



Residents of Humberton House,
Tan House, Upton House and Ward Lane
Homerton
London
E9 5GX

The Hive
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Wembley
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customerservice@
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0300 373 3000

Tuesday 28 June 2022

Dear Resident

Illegal removal of gas supplies at Ward Lane and Sadler Place scheme

We write to you to inform you about the disruption to gas supplies on your scheme that occurred in the early morning of Monday 27 June 2022. This was caused by an individual, or individuals, illegally removing gas pipes at the meter supplies to six properties at Humberton House. This also happened last month at a different meter room affecting several properties located in a different block at Humberton House.

We attended Monday morning with Oakray to assess the damage and order materials to reinstate the affected supplies until 9pm. Oakray returned on Tuesday morning to reinstate the remaining affected supplies. We arranged for security guard to patrol the scheme on Monday and Tuesday evening and overnight to deter any further pipes being illegally removed.

We have installed security doors on the external meter rooms at Humberton House, Tan House and Upton House following the last theft however the meters where the pipework was stolen from on this occasion were located within the bike store. We understand that meters are located in bike and bin stores across the scheme so we are reviewing security measures for these areas and will write to you on Wednesday 6th July with plans on next steps to mitigate for future thefts.

We have reported the most recent theft to the Police and have highlighted to them the safety risk the perpetrator is causing by illegally removing the pipework. We are supporting the Police with their investigation and will update you with information that can be shared as and when it becomes available. If you have any information that would support the investigation, or you notice anyone behaving strangely around any of the meter rooms then please contact the Police immediately.

Oakray are continuing to replace the copper pipework for meters located in the bike store where the most recent theft took place. We are replacing the copper pipe with steel pipe as this is less valuable and should reduce the risk of theft. The works are expected to be complete by the end of this week. If your gas supply will be temporarily disrupted but we will send you text messages to keep you updated. Should you want to request further information then please contact our M&E Team by calling 0300 373 3000 or email us at MandEandCompliance@networkhomes.org.uk.

We understand that this will be having a significant impact on those who have had their supply disrupted and any distress caused by the gas leaks. We will do everything reasonably practical to help manage this situation, but we stress this is a crime and we will support the Police in their efforts to identify the individual or individuals responsible.

Yours faithfully

A handwritten signature in black ink, appearing to read 'P Flynn', followed by a horizontal flourish line.

Patrick Flynn
Director of Compliance and M&E