



Safety in your building

14 April 2022

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

Dear residents,

Building safety remediation at your blocks – webinar on Thursday 28 April

You will be aware from our previous correspondence that the freeholder of your building, HEB Assets, has carried out building safety investigations into your buildings and the surrounding buildings. During these investigations they discovered that there is ACM cladding on Pinnacle Tower, the tower block next to your building. ACM is Aluminium Composite Material cladding – the same type that was on Grenfell. We understand that there are defects in both Tabriz and Shams Courts too, but are yet to see the technical reports that confirm this.

Please be assured that resident health and safety is our top priority. You should already be aware that we have installed an Evacuation Manger to cover your buildings and, as soon as we have the advice from a Chartered Fire Engineer, we will write to you to explain how we can further enhance the Interim Fire Strategy. We have reported the matter to the Department of Levelling Up, Housing and Communities (DLUHC), Brent Council and the London Fire Brigade (LFB) and are working hard with them to progress the remediation required by the freeholder. DLUHC is already aware of this situation and has named the freeholder in a publicised list of organisations which have not yet started ACM remediation.

We have also been pressing HEB to proceed with the remedial works and to apply to the Building Safety Fund for the cost of remediating Tabriz and Shams. However, HEB has refused to do so and instead has sought to deny its responsibilities under its lease with us. We have offered HEB the option to resolve this matter through Expert Determination, where an independent panel of legal experts will decide the way forward. However, HEB has not responded to this offer for several weeks. Therefore, we have given them a deadline to respond, failing which we will consider alternative legal recourse to resolve this.

We therefore want to remind everyone to be vigilant in reducing the risk of fire in your building – everyone can help to keep people safe. The LFB website offers 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/>. We also have some additional guidance on our website of top fire safety tips, including not using BBQs on balconies: <https://www.networkhomes.org.uk/advice/health-and-safety/fire-safety-top-tips/>.

New insurance policy

Legal responsibility for providing insurance for the development sits with HEB, as the freeholder. Historically, they have had one policy which covers the whole development - Pinnacle Tower, Tabriz

A summary of this letter

Pinnacle Tower (next door) has ACM cladding on it. The government has said this needs to be removed. We have not received a remediation plan from the freeholder, and have been working with government, council and the fire brigade to try and get this confirmed from the freeholder.

The freeholder insures your buildings in the same policy as Pinnacle Tower. Their insurer has opted not to renew the policy because of the presence of the ACM, so the freeholder has had to get a new insurance policy.

This has increased the costs significantly – by up to several thousand pounds per leaseholder. This won't affect your payments, but please be mindful of your neighbours who are affected.

We will be holding a resident webinar on **Thursday 28 April at 6pm** – link to join can be found below.

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.

Court, Shams Court, and the commercial units including Novotel and Butlers Fine Foods. This policy was procured through the Managing Agent, Wembley Properties.

However, this year the insurer withdrew cover because of the presence of ACM cladding and other defects in the external wall construction. Wembley Properties had to obtain a new policy with a different insurer at a significantly increased cost.

It is essential that the building maintains insurance cover. The current insurance policy will therefore end on Friday 15 April when the new policy will commence covering the same buildings as before. Due to the current nature of the insurance market, the cost of this new insurance policy is significantly higher than the previous policy.

Network Homes is responsible for paying for tenants' share of the increased insurance payments. However, your neighbours who are leaseholders are facing significant increases to their service charge payments, so please be mindful of this. It is therefore even more important that everyone in the building takes fire safety seriously, which is why we have included information/advice at the bottom of the previous page. Please do everything you can to limit the risk of fire in your buildings.

Resident webinar – Thursday 28 April at 6pm

We will be holding a resident webinar to go over this situation on **Thursday 28 April at 6pm**, to discuss the insurance issue at Tabriz Court and Shams Court, and we will also be giving you the latest position on the remediation situation. You'll be able to ask us any questions you may have. You can find joining instructions and the link to the webinar by visiting the link in the box. We'll hold the webinar on Microsoft Teams – you don't need a paid account to join, but please give yourself enough time to get set-up before the webinar starts.

Access the meeting

You can access the meeting and the link to submit questions by visiting: [www.networkhomes.org.uk
/buildingsafetymeetings](http://www.networkhomes.org.uk/buildingsafetymeetings).

You will be able to ask us questions through our Q&A function while we give the presentation. If you have any questions now, you can submit them beforehand at the same link above – we can then ensure we have as full an answer as possible and let you know at the webinar. We'll send out a copy of the slides and all questions asked within two weeks of the webinar. If you have questions or queries about other matters that aren't related to building safety/insurance, please get in touch with Network Homes separately, so we can dedicate this time to your queries on building safety/insurance.

Further support

You can check our document library for our previous letters – it takes a little while to load: <https://www.networkhomes.org.uk/mybuildingdocuments/>. Please also get in touch with us on customerservice@networkhomes.org.uk if you have any questions.

Yours sincerely

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