



Network Homes

26 July 2022

Cumnor House, Helmi House, Lidcote House resident meeting 12 July 2022

Thank you to everyone who joined our webinar. You can watch a recording of the webinar via this link on YouTube: https://youtu.be/TGZ13_XV7HE. Please note, the FAQs are not included as part of this recording and have been included in the document below.

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0300 373 3000

Contact details

Throughout the project you will have the support of our Resident Management Team. You can get in touch with Zoe Kyriacou, Resident Liaison Officer (RLO) on Zoe.kyriacou@networkhomes.org.uk or **0204 512 5947**. Peter Park 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

Cumnor House, Helmi House, Lidcote House resident webinar
12 July 2022

Introductions and welcome

- Network Homes Resident Management Team
- Network Homes Project Management Team
- Professional Team- CalfordSeaden
- Construction company- Higgins.

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What are we aiming for?

- Efficiently carry out remediation to make the building compliant with regulations
- Improve the building and reassure you that you are safe in your homes
- Provide you with an EWS1 form (fire risk certificate) at the end of the project- new EWS1 guidance
- Do the above in collaboration with you, with as little disruption as possible.

Funding Update

- Total project cost **£3.6m**
 - Construction cost **£2.9m**
- Split between:
 - Higgins: **£1.5m**
 - Network: **£1.4m**
 - Building Safety Fund **£717k**
- Leaseholders will not need to contribute to any costs for the external wall remediation.



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Project Update



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Journey

- Preliminary Investigations – February 2020
- Contractual Negotiations – Higgins
- Government funding – MHCLG / DLUHC
- Technical discussions – IFC
- Statutory discussions – LABC.



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Project Team

- Network Homes Building Safety Team resident management and technical
- Higgins – contractor
- Calford Seaden – Employers' Agent, Principal Designer, Construction Design and Management, Clerk of Works
- PRP – Architect
- IFC – fire engineer
- SW9 Community Housing – local management.



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Sites



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Properties affected

Robsart Street 1 project		
Cumnor House	Flats	1-44
Lidcote House	Flats	1-44
Helmi House (Assisted Liv Flats)		
37 Robsart Street	Ground floor flat	Own entrance
39 Robsart Street	Ground floor flat	Own entrance
41 Robsart Street	Ground floor flat	Own entrance
45 Lidcote Gardens	Ground floor flat	Own entrance
47 Lidcote Gardens	Ground floor flat	Own entrance
49 Lidcote Gardens	Ground floor flat	Own entrance



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Overview of Works

- Replace cladding panels and insulation behind, including cavity barriers



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Overview of Works

- Replace cladding to soffits
- Brickwork – no works required
- Balconies – no works required.



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Fire door inspections

- Inspection of internal fire doors
 - Cumnor House: 25 and 26 July
 - Lidcote House: 27 and 28 July
 - Helmi House: 1, 2 and 3 August
- Contractor- Ventro, will be in touch separately.



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Timescales and outcome

- Planned start date: **Monday 25 July**
- Commence scaffold build (Lidcote): **Monday 8 August**
- Commence cladding replacement (Lidcote): **September**
- Commence scaffold build (Cumnor): **November**
- Commence cladding replacement (Cumnor): **January**
- Duration: **44 weeks**
- Current expected finish date: **May 2023**
- Will provide a compliant building and EWS1 form.



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INTRODUCTION TO HIGGINS



Higgins has established a reputation as one of the most forward thinking developer contractor companies in the UK. It is recognised as an award winning company delivering outstanding regeneration projects through joint venture partnerships composing of private sale, new build and refurbishment solutions.

- One of the largest family owned and operated construction companies in London and the South East
- 60 years as an established Developer and Main Contractor.



PROJECT OVERVIEW

To bring the building in line with current Government guidelines and regulations Higgins will carry out the following works:

- Progressive erection of the scaffolding to provide a safe working platform and access to the work areas.
- Removal and replacement of the existing cladding, insulation and fire barrier. The reinstatement works are the installation of a Rockwool insulation with new cavity barriers and the installation of the new cladding panels.



