



Network Homes

Safety in your building

4 March 2022

Templar House,
Northolt Road,
South Harrow,
HA2

Dear residents,

Project update, condition surveys and information on combatting damp and mould

We're making really good progress on the remediation of floors 1-4 and are still on schedule to finish the external wall remediation outside floors levels 1 to 4 in March. We're really pleased with this, especially given the bad weather of recent weeks. We're working on an elevation-by-elevation basis which means we're focussing on one side of the building at a time. Please note that the final coat of sealant to the mansard roof will be applied before the scaffolding comes down at the end of the work to ensure there is no staining.

Fire doors and firestopping

We'd like to thank you all for your cooperation while we've carried out this essential internal work replacing your front doors. We've had some really good feedback from some residents and are pleased that the new doors are appreciated. If you experience any issue with your new door, please report it to Mulalley's Resident Liaison Officer Allison Wells on **07810 151004**. We're also still looking into the firestopping between properties and will let you know once we've completed further investigations.

Additional work required to top two floors

As we've been carrying out preparatory work to the top floors to complete the external wall remediation, we have uncovered further work which is required. We have discovered that the structure needs to be strengthened to ensure it can support the load of the new external wall system and are working with our expert structural engineer to resolve this. The structural engineer has identified the need for further opening ups so he can conclude his design.

I know this will come as a disappointment especially for those on you on the top floors, but the work required to the top floors will extend the completion date of the external wall remediation by several months at least. The situation is evolving rapidly and until we have carried out some more investigations and received the report and design proposal for the solution, we aren't yet able to confirm specifically how long that will be. Currently, we anticipate completion in the summer – once we know for sure, we will let you know.

Post boxes

I'm pleased to say that 65% of you took part in our poll to choose a colour for the new post boxes in the reception area. The overwhelming choice was for honey yellow (RAL 1005), which you can see to the right. Thank you to those of you who took the time to take part in the poll, we're really pleased we've been able to get your input into the new post boxes.



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A summary of this letter

The majority of residents voted for the colour of post boxes to be honey yellow.

If you haven't had a condition survey, please get in touch with us to organise one. This documents the condition of your home and offers you protection if there is any damage caused as part of the remediation.

Please keep an eye out for signs of damp and mould and report any instances to your resident liaison officer.

Consider getting home contents insurance to give your items further protection.

Condition surveys

There are still a few residents who have not allowed us access to carry out a condition survey of their homes. We would like to strongly encourage you to work with us so we can do this. The condition survey is designed to offer both yourselves and Network Homes protection by having both parties sign an agreement on the state of a property. This means if the property gets damaged along the way when we are carrying out work, you have a written record of what the state of it was before. Our experience on other projects at other buildings is that this offers peace of mind to residents and helps to sort out any issues that might arise at a later stage as there is documented proof. If you have not already provided access and would like to organise a condition survey, please get in touch with our resident liaison officer Cameron Anterkyi on 0204 512 5791.

Combatting damp and mould in your home

As we have been remediating the external wall system in colder weather, there is an increased risk of damp in your homes. We want to ensure you know to be on the lookout for any signs of damp or mould so you can report it to us, and how best to help prevent it occurring. If you find signs of damp, please get in touch with us.

I thought it might be useful to include information on the best ways to try and prevent damp in your home. Many of you will know these already, but it can be helpful to have a reminder! A lack of air flow can cause condensation which can develop into damp and mould, especially behind large pieces of furniture. These are caused by everyday activities in your homes such as cooking, laundry and bathing.

- Keep a gap between large pieces of furniture and the walls. Where possible place furniture against internal rather than external walls.
- Regularly pull sofas, beds and other furniture away from walls to check behind them for signs of damp and mould.
- Hang your washing in the bathroom with the door closed and the window open or extractor fan on. You can also look at using a dehumidifier to remove some of the moisture content from the air. As many of you still have limited balcony access or aren't opening windows in the daytime due to the noise of the works, it's important to remember to open windows in the evening, even if only for a short period.
- Proper ventilation - when you're using the kitchen or bathroom, remember to close the doors to other rooms and ventilate by opening windows and extractor fans. When these rooms are not in use, it's important to keep air circulating around your home.
- When you're filling the bath, close the bathroom door, run the cold water first and then add hot water. This can cut steam by up to 90%. Also, once you've finished bathing, shut the bathroom door and keep the extractor fan running.
- Always cook with the pan lid on and turn the heat down once the water has boiled.
- Mop up any condensation from windows and windowsills.

Getting home contents insurance to protect your items

We strongly recommend that you investigate getting home contents insurance – this will protect your items in the event of an incident such as flood, fire or significant mould. Residents have access to a subsidised home contents insurance scheme through Network Homes and you can find more information here: <https://www.networkhomes.org.uk/your-home/home-contents-insurance/>. I would also recommend looking at popular insurance comparison websites as these could be of use.

I think it is also worthwhile for you to understand the limitations of Network Homes' insurance policy and why it is worthwhile for you to have your own insurance to protect your items. Our insurance policy does not offer a 'new for old' replacement even where we are proved to be at fault. This means you would not be given the cost of a brand-new replacement sofa, but would be given a cost that

reflects that the insurer has taken into account the age and use of the sofa. You would therefore be more likely to have to purchase a cheaper or second-hand sofa. Home contents insurance do tend to offer new for old replacement, so you are likely to be better protected.

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.

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/templarbuildingsafety/>
- Get in touch with us on customerservice@networkhomes.org.uk if you have any questions.

Kind regards

Raj Gandecha

Head of Resident Management (Building Safety)