



Safety in your building

1 December 2021

Cabinet Court, Cipher Court, Code Court,
Flowers Close,
Dollis Hill,
NW2

Dear residents,

Latest position on remediation project – next letter by 1 February

As we let you know in our last letter, we're writing to you today with an update about the project. I'll just get right to it and let you know that we still won't be able to hold a webinar. I know you will be upset and frustrated by this, especially with this news coming just before Christmas. I want to assure you that our team are working on resolving all the issues which are holding up this project starting on-site. I'd also like apologise again for not being able to provide you with a start date. Thank you all for your patience while we work to get there.

What is holding up the project start date?

We've still not been able to reach an agreement with the contractor on the 'legacy' issues affecting your buildings. These issues are to do with other problems discovered since the building was built that have now been rectified at your buildings, but have some final details which need to be resolved. We have now escalated this to our executive director who has got involved to try and resolve this situation so as not to keep delaying the project.

Ahead of starting on-site, we have also approached Zurich our insurer for the buildings, to ensure they are happy with our approach. We have agreed to meet with them next week to talk them through the proposals.

Other aspects of the project – costs, safety, EWS1 forms

We've been getting some questions in from residents about other aspects of the project, so I want to clarify where they stand at the moment:

EWS1 forms – we won't be able to provide you with an EWS1 form until the remediation is complete. Once all the above discussions are resolved and we're in a place to share a start date with you, we'll also communicate the expected programme length. This will give you an idea of when you can expect an EWS1 form.

Safety – we're liaising with our fire engineer to ensure they are happy with the approach at the building and are satisfied with the risk level. We've been advised again that no additional measures are needed at your buildings. We'll continue to keep them informed of the above conversations.

Costs – the original contractor will be returning at their cost to remediate latent defects found in the building. However, until we've spoken to the insurer next week, we won't be able to guarantee that we won't have to recover costs through the service charge. Additionally, further government statements which may affect costs are outlined below.

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A summary of this letter

We still haven't been able to reach an agreement with the contractor which means we aren't able to provide you with a start date.

We're doing everything we can to resolve these issues and have escalated one to our executive director.

The new housing secretary has also made some statements which could change the situation for your building.

We'll write again on 1 February 2022.

Buildings Under 18m

You will be aware that all the blocks at the Flowers Close development are below 18m in height. We prioritised these buildings in terms of risk. Recently, there have been a series of statements by the new housing secretary Michael Gove which may change the building safety landscape. As you can see, this is still a very live situation which is constantly changing and evolving. We'll keep you updated with any further developments that are made and tell you if/when they are confirmed. At this time we aren't going to speculate about what could happen.

Michael Gove appeared in front of the Housing Select Committee on 8 November and said:

- He will seek a 'polluter pays' approach for covering cladding and other fire safety costs
- He will 'pause' the plans for a leaseholder loan scheme to cover building safety costs
- You can read more about this here:

[Fire safety advice for low-rise blocks to be withdrawn, Gove says – Guardian](#)
[Cladding: Why must flat owners pay the bills, asks Gove – BBC.](#)

He also appeared in the House of Commons on 29 November and said:

- He hopes to announce some measures which will bring relief to leaseholders 'shortly'
- You can read more about this here:

[Gove offers hope to leaseholders facing 'wholly unfair' cladding bills – Independent.](#)

When will you get the next update?

We'll send out the next update by **Tuesday 1 February 2022**. Things will slow down a little over Christmas and we hope this date should give us sufficient time to give you a more concrete update next time. Again, we don't want to overpromise so we'll let you know in the next update whether it is feasible to hold a webinar yet.

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

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/>
- 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 your building's letters: <https://www.networkhomes.org.uk/flowersbuildingsafety/>
- Get in touch with us on customerservice@networkhomes.org.uk if you have any questions.

Best wishes

Raj Gandecha
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