STATUTORY OVERVIEW



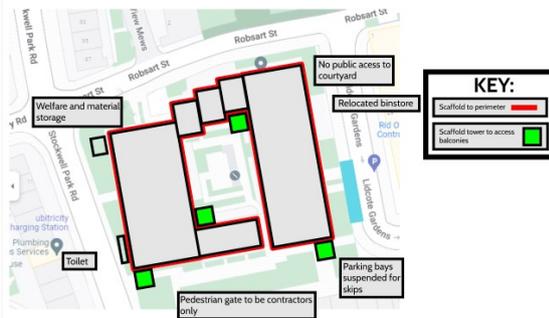
Planning

- The works have the required Planning.

Building control

- The overall effect to the building SAP ratings with the change of the wall insulation is negligible.
- Overview of the materials being removed/replaced and combustibility rating.
- All new materials comply with regulation 7(2) requirement to achieve A2 or A1 rating when tested to BS EN 13501-1.

SITE BOUNDARY



SUSPENDED LOCATIONS



- Main scaffolding
- Site Welfare & Storage
- Suspended Parking for scaffolding deliveries residents to be informed
- MEWP Storage Area

ADDRESSING THE CONSTRUCTION CHALLENGES



We recognise the following main construction challenges that could cause disruption to local residents:

- Noise
- Vibration
- Dust
- Site traffic
- Pedestrian routes
- Changes to access and egress routes
- Restricted parking
- Safety
- Security
- Restricted access to your external space

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TO COMBAT THESE WE WILL:

- Use modern machinery and plant with in-built noise, dust and vibration suppression devices.
- Implement traffic & pedestrian Management plan detailing delivery times and routes to the site to avoid peak travel times, congested routes and school drop off / collection times.
- Employ banksmen marshalling the construction traffic around the estate and prioritising the needs of the local residents.
- Use clear signage and advance notification for any pedestrian diversions and provide well-lit routes.
- Inform residents early on in the construction of closed footpaths and possible suspension of parking bays to allow the arrangement of steady alternatives.
- Liaise with third parties such as emergency services and estate services
- Offer Health & Safety presentations in local schools and activities for children on the estate.
- Arrange Estate walk-a-bouts with local residents to identify and resolve any issues.

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VEHICLE AND PEDESTRIAN MANAGEMENT

We have a plan to manage the volume of traffic flow to and from site. There will be traffic marshals on site to ensure that vehicles move safely into and out of the site.

The traffic marshals will control the movement of contractors as they move materials to the areas of work due to the location of the drop-off points and storage locations.

Deliveries of materials will arranged in advance for set times to avoid vehicles causing congestion.

We expect our workforce and supply chain to adhere to the below rules:

- The Accessed and exiting of the site will be constantly monitored due to the changing nature of the works.
- Vehicles will be met by the site gatemens & will have to read and sign up to the sites drivers rules before entering the site
- Drivers have to follow the local speed limit and vehicle bandsman's directions at all times
- Drivers who do not adhere to the site rules will not be unloaded or allowed to return to site
- Site traffic management plans must be followed at all times both on and off site

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NEIGHBOURHOOD CHARTER

This is our promise of how we will deliver this contract and may be updated as the project progresses. The following points will form our 'Neighbourhood Charter' and our initial promise.

- Regular updates to residents including newsletters and bulletins
- There will be a point of contact at all times
- We will be respectful to our neighbouring residents and pedestrians
- We will respect and work within the planning conditions for hours of work:
 - o 8.00 am – 5.00 pm Monday to Friday
 - o There will be no Weekend or Bank Holiday working
- Every delivery to site will be coordinated
- All machinery will be immobilised at the end of each working day
- No contractors will obstruct resident parking
- All operatives will wear PPE (personal protective equipment).



