

## Safety in your building



16 March 2022

Upton House, Hamella House, Aldermans House, Tan House, Humberton House,  
Kenworthy Road 14a-c, Ward Lane, Sadler Place, Kenworthy Place,  
Homerton,  
E9 5QQ

The Hive  
22 Wembley Park Boulevard  
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Dear residents,

### Additional warranty application rejected – appeal being prepared

We let you know that we had lodged a further claim with our warranty provider for the additional issues we have found in the external wall system at Kenworthy Road. These include incorrectly fitted fire and cavity barriers.

We're disappointed to tell you that the warranty provider has rejected our claim.

We disagree with this decision and are preparing to lodge an appeal with the provider. I know this may seem alarming to have the application rejected, but we are hopeful that we can challenge this decision and get a positive result. We will of course update you with our progress in appealing this decision. If the appeal is rejected, we do still have some other options in obtaining funding for this work. We have not yet pursued the original contractor of the building to contribute to any issues we have found and so that would be the next logical step if the warranty appeal is rejected.

### What does this mean for a start date on remediation?

Until the financial position is settled, we're not able to start remediation work as we must know who is paying for work before we can place orders, engage a contractor etc. I know this will be frustrating to you as you'll want this matter settled as quickly as possible. I hope you can appreciate that we are doing everything we can to avoid residents having to contribute, and those discussions take a frustrating amount of time to complete.

We're seeking advice from our fire engineer on the ceilings of various plant and bin rooms, and the car park under Humberton House to see if we need to replace the insulation as part of this project.

### 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 links to resources which may help: <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 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](mailto:customerservice@networkhomes.org.uk) if you have any questions.

Kind regards

Raj Gandecha  
Head of Resident Management (Building Safety)

#### A reminder

Your building's fire strategy is **stay put**, so you should stay in your home unless you are directly affected by smoke, heat or fire.