

Safety in your building

28 April 2022

Templar House,
Northolt Road,
South Harrow,
HA2

Dear residents,

Access required for work surrounding windows on levels 1-4

When we held our webinar at the beginning of this project, we said we might need to remove your windows while we replace the cavity barriers surrounding them. We've now finalised the method we will use to replace the cavity barriers on levels 1-4 and while we no longer need to remove the windows, **we will need to access your home** to fix the cavity barriers from the inside. This will need to be done around all the windows, balcony doors and front doors in your property.

How are we going to carry this out?

We estimate that we will require an average of three days to carry out the work to each property as we need to cut away some of the internal plasterboard. Once we've finished, we will reinstate the plasterboard reveals and make good any disturbed areas

We'll be getting in touch with you soon to discuss how we can work together to carry out this work while causing you as little disturbance as possible. We will speak with you to find the best solution, but have included some options so you can see how we could find a solution together:

- **If you work outside of the home** – let us know your expected hours so we can ensure we are out of the way before you get home
- **If you work from home** – let us know if you have the possibility of going into an office for those days, or if you'd be able to work from the library, a coffee shop, or another location for some or all of the days
- **If you're likely to be at home during the day** – let us know and we will discuss a solution with you. We may be able to offer you some space to spend the day – while we're working in your flat – in another property in the building. You could also spend the day with family, friends or be out for the day, or a combination of the above.

We recognise that getting access to your property will be disruptive and so we're going to work with you to be as flexible as possible to find a solution which works for you. I'd like to thank you in advance for your help as we organise this part of the project – your cooperation in this matter will really help us to carry it out smoothly. We're expecting to do this work one property at a time so we hope there will always be another property available in Templar House.

We will of course let you know if there are any items that you would need to move to allow direct access to the windows and will work with you once we know your set-up.

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A summary of this letter

Instead of removing the windows to fix cavity barriers, we will need to access your home to fix them from the inside.

When we get in touch with you, please let us know your typical daily arrangements, e.g. working outside of the home, working from home, home during the day etc. We'll then work together to find a solution that is best for you and offers the least disruption.

Our expert structural engineer has let us know that we don't need to do significant work to the structure of the top floors to allow them to support the weight of new materials, which is positive news.

We're going to start soon from the first floor and work our way up, so those residents should expect a call soon. We've not yet finalised the method for the top floors; our fire engineer is looking at the design and we do not the extent yet so we'll let you know once we have more details.

Why are we doing the work from the inside?

This is the best solution our design team put forward. The alternative was to remove the window entirely, which puts your property more at risk from the elements. There would also be an increased risk of accidental damage while we moved and stored the windows, so this solution will help us to get this part of the project done in the most effective and efficient way.

Structural work and final design to the top floors

We wrote to you recently saying that we thought we needed to strengthen the structure of the top floors and were employing an expert structural engineer to lead on this. We've now had confirmation from the structural engineer that we won't need to do significant structural work to the top floors. The structural engineer has confirmed that the existing structure is more than adequate and will be able to carry the weight of the new materials we will be fitting.

This is really positive news as it will mean the work to the top floors will take less time than if we had to do significant work to the structure. Once our contractor has finalised the design of the external wall system based on our structural engineer's method of work, we'll be able to give you a better idea of what work will be undertaken and how long this will take.

Damp and mould

I'd like to remind you to be on the lookout for any signs of damp and mould while we carry out the work to the external wall system. If you see any signs of this, please contact us so we can look into it.

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/templarbuildingsafety/>
- Get in touch with us on 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.

Kind regards

Raj Gandecha
Head of Resident Management (Building Safety)