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FAQs and next steps

- Network Homes RLO team: customerservice@networkhomes.org.uk
- Zoe Kyriacou RLO: **0204 512 5791**
- Joan Borzak Higgins RLO: **07793 902 544**
- Higgins: robsartstreet@higgins-group.co.uk
- We'll provide regular updates to let you know how the project is going
- We'll issue a guide to work document and send out the slides within two weeks, plus answers to all the questions asked
- Emergency Out of Hours Numbers:
 - Higgins **0871 750 3001** (Bridge Security)
 - Network Homes **0300 373 3000**.



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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.

Site logistics

How will the top floor be accessed? Considering most of the cladding is the top floor.

We will be putting up scaffolding on the building to access the cladding.

Given there are in effect three almost separate blocks with 6 townhouses:

Will the works be completed in phases or all at once? Does scaffold need to wrap all of the blocks and houses all at once, or in phases? If works can be taken in phases, can scaffold only envelope Lidcote House for a certain period of time? If phased, what order and approximate timeline/dates for each block?

All of this information will be confirmed once we have received the Construction Phase Plan from Higgins. As soon as we have reviewed and are happy with it, we will share it with you. In addition, while the buildings have separate names and addresses, for the sake of receiving an EWS1 form, they are considered one building.

Given the front of Lidcote House (i.e. facade onto Robsart Street) has circa 3-4m to the public pavement, will the scaffold have to be netted or will kick boards suffice? Obviously, H&S is key and I wouldn't wish items to fall on to people, but given the distance this would be unlikely. Concern here is a balanced risk assessment taking into account the health, safety and welfare of residents in small 1 bedroom flats who need to work from home, spend most of 24/7 at home, and have much

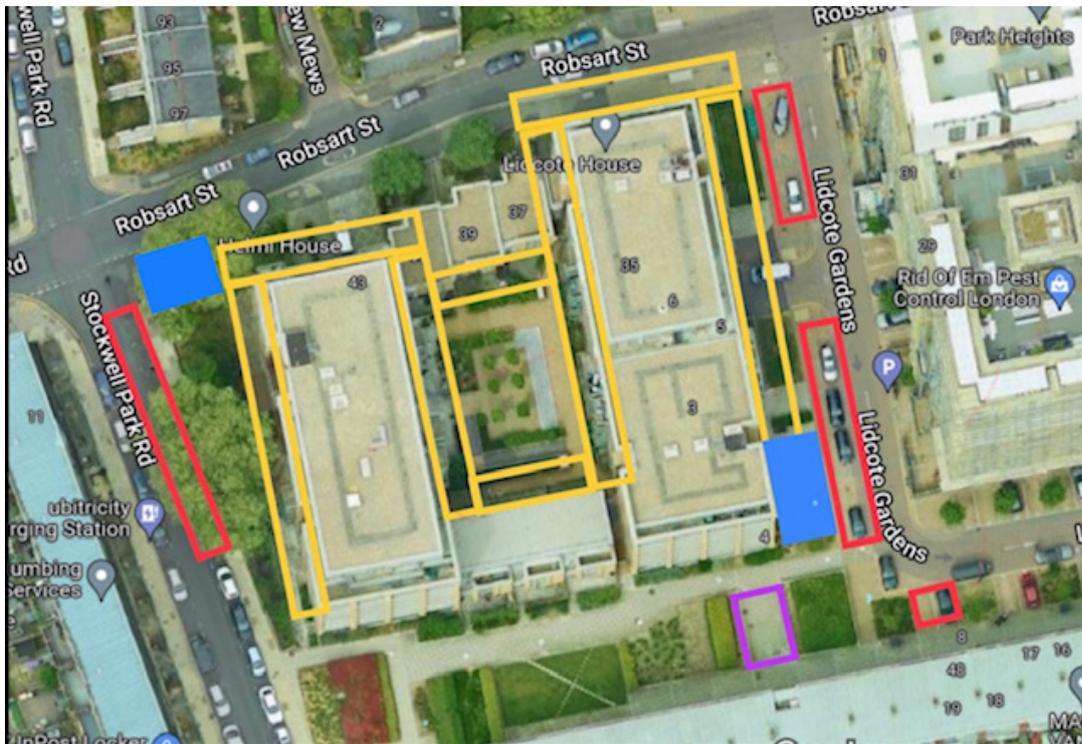
reduced daylight and visibility to the outside world. Being unnecessarily enveloped in netting could lead to negative mental health issues.

