21 June 2022

Flowers Close – Cabinet Court, Cipher Court, Code Court resident meeting 14 June 2022

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk

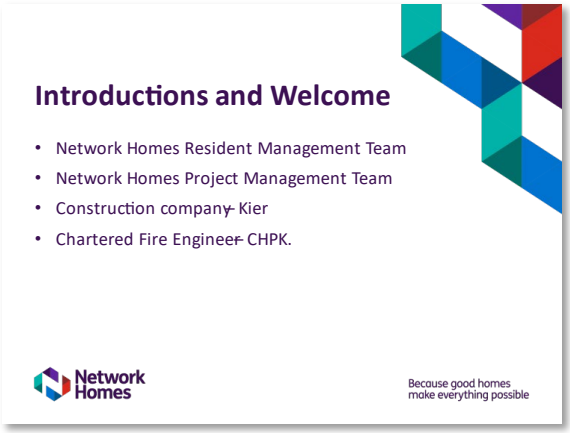
customerservice@
networkhomes.org.uk
0300 373 3000

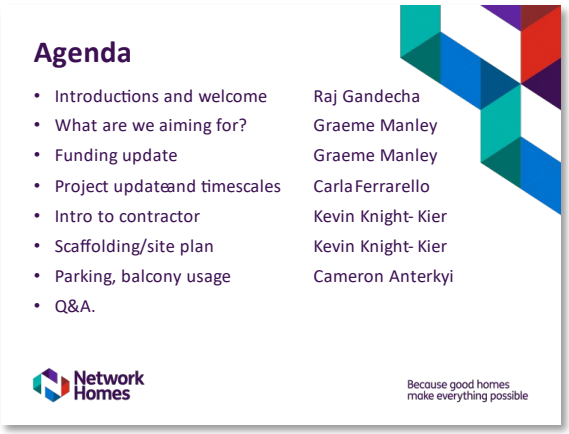
Thank you to everyone who joined our webinar. You can watch a recording of the webinar via this link on YouTube: **https://youtu.be/lJ0b6-tjfWg.** Please note, the FAQs are not included as part of this recording and have been included below.

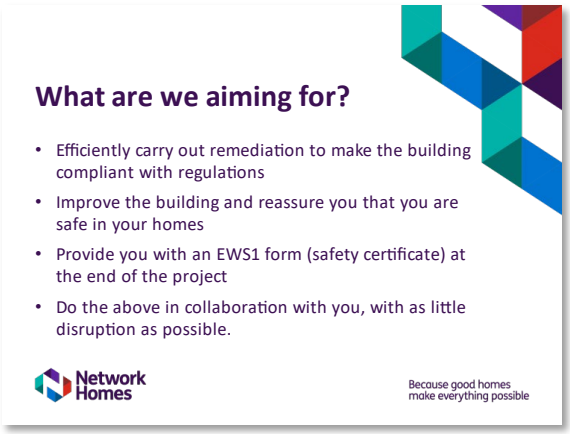
Contact details

Throughout the project you will have the support of our Resident Management Team. You can get in touch with Cameron Anterkyi, Resident Liaison Officer (RLO) on **Cameron.anterkyi@networkhomes.org.uk** or **0204 512 5791**. Carla Ferrarello is our Project Manager and will also be on-site to support. For other issues, please contact Network Homes on **customerservice@networkhomes.org.uk**.

Presentation slides







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Funding update

- We will carry the works out so that we minimise disruption, however some disruption is inevitable. We are unable to offer compensation for this
- Kier is covering the cost of the external wall cavity barrier work
- Cipher Court balcony work costs being tendered
- Lord Greenhalgh letter response
- Cabinet Court and Code Court no costs for leaseholders/shared owners
- New EWS1 guidance for lenders.

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Project update

- Timescales
  - Project start: June 2022– Project End: October 2022
  - Cabinet Court: W/c 27 June, about 5 weeks duration
  - Code Court: W/c 4 July, about 5 weeks duration
  - Cipher Court :W/c 15 July , about 11 weeks duration
  - Project duration– 15 weeks
  - B1 EWS1 form: estimate 68 weeks afterwards.
- Scope of Work:
  - Cavity barrier remediation: horizontal and vertical
  - Boiler flue barriers
  - Cipher balcony project
- Monitoring of work and quality of remediation.

