



# Network Homes

## Safety in your building

27 April 2022

Rainbow House,  
Water Lane,  
Watford,  
WD17 2AP

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 on project and fire door inspections starting soon

We said we would hold a webinar in March, it's now looking most likely that this will happen in late May and we may do a drop-in session instead. It makes sense to have the agreement with Network Rail confirmed (explained below) before it we update you. We'll write to confirm once we've got a date.

### Project on schedule so far

The project is currently running on schedule and even given the bad weather in March, we are still running on time. This is really good news and I would like to extend my thanks to you all. These kinds of projects can suffer delays if we struggle to gain access to necessary areas when we need to. At Rainbow House this has not been a problem and we only have a few residents that have not given access for the condition surveys. So, thank you very much – with your help, we've been able to keep the project on track. If you are in one of the properties that still need a condition survey done, please contact us and we will arrange this for you as soon as possible.

### Fire door inspections

As part of the project, later this month we'll be inspecting fire doors around the building – these are the communal doors and your flat front doors. Some of you may already have been contacted by our contractor Mulalley regarding inspecting your flat front doors. As above, this will run as efficiently as possible with your help, so I'd like to thank you all in advance for allowing us to inspect your front door. We're only going to be inspecting a sample of doors so you may not be contacted. Once we've done the inspection, we'll let you know if we will need to adjust and/or replace any doors.

### Upcoming milestones in the project

We've spoken to you already in previous updates about the challenges the location of your building poses as it is extremely close to the railway line. We've been working with Network Rail and we've been facing the challenge of not disrupting the train service, keeping the trainline safe and clear, while also minimising disruption for those residents who face the trainline.

As I'm sure you can understand, finding a solution has been difficult and represents the reason why we weren't able to hold the webinar in March. Once this is agreed, the contractor will finalise the programme of work including timescales and we'll be in a position to provide a full update about our approach. We don't think it is worth holding a webinar/drop-in until this is finalised, as it is one of the more important milestones left in the project.

### A summary of this letter

We're close to agreeing with Network Rail on the best way to carry out work above the railway line. This is quite complex and has taken longer than we anticipated.

As such, we weren't able to follow through with our planned March webinar, and should have let you know, so I'd like to apologise for that.

Once we've got the railway line situation confirmed, we'll then organise a webinar to discuss this and update you on the progress of the project, plus you'll be able to ask us any questions. At the moment we think this will be late April/early May.

We'll be inspecting a sample of fire doors, so you may hear from Mulalley in order to organise an appointment to inspect your flat front door.

Thank you for your cooperation with the above fire door inspections and on the project in general. We're able to stay on track with the project thanks in part to your cooperation.

Alongside the railway line, there's a couple of other things we need to 'iron out' in order to keep up with our really good progress so far. We need to finalise the method for the work to be done to the orange terracotta tiles, and also our method of remediating outside the penthouses. We're also hopeful that these will be resolved quickly, so we can share further information with you at the webinar/drop-in.

### 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/rainbowbuildingsafety/>
- Get in touch with us on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) if you have any questions.

#### 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.

Best wishes

Raj Gandecha

Head of Resident Management (Building Safety)