



## Safety in your building

6 April 2022

Luma Apartments,  
Central Way,  
Park Royal,  
NW10

The Hive  
22 Wembley Park Boulevard  
Wembley  
HA9 0HP

[www.networkhomes.org.uk](http://www.networkhomes.org.uk)  
customerservice@  
networkhomes.org.uk  
0300 373 3000

Dear residents,

### **Update regarding fallen tiles, protective decking being installed**

I'd like to provide you with another update following the falling tile incident last Friday. I'd also like to thank you for your assistance in keeping the car park area clear while we investigate this issue.

#### **Inspection of remaining tile areas**

Our contractor Durkan will be concluding the inspection of the remaining areas of tiles on the front of the building tomorrow (Thursday 7 April). There will likely be some disruption to traffic on Central Way during the morning so thank you for your patience while they finish the inspection.

#### **Protective decking on the front of the building**

Once the inspection is complete tomorrow, Durkan will begin to install protective decking outside the front of the building which will continue around the building between the ground and first floor levels. This is a raised deck designed to protect anyone walking underneath if any further tiles were to fall. This will take a couple of days to install and will be in place until we have resolved this situation.

#### **Balcony/terrace access and front door**

To minimise the risk until we resolve this issue, the roof terrace will be closed until further notice. I'd also like to remind you to not use your balconies either during high winds/bad weather.

The front entrance will remain cordoned off until the inspections are completed tomorrow. Please continue to use the rear entrance until we remove the signage at the front door.

Again, I'd like to extend my apologies for this distressing incident, and I hope you can see how seriously Network Homes and Durkan are taking this incident. We're trying to get this resolved as effectively and efficiently as possible and I'd like to thank you for your understanding. If you have any questions, please get in touch with us on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).

Kind regards

Raj Gandecha  
Head of Resident Management (Building Safety)