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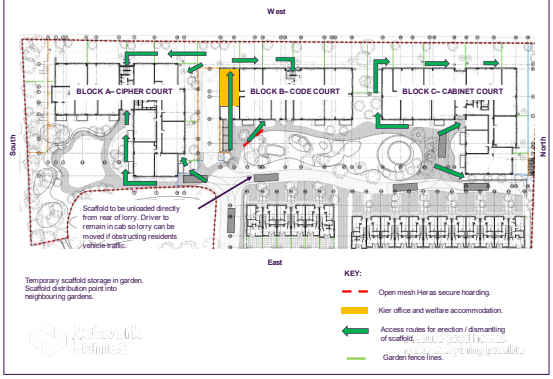
General items

KIER

1. Deliveries and offloading only between 9am and 3pm.
2. Site work hours between 8am and 5.30pm.
3. Before scaffold erection in an area / garden commences, condition surveys to be undertaken with NWH of each garden and internal areas that need to be passed through and scaffold is to be erected in. On completion of works areas / gardens to be reinstated to original condition.
4. Scaffold to be unloaded directly from rear of lorry. Driver to remain in cab so lorry can be moved if obstructing residents vehicle traffic.
5. On the window to the site office / welfare will be displayed the photos and contact details of the Kier staff.

Proposal logistic plan for cladding work

KIER



Cipher Court (Block A) – scaffolding locations

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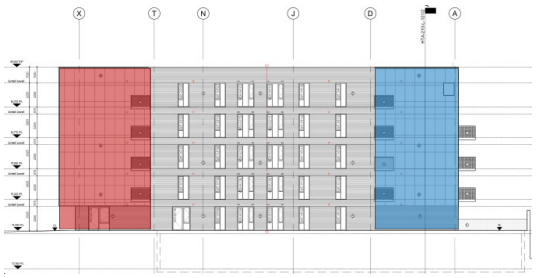
Cipher Court (Block A) – North elevation

KIER



Cipher Court (Block A) – East elevation

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Cipher Court (Block A) – South elevation

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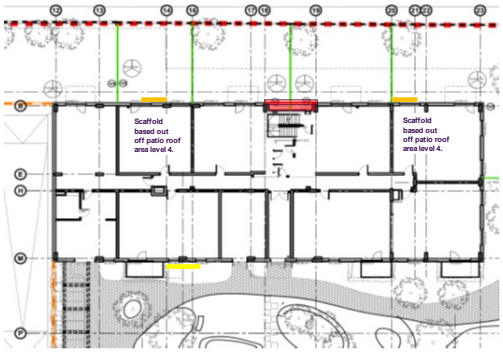
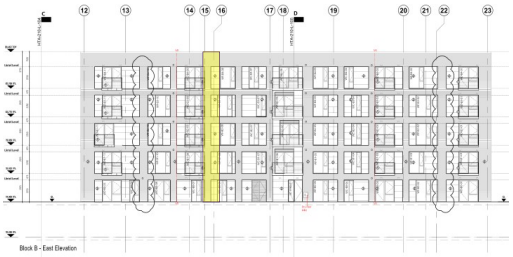
Cipher Court (Block A) – West elevation

Code Court (Block B) – scaffolding locations

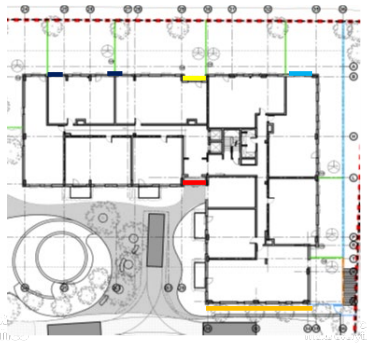


Code Court (Block B) – East elevation



Code Court (Block B) – West elevation

Cabinet Court (Block C) – scaffolding locations



Cabinet Court (Block C) – East elevation

Cabinet Court (Block C) – West elevation

Balconies, gardens usage and property access

- Please ensure your balcony is clear of items
- If you have a garden, please ensure all items (including sheds) are as far away from the external wall as possible
- If your balcony/garden is going to be scaffolded, please don't use them during work hours
- For some residents, we will need to access your home when we check the boiler flues we'll get in touch with you to discuss
- Thank you for your cooperation.

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FAQs

We received a number of questions from residents both before the webinar on Slido and during the presentation. As such, we have condensed all those questions asked into the ones included below, as there were some which all covered the same question with a slightly different wording.

Cavity barrier project

Please confirm the expected timeframe for completion of works for each of the buildings.
Our current project estimate for start dates and duration is as follows:

- Cabinet Court: week commencing 27 June, duration five weeks
- Code Court: week commencing 4 July, duration five weeks
- Cipher Court: week commencing 15 July, duration 11 weeks
- Project duration: 15 weeks.

Cipher Court has been scheduled last to hopefully give us time to get the balcony work organised. This is our current estimate and things may change as we carry out the work. We will let you know if this changes significantly.

