

Safety in your building

14 April 2022

Luma Apartments,
Central Way,
Park Royal,
NW10

Dear residents,

Update on falling tile incident, plus information on additional tile delivery date

Following our update last week, I'd like to confirm that the protective decking has now been installed around the ground floor facing Central Way. This will offer additional protection while we continue to investigate this issue.

The incident has been the subject of a health and safety report at both Network Homes and our contractor. It has been reviewed at the highest level in Network Homes to ensure there is a level of oversight from our executive team.

What happens next?

We have appointed an independent façade consultant to carry out a review of the work done to the façade. This is a very thorough review; they will be looking at all the relevant documentation for this project, products and fixing methodology, the tiles themselves, the fixings that attach them to the building and the way they have been fitted. We have also invited the manufacturer to review the situation. We anticipate the inspection will take place next week at the same time the remaining work takes place.

As this is such a thorough review, the façade consultant will require 28 days to carry out the inspections and produce their report for us. We'll confirm further once we have received the report outcome and any recommendations contained and of course any impact on you.

At the moment, we don't know whether we need to do further work to the external wall system as a result of this incident. If it gets to that, we know that this will be extremely disappointing and frustrating. As soon as we have further information following this review, we will let you know what is going to happen.

Delivery of additional tiles

We already let you know that we needed to order some additional tiles to complete the remediation work to the ground floor. We're pleased to say that they have been manufactured in Germany and have now arrived in the UK – they're due to start work on **Tuesday 19 April**. Given the above situation and the presence of the protective decking, we're meeting next week to determine the best approach as we need to access some areas which are covered by the decking. We are going to continue with fitting these tiles to the ground floor areas as planned, but these will still be reviewed independently as part of the façade review.

Balconies

Please continue to only use your balconies only if absolutely necessary and not during high winds until our review discussed above has been concluded. Once again, we apologise for any inconvenience this

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A summary of this letter

The protective decking has been installed around the ground/first floor.

An independent façade consultant will carry out an investigation and will present us their report – we expect this in mid-May as they need 28 days. We've also invited the manufacturer to carry out a review. If additional work is required, we will let you know.

The additional tiles needed for the ground floor have arrived in the UK and work will start next week.

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.

situation is causing you and you can be assured that Network Homes and Durkan are working as quickly as possible to resolve the issue.

Get in touch with us on customerservice@networkhomes.org.uk if you have any questions. I'd again like to apologise for this incident and hope you can see how seriously we are taking this incident.

Kind regards

Raj Gandecha
Head of Resident Management (Building Safety)