

Safety in your building

23 November 2021

Princess Louise Close,
Paddington,
W2 1LQ

Dear residents,

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

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

Latest on building safety situation

I'd like to reiterate our commitment to investigating your building and it remains in our medium priority category. We're still working towards agreeing a date for your building's investigation – we have a number of building in our higher priority category which we must focus on before we can turn our attention to other buildings. We will be sure to write to you when we have agreed a date for your building's investigation.

Mental health support

In the meantime, it has been widely reported that building safety issues can have a negative effect on mental health. We know these delays do not make your situation better, so please, if you feel like you are struggling or just need someone to talk to, there are a lot of organisations who may be able to help you. You can visit the resident-led End Our Cladding Scandal website, which list some useful organisations: <https://endourcladdingscandal.org/get-support/>. We have also listed some on our website: <https://www.networkhomes.org.uk/buildingsafetyresources/>.

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, please:

- 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.

Best wishes

Graeme Manley
Head of Building Safety

A summary of this letter

XXXXXXXXXXXXXX

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.

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.

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- <https://www.networkhomes.org.uk/cwbuildingsafety/>
- <https://www.networkhomes.org.uk/lumabuildingsafety/>
- <https://www.networkhomes.org.uk/rainbowbuildingsafety/>
- Get in touch with us on customerservice@networkhomes.org.uk if you have any questions.

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**](#).