



Network Homes

Safety in your building

20 December 2021

Luma Apartments,
Central Way,
Park Royal,
NW10

Dear residents,

Project finish date – January 2022

I wanted to write and let you know that disappointingly, we will not be completing the project before Christmas. I know this will be frustrating for you but as we carried out our checks, we discovered a few more things to get finished off than we had anticipated. We are doing everything we can to get this finished as quickly as possible and the current estimate we have received from Durkan is towards the end of January. We will of course let you know in the new year how things are going. Please accept my apologies for this further delay, but we must put right the small issues we have found when we are removing the scaffolding.

You will have seen that we are still bringing the scaffolding down on a floor-by-floor basis, so those of you at the top of the building will already have had your scaffolding removed. We are progressing as quickly as possible but will not be in a position where the lower floors will have their scaffolding removed before Christmas.

Christmas working hours

Our last day of work before Christmas will be **Thursday 23 December** and our first day back will be **Tuesday 4 January**. We will ensure we leave the site safe and secure of the Christmas period.

Emergency contact details

Here is some information on who to call over the festive period if you see something that needs to be reported:

- If you see anyone on the scaffolding between these dates, **please call 999** as we do not have anyone scheduled to work and they may be an intruder
- If you see something wrong with the scaffolding or external wall system, please contact Durkan's emergency out of hours number on **0800 917 5987** and give a description of what you have seen
- For any other issues, please report this to Network Homes customer service on **0300 373 3000**, which also puts you through to an out of hours service if not during normal hours.

Further areas to be addressed

We have already let you know we are looking at the car park roof insulation with our fire engineer. We're awaiting a report on the situation and will update you when we have something confirmed.

Gates

We have been alerted to an issue with the gates and have raised this as a repair. We are still waiting on the parts to arrive to fix the issue – please do remain vigilant while at Luma Apartments over the festive period.

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk

customerservice@
networkhomes.org.uk
0300 373 3000

A summary of this letter

Disappointingly, we won't be completely finished before Christmas – this is looking to be more like the end of January.

We'll finish for Christmas on **23 December** and be back on **4 January**.

Please remain vigilant and **call 999** if you see anyone on the scaffold over Christmas.

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/>
- 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/lumabuildingsafety/>
- 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.

And finally, I'd like to wish you and your family a safe and happy Christmas and new year! Please see below a message from Durkan.

Kind regards

Raj Gandecha

Head of Resident Management (Building Safety)



Winter Shut Down
Our site will close on **Thursday 23rd December 2021** for the winter holidays and will reopen on **Tuesday 4th January 2022**

Should you have an emergency relating to our works only, please call our Durkan IDCC out of hours emergency line.
0800 917 5987

They will ask you to describe the emergency to allow them to assess the situation.

Happy Holidays from the Durkan Site Team!

