



Safety in your building

20 July 2022

Templar House,
Northolt Road,
South Harrow,
HA2 0YL

Dear residents,

Remediation project update – access required for work surrounding windows on levels 5-6

Please find below a comprehensive update on the remediation work at Templar House. We've also included a summary to the right as this is quite a significant update. For **those living on floors 5-6, there is going to be more work required** to your floors – please ensure you read the relevant section below. I'd like to thank you all for your ongoing cooperation while we do this crucial safety work and also apologise for the ongoing disruption to your homes and lives. I hope you can understand that we must carry out this essential work and we are doing everything we can to complete it as effectively and efficiently as possible.

Background overview

I thought it would be useful to include a reminder of how we have got to this position. Templar House is a seven-storey block of flats with the following construction methods on each storey:

- **Ground floor:** cavity brickwork façade
- **Floors 1-4:** insulated render
- **Floors 5-6:** zinc cladding.

We hired Philip Pank Partnership as a consultant in 2020 to investigate the external wall system in line with government guidance. The investigation focused on localised sections of the external wall system and found issues with the way cavity barriers had been installed behind the render system and the zinc system. Cavity barriers are horizontal and vertical barriers within the external wall that slow the spread of fire across the building. Following the investigation, we appointed Mulalley in March 2021 to carry out work to rectify those issues.

We decided to entirely replace the exterior façade, rather than do smaller repairs to the render. This will provide you with better peace of mind of the safety of your building and is the most efficient way to resolve the issues. Mulalley are also replacing flat entrance doors and communal doors as part of this project.

Floors 5-6: fire stopping work to roof structure

We wrote to you last time to let you know that our structural engineer has advised us that we did not need to carry out major repairs to the structure of the top two floors. Working with our fire engineer, they have still asked us to carry out some smaller work to enhance structural elements and ensure the firestopping is adequate. This is to ensure all structural elements are protected

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A summary of this letter

We will need to carry out some firestopping work to the roof section and steel supports at 5th and 6th Floors.

This will be disruptive to residents on floors 5-6 and we will get in touch with you once we have confirmed how we'll do the work.

We will also need access to flats on floors 5-6 to install window cavity barriers and on these floors it will require the removal of windows.

We have still not accessed some flats on floors 1-4 to complete the cavity barrier installation there. Please get in touch if you have not had yours completed yet – these floors do not require windows to be removed.

Work to replace internal fire doors is progressing well. Letterboxes have been installed downstairs and we're doing well replacing communal doors. There are still some flat front doors which need replacing so please get in touch with us to arrange access.

In order to comply with new legislation, we may need to do some firestopping work elsewhere – we'll let you know more when it is confirmed.

and would slow down the spread of fire in an incident. This work needs to be carried out to the steel roof structure and also within the external wall system. It's not something we could have foreseen and was something we discovered during the project which we must now address. As it was a significant change to the project, we appointed an architect (ECD Architects) and a structural engineer (Tully De'Ath) to work alongside our fire engineer (CHPK Fire).

At this stage we have not confirmed a full programme for this work, but it is likely that work will need to be done from inside your property and the outside as well. We think this will involve a lot of disruption to residents on 5th and 6th Floors. Once we have a defined scope of work, we will be hosting a series of in person meetings and webinars with our residents.

We are conscious the impact the scaffold has had on the entire building and our residents, and we believe we have now identified a solution which will enable the external works to commence including the level 5 and 6 window cavity barrier repairs and the completion of rendering (both below) which will mean the scaffold can be removed. The contractor is currently pricing these works and recasting their programme. We are not able to confirm the dates for the work yet, including removal of scaffold, but we will write to you as soon as a revised programme has been agreed with the contractor.

Floors 5-6: access required for window cavity barrier repairs

We wrote to all residents to let them know we would need access to homes on floors 1-4 to repair cavity barriers from the inside. We will now need access to your home if you live on floors 5-6 to carry out similar work. To repair the cavity barriers on these floors, we will need to remove the windows and will need access to your home to do this. We are working with our contractor to identify a programme for this work. This will need to be completed before the scaffold has been removed.

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 one day to do the remediation and two for internal decoration.

As with residents on floors 1-4, 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 going to start soon from the fifth floor and work our way up, so those residents should expect a call soon. 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.

Floors 1-4: rendering and access for cavity barrier installation

So far, we've focused on levels 1-4 of Templar House while we had to look at the additional things found on floors 5-6. The work to the external wall system is nearly finished, with all areas now insulated again. When we removed the existing insulation system, we found a number of issues with the workmanship behind, which we needed to correct. This involved replacing damaged blockwork, filling existing holes where ventilation terminals had been removed and making good around windows. Given our findings we also identified the need to install cavity barriers around windows. The final item will be installing the final render coat, which will be completed as the scaffold is removed.

As we wrote to you in April 2022, the only way to do this was by installing these barriers from the inside. Whilst we haven't needed to remove windows, we have needed to access properties on these floors to install the barriers behind the plasterboard walls. Thank you to everyone who has already granted us access to their home; we really appreciate your cooperation. There are **a number of flats we still need to access to complete the work**. If you are one of these flats, please contact Tracy Pasby, Mulalley Resident Liaison Officer on **07507 865 856**.

All levels: communal fire doors, letterboxes and firestopping work

To date we have installed 81 out of 84 fire doors to flat front doors. We still require access to the remaining flats. If you haven't had your flat entrance door changed, please liaise with Tracy Pasby, Mulalley Resident Liaison Officer on **07507 865 856**. Communal doors have begun to be installed and will be completed by 29 July.

As we have previously identified, letterboxes are now located on the ground floor rather than the original arrangements with letterplates on all doors. Please ensure that parcel delivery companies do not leave parcels on the top of letterboxes.

To coincide with the work, we have engaged a Fire Consultant, Ventro Group, to prepare a written fire strategy for the building on completion of work. This will support our Building Safety Case, which will be issued to the Building Safety Regulator – this is a requirement of the new Building Safety Act which has recently become law. In order to complete the strategy, we have undertaken intrusive surveys in communal areas, and also within void flats to look at internal firestopping. These surveys are complete, and we are awaiting a copy of the strategy and report on internal remediation. We will write to you further once we have a clear identification of work which are required.

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's building safety section which has lots of information and frequently asked questions: <https://www.networkhomes.org.uk/buildingandfiresafety/>
- View resources which may help: <https://www.networkhomes.org.uk/buildingsafetyresources/>
- 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)