We have spoken to Higgins and agreed that the project will use netting rather than plastic sheeting, as it lets in more light. We need to have some sort of barrier on the scaffolding as removing some of the materials will be a messy process and we need to keep as much of it contained as possible. Kickboards are required as a health and safety measure to stop tools falling from height.

What areas of Lidcote House will be affected by scaffolding?

All areas where there are cladding panels, most elevations in limited areas and the upper level. The courtyard area will be out of bounds to residents during the works as this will be classified as a construction site.

The scaffolding is indicated by the yellow boxes in the image below.



Will work be completed per floor like Park Heights next door? I.e. start at top and work down with scaffolding coming down when each floor is complete.

This project will be phased. This level of detail is being finalised and will be shared with residents as soon as we have it confirmed.

Will works be phased with Lidcote House completing first? What order are you working in e.g. Lidcote House first?

Works will be phased, from discussions with Higgins it will more than likely be on an elevation-by-elevation basis. We're waiting for additional details and will let you know. If this question is in relation to receiving an EWS1 form first, please read the section on EWS1 forms for further information.

Will you be covering the scaffolding in plastic covering?

No, we will be using netting. We need to have a covering on the scaffold for at least some of the work. When we remove some materials, it can be quite a messy process and a covering will help to keep the material contained so we can clean it up much more easily. This is especially true if it's quite windy on those days we are removing the render system. We will try to minimise the amount of time the covering is in place.

What will be the working hours be? Can you guarantee work will be consistent?

Working hours will be Monday – Friday, 8am to 5pm. There will be no weekend or bank holiday working. We have hired a very experienced firm Calford Seaden to be our Employers Agent and Clark of Works on this project. Their role will be to monitor the work taking place and help to ensure we are keeping up with the expected programme.

As with any project of this size, we may come across some challenges which could cause delays. We'll keep you updated on the project's progress regularly and will let you know if there are any delays, why they have happened and what that means for the overall completion date. There are many external wall remediation projects taking place all over London and that can mean there is a lot of competition for materials and operatives to work on the site. Again, if these begin to significantly affect us, we will let you know and update the expected completion date.

How much light will be blocked by the scaffolding?

The netting will let some light through – that is why we have chosen to have netting rather than plastic sheeting. The kickboards will also block some light and are there to protect passers-by and operatives from falling tools. Our resident liaison team is there to speak to if you have questions once the scaffolding has been erected.

Will windows be cleaned after the work is complete?

When the scaffolding begins to be removed, Higgins will clean the exterior of the building including windows.

Remediation work

Given the fire barrier omissions in the original build, what extra checks are taking place to ensure we are not in the same position in years to come?

Following the preparation and review of the remedial design, our Clerk of Work, Fire Engineer, Site Manager and Network Homes will be inspecting the work on a regular basis. All critical components such as fire barriers will be checked and photographed so that Network Homes retains a record of these for future use.

Why are you still doing investigations over two years after initial inspections took place? Residents need clarity and certainty on funding. Why work could come up during the remediation, if a full inspection has taken place already? What type of work could this be?

When we carried out the initial investigation, we look at a sample of areas across the building. This was on a number of elevations, at varying heights, and all of the different materials on the building. As such we have a good understanding of the issues in those sample areas and have used that as the basis of our programme. However, until we open up every area, on every elevation, we cannot guarantee that there will not be additional work we may need to carry out. It is difficult to tell at this moment, if window surrounds are not sealed or partial penetrations through walls are not fire stopped. Any defects/issues will be reviewed on a case-by-case basis by all stakeholders

Why should further works/repairs be required on a building that is still under warranty? This should not be seen as an opportunity for constant betterment on a building that shouldn't need it in the first place.