Are the start dates for the works definitely confirmed? I note that one of the presenters mentioned that the contract had not yet been signed.
We're signing the contract imminently and expect to start on the above dates. If this does not happen, we will let you know the new expected start dates.

Didn't Network Homes employ surveyors at time build? How were these missing barriers not been spotted?
Network Homes did employ a clerk of works to oversee the work at the time. The remediation at Flowers Close is to rectify cavity barriers which have been fitted incorrectly. They are not missing.

Project logistics

Will the scaffolding be alarmed to prevent burglaries?
There will be no alarm but there will be preventative fencing surrounding the scaffolding. Each area of scaffolding will only be up for a few short weeks. If you see anyone on the scaffolding out of hours, we recommend calling 999.

The bottom of the scaffold will be fenced off, except for where access is required and all ladders will be removed at the end of each shift.

Will we be under canopy for 11 weeks?
There will be no sheeting on the scaffolding at any of the blocks. Scaffolding will be up for small periods of time based on the current remediation proposals. Once areas are signed off, then the scaffold will be taken down.

Do cavity barriers need to be replaced behind/within the brickwork walls or just behind the HPL cladding?
Cavity barriers need to be replaced behind the two types of cladding on your buildings and in some additional places, horizontal or vertical barriers will need to be replaced, as indicated on the diagrams above.

Code Court - which part will have scaffolding?
At the front of the building (East elevation) overlooking the communal gardens, Code Court will have one scaffold tower:

- To the right of the second column of balconies from the left.

At the back of the building (West elevation) overlooking the private gardens, Code Court will have three scaffold towers:

- One in the middle covering the cladding panels
- One on either side, approximately halfway between the balconies.

For ease, we've added descriptions of the other block scaffolding as well.

Cabinet Court
At the front of the building, there will be two areas of scaffolding:

- The full short side which is all covered in cladding, directly above the access road
- The vertical line closest to the internal corner above the entrance door.

At the back of the building, Cabinet Court will have four scaffold towers:

- One in the middle covering the line of cladding panels
- One on the left covering the last set of windows and surrounding cladding
- Two on the right, to the left-hand side of both sets of balconies.

Cipher Court
This block will have the most scaffolding. This information is for the cavity barrier remediation only, not the balcony work.

One the side of the building close to the treeline, there will be one area of scaffolding:

- The whole side which has balconies running the full width.

At the back of the building, there will be two areas of scaffolding:

- The whole side of the tallest part of the building which is covered in cladding
- The connecting shorter area which is covered in cladding.

On the side of the building facing Code Court (North elevation), there will be two areas of scaffolding:

- The far-left side which is covered in cladding
- The far-right side which is covered in cladding.

On the side of the building facing the communal garden (South elevation), there will be two areas of scaffolding:

- The whole side of the tallest part of the building which is covered in cladding

- The area above the short side of the building which is covered in cladding.

EWS1 forms

In previous webinar, it was mentioned that it may be possible to sell our flats when an agreed plan of works was in place. Could you provide an update on this?
Under new guidance, some lenders may now lend on properties which don't have an A1, A2 or B1 EWS1 form, as long as there is a fully funded remediation plan in place and a programme with start and finish dates. If you want to sell, please email us on **customerservice@networkhome.org.uk** and we can provide you with a formal letter. We've not had this happen on any of our other schemes yet, so we would be glad if you could let us know how you're getting on so we have some indication of the new guidance's success.

Do I understand that as the balconies are not in scope of the EWS1 guidance, that Cipher Court residents will not be able to benefit from an "early" EWS1 form?
Cipher Court residents may be able to benefit from an early EWS1 form. You will need to declare the situation with balconies as part of your sales process. Once we have the costs for this, it may be more likely that you are able to go forward with a sale.

Can balcony works also be covered by the EWS1 form guidance?
Our fire engineer will issue a B1 rated EWS1 form once the cavity barrier work is done, regardless of whether the balcony work has been done. The balcony work is a requirement of our building's insurer and not our fire engineer.

Costs of remedial work to external wall system

Does Network Homes charge a percentage management fee on top of any Section 20 works cost and – if so – what percentage?
Yes, we charge a 10% management fee.

Why isn't Kier paying for Network's costs in project managing the cavity barrier work (i.e. Carla/Cameron's time) rather than passing them on to leaseholders?
There are no costs being passed to Network Homes leaseholders for the cavity barrier works.

Doesn't our lease allow you to issue a demand for payment in advance based on a Section 20 notice to avoid legacy bills blighting attempts to sell properties?
The lease does allow for this, but we will not be doing so in this instance.

