alarm, even if you think it is a false alarm.

- 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.

Best wishes

Raj Gandecha

Head of Resident Management – Building Safety