



Network Homes

Safety in your building

16 June 2022

Atrium Point,
Greenford Road,
Sudbury,
UB6 0FF

Dear residents,

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk

customerservice@
networkhomes.org.uk
0300 373 3000

Loss adjuster visit in April, preparations for construction claim

We last wrote to you to say our insurance company had appointed a loss adjuster to investigate our claim regarding building safety remediation. In late April, we met with the loss adjuster on-site and have now shared all the relevant information required with them. Once we have received the outcome of their decision, we will share it with you.

Construction claim

We've issued legal instruction to our expert who will pursue our claim for the insurance. They have also been instructed to begin the process for pursuing the original contractor of your building. Again, when we have anything further to share with you, we will.

Further support

We work on a three-month update basis, so you can expect to hear from us every three months or sooner if we have something confirmed which we need to tell you. 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/mybuildingdocuments/>
- Get in touch with us on customerservice@networkhomes.org.uk if you have any questions.

Kind regards

Raj Gandecha
Head of Resident Management (Building Safety)

A summary of this letter

The loss adjuster visited in late April and we have passed them over all relevant information.

Our legal expert is now preparing our claims to submit to the insurer and original contractor.

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.