

Safety in your building

29 December 2021

Tabriz Court and Shams Court,
Fulton Road,
Wembley,
HA9

Dear resident,

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk

customerservice@
networkhomes.org.uk
0300 373 3000

Change to evacuation management services

You'll be aware that our solicitors are currently speaking to the solicitors of HEB Assets, the owner of your building, regarding the position on investigations to the external wall systems in the buildings and the wider development. We have also been liaising with HEB on other day to day management issues. You can read that previous update here: <https://www.networkhomes.org.uk/media/12902/20211004-sham-tabriz-update-letter-sent.pdf>.

A reminder

Your building's fire strategy is **simultaneous evacuation**, which means you must evacuate if you hear the fire alarm, air horn or are instructed to do so by the evacuation manager, even if you think it is a false alarm.

HEB Assets, the Building Owner of Tabriz and Shams Courts, employ a concierge who is based in Pinnacle Tower. The concierge provides an evacuation management service to Pinnacle Tower and the Estate. HEB has recently told us that the concierge will not provide an evacuation management service to Tabriz or Shams and we are discussing that with HEB. However, in the interim we will need to employ our own evacuation manager to provide the service in Tabriz Court and Shams Court.

What will the evacuation manager do?

The evacuation manager will monitor the alarm panel in Tabriz and Shams, investigate any alarm activations and determine if a full building evacuation is needed, or whether it is a false alarm. If an evacuation is required, the Evacuation Manager will first inform the fire and rescue services by calling 999. The Evacuation Manager will then attend Tabriz and Shams Court and help the residents to evacuate. They will also liaise with the Fire Brigade and help residents return to Tabriz and Shams Courts when it is safe to do so.

Alongside their evacuation management duties, they will also do hourly patrols of every floor, corridor and stairwell of your buildings, plus walk around the externals. Please ensure no personal effects are stored in corridors as these will be removed.

What should you do if there is a fire in your flat?

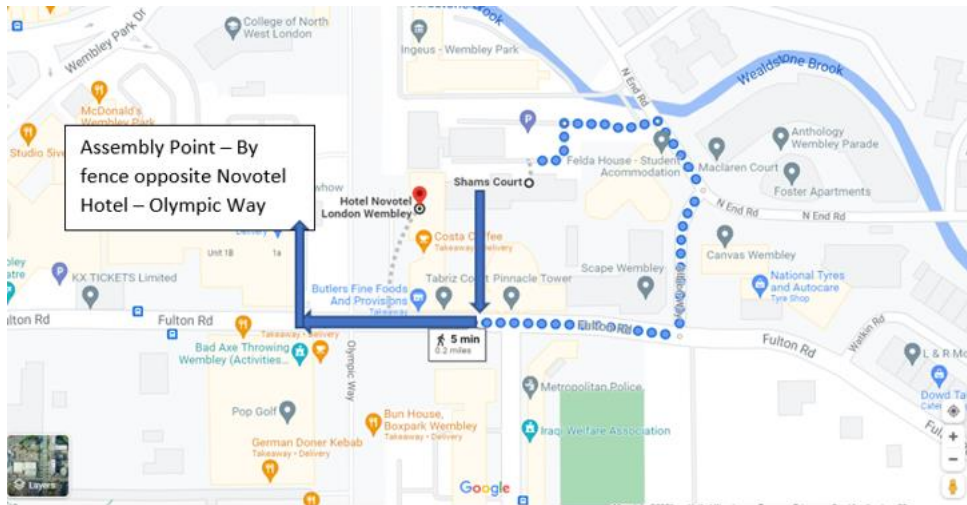
- Evacuate immediately using the stairs, closing all doors behind you when leaving your flat
- Tell the fire wardens about the fire
- Call 999.

What should you do if you hear a communal alarm, air horn or the evacuation manager tells you to evacuate?