Is Network homes going to compensate leaseholders? These missing cavity barriers should have been spotted at time of building construction. Obviously, these are failures from construction company and developers - in this case Network Homes.
Kier is returning at their cost to remediate the cavity barrier defects in the external wall system. No costs will be passed on to residents for the work to the cavity barrier remediation. We are unable to offer compensation for remediating the building. We have not paid compensation at similar schemes with building safety related issues.

Communicating with you

Please can a follow-up webinar be arranged roughly half-way through the six-month cavity-barrier remediation works, in order to report on progress?

Due to the short nature of the project, with Cabinet and Code each taking an estimated five weeks, we won't be holding a webinar. We send updates every 6-8 weeks for our on-site schemes and so you may just receive notification that your buildings have been completed.

Once we know the situation with Cipher Court balcony decking work – who is doing the work, costs, timeframes – we will organise another webinar to discuss this with Cipher residents.

Can we have updates at least monthly please? 6-8 weeks is too long.
Code Court and Cabinet Court will likely be complete by the time we send our first update. Cipher Court will hear from us regularly while we are sorting out what will happen with the balcony work – whenever we have something new confirmed, we will write and tell you.

Balcony work

This webinar was focussed on the upcoming construction project. However, understandably we did have a few questions about the balcony remediation. We'll be holding a webinar specifically for Cipher Court residents once we know who will be carrying out the work and the cost.

How soon after the balconies have been replaced will Network be able to specify precisely how much the leaseholder costs will be?
Once we have received the tenders back from prospective contractors and have chosen a contractor, we will be clear on the costs and share them with residents before work on the balconies starts. So residents will know the cost before the work starts.

Can you set out a detailed timetable for procuring the balcony work (i.e. indicative milestones for each of the stages)?
Tenders from prospective contractors are due back on Friday 17 June. We will analyse the tenders and review the submissions. We'll then look into the consultation process we must follow and will write to residents when we know. We expect the consultation to be 14-21 days after we receive the tenders. A start on-site date is dependent on the contractor chosen.

When will you consult Cipher Court residents as part of the proposed Section 20 notification for the balconies?
We have already begun the tender process and expect all tenders back on Friday 17 June. We will begin the Section 20 consultation process within 14-21 days of analysing the tenders.

On the Cipher Court balconies, will Kier bid for the works project to replace the timber decking, or just those companies on the existing framework contract?
We have invited Kier to submit a tender, alongside contractors on our existing framework.

At what stage in the Cipher balconies project will you schedule the separate webinar - i.e. before or after deciding on the preferred contractor?
This will depend on the consultation period – we will give you at least a week's notice.

Understood that you will deal with balconies on a separate call but when will this be please? Some of us are trying to sell our properties and balcony remediation is a blocker to this.
We are aware there are some residents who want to sell and we are doing all we can to resolve this situation as quickly as possible. We've outlined the expected timescales for the balcony procurement above and will keep you informed throughout.

Understood that you are out to tender but is the intention to fix the balconies whilst the scaffolding is up for the cladding?

If Kier is successful in their bid, we will carry out the balcony work while the scaffolding is up for the cavity barrier remediation work. If another contractor is successful, we will work with them to try and schedule in the work as close to the end of the cavity barrier remediation work as possible. This will however depend on their schedule and availability.

How will NH ask for money if someone can't pay?
Network Homes has authorisation from the Financial Conduct Authority to offer an interest free credit agreement which you may be eligible for.[1]

I'm in the building game and I want to do decking in my flat myself to minimise cost /if any to me. I'm not willing to pay x4 times more for work to someone to change few floorboards on my balcony. I want to do it myself; purchase required materials and undertake the work. Unless Network Homes cover the cost I'm not willing to pay money to someone's pocket. Kier will be making money out of my misery and I'm not happy to pay for it. When work is done you can sign off job to satisfactory condition and that is it.
The balcony work is not just replacement of the timber decking – work is also required to the underside of the balcony and must be done from below.

Balconies are considered part of the structure of the building – under the terms of your lease you are not able to make changes to the structure of the building yourself.

All properties at Cipher Court will have to contribute to the balcony work, even if they don't have a balcony. This is because balconies are considered part of the building's structure. As such, even if you did the work yourself, you would still have to contribute to this work as they are considered structural and everyone contributes.

Contractor

Question for Kier: Why is Kier not among the developers that have signed up to Michael Gove's building safety repairs pledge?
Kier was the contractor for the works at the Langhorne Scheme, and not the developer. Kier is returning to remediate latent defects in line with contractual requirements.

[1] FCA consumer credit arrangements are regulated by the FCA and any complaints arising from these arrangements by the Financial Ombudsman Service; Network Homes Limited, reference number FRN 919890, is authorised to provide Limited Permission lending and debt counselling on a not for profit basis. Details of our FCA permissions can be found on the **Financial Services Register**.