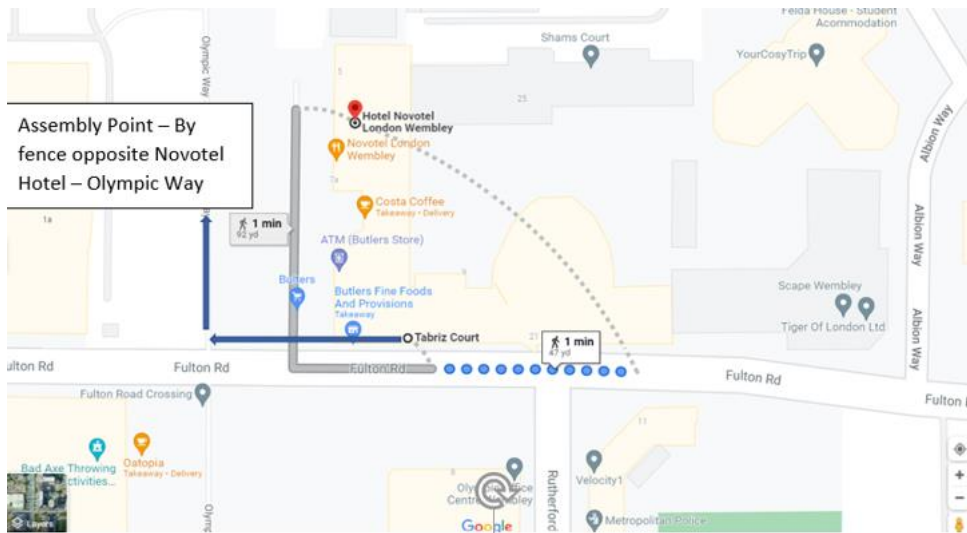
- Follow instructions and immediately evacuate using the stairs
- Do not pack or bring any possessions with you
- Close all doors behind you
- Tell the fire wardens or the Fire Brigade if any family members need assistance to evacuate
- Gather at the assembly point opposite Novotel Hotel and wait at the assembly point until you are told by the evacuation manager to return to your home.

The maps below show the evacuation routes and assembly point:

Shams Court evacuation route



Tabriz Court evacuation route



Tabriz Court and Shams Court assembly point



Ability to self-evacuate survey

It's really important we know about any vulnerability you or your household members have, which may affect your ability to evacuate in an emergency and mean you could need to be rescued by the fire brigade. To let us know if you will require assistance you can fill out this form on our website:

<https://www.networkhomes.org.uk/your-home/building-fire-safety-and-cladding/vulnerabilities-help-to-evacuate-survey/>. You can also return the form enclosed at the end of this letter.

Why don't we just continue to use the Pinnacle Tower evacuation manager?

Until we have resolved our position with the Freeholder in respect of the External Wall Systems at Pinnacle Tower, we think it is best to have our own evacuation manager. That way we can ensure they are performing to the high standards that we expect and are working hard for the safety of everyone at Tabriz Court and Shams Court.

Who will pay for the evacuation manager?

You previously paid for the concierge services from Pinnacle Tower as part of your service charge. We will therefore be looking for a reduction in service charges from HEB Assets and then will charge for our evacuation managers through the service charge. We will do our best to mitigate the cost implications, but cannot guarantee you will not see an increase.

Resident safety is our number one priority and so we will continue to act in a way that we feel will mitigate the fire risk at your building. I'd like to thank you for your patience and understanding while we resolve this matter.

If you have any questions, please get in touch with us at customerservice@networkhomes.org.uk.

Best wishes

Raj Gandecha
Head of Resident Management (Building Safety)

Help to evacuate/ in need of rescue - Data Capture Form

We will collect the below data so that we can ensure you and/or the members of your household can be safely evacuated in case of an emergency. This information will be shared with the London Fire Brigade and fire wardens at your development (if applicable). We will keep this information for the duration of your tenancy/lease.

As well as being securely stored by Network Homes, this information will be stored in a 'red box' on site, which is only accessible by the London Fire Brigade.

Need to be rescued survey

It's important we know if anyone in your household will need to be rescued in an emergency. Please email our building safety team the below survey, letting us now if you have any vulnerabilities. If you think this is relevant to your neighbours, please prompt or assist them to complete this form. You may need help if you or your household have:

- Mobility issues
- Visual/Hearing impairment
- Large family unit
- Elderly relatives
- Young children.

Name	
Address	
Contact number	
Email Address	
Are you a leaseholder/ tenant/subtenant?	
How many people are in your household?	
Date survey completed	

Are you able to hear the fire alarm? <input type="checkbox"/> Yes <input type="checkbox"/> No If your answer is No, is there anything other than health which would impact this?
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In the event of an emergency are you able to self-evacuate? <input type="checkbox"/> Yes <input type="checkbox"/> No If your answer is No, what type of assistance do you or your household require? Please don't list any specific health issues here. <input type="checkbox"/> Mobility support <input type="checkbox"/> Visual support <input type="checkbox"/> Hearing support <input type="checkbox"/> Support with my children/infants <input type="checkbox"/> Support with older family members Other:

Please return to Cameron.anterkyi@networkhomes.org.uk.