When we have carried out work to other buildings, there have been times where we have discovered small issues that are not building safety issues. Previously these have been things like leaking windows etc. It is more efficient for the business to address those issues as and when they arise, rather than returning to fix then in a couple of years. Things like this could be service chargeable and it is therefore better value to carry out the work now, rather than having to pay for a whole new site set-up. The lease precludes Network Homes from betterment.

Will there be any requirements to access individual flats during any part of the works?

We will need to access your property before the work starts to carry out a 'pre-condition' survey. This will make note of the condition of your property and will protect you and Higgins is something goes wrong. We will also need to attend to carry out a post-condition survey. Higgins will be in touch with you about this giving plenty of notice.

Costs

If I am renting the property, do I need to pay for anything? Isn't my landlord responsible for this?

If you are a tenant of Network Homes, you will not be required to contribute anything to the project.

Will Network Homes guarantee no costs to leaseholders considering they meet the £2m per affected building clause?

We will not be recovering any costs through the service charge for the work to the external wall system. During this project, there may be other issues we come across that we did not know about. If that is the case, we will need to determine who will pay for these costs. We will go through the statutory consultation process on costs if it gets to that stage.

Your reference to the £2m per affected building clause is in relation to the Building Safety Act. Registered providers aka housing associations are exempt from this clause. We are getting expert legal advice covering all our projects to determine what work is and isn't covered under the new legislation.

It's good to see most costs are being covered by the BSF and Higgins. Is the landlord able to provide details and costs of the likely outstanding items not covered by the BSF or Higgins and confirm who will be liable to pay?

We will be looking at the fire doors and internal compartmentation during the project. If either of these require remediation, or any other issue is discovered to the external wall, we will need to determine who will pay for it.

You have mentioned an inspection to fire doors. Is there any potential cost to leaseholders for this?

As above, if we discover an issue with the fire doors, we will need to determine who will pay for it. This may depend on the nature of the issue e.g. installation, maintenance, manufacture could all have different outcomes on who pays.

If further costs are required can these be covered with the reserve fund?

If there are further costs, we will work with our colleagues in the leasehold team and look at how much money is in the reserve fund, and if it can be used to help. If work is required that may see costs recovered from residents, it will be subject to the statutory Section 20 consultation process.

When will we receive the costing plan?

We're providing the costed plan for the known external wall remediation work at this webinar. For anything further that we discover during the project, we will keep you updated when we know how much it will be and who will pay for it.

The economic form only needs to be completed by those affected. As this doesn't include me, I haven't completed it but would be more comfortable providing a "positive confirmatory N/A" - would this be possible?

We have received a submission already from a resident who said they were not affected. We let the team at the Department of Levelling Up, Housing and Communities (DLUHC) know this but did not provide them with any further details of the resident. They were happy with this arrangement. We aren't sharing the 'not applicable' responses with DLUHC and they haven't asked they be sent over.

For people on the ground floor, will you need to build scaffolding on the patio? If so, are we eligible for a rent reduction?

We are not able to provide a rent reduction or any compensation to leaseholders or tenants arising from the remediation work.

EWS1 form

Do we have to wait for both external and internal work to be done before receiving the EWS1 form?

The EWS1 form can be issued when the external wall remediation is complete. The form is designed to certify the fire risk of the external wall system and that is what EWS stands for. If work is required to the internal areas of the building, this will not affect the EWS1 form.

You mentioned it could be possible to get an EWS1 for re-mortgage/sale while the work continues?

Please can you say more?

New guidance has been released with some lenders saying they will lend on a property that does not have an EWS1 form. They require a 'lender letter' outlining the work required to a building, the start/ completion date and a fully funded plan. As of March 2022, the following lenders have signed up:

- Barclays Bank
- HSBC
- Lloyds Banking Group
- Nationwide Building Society
- NatWest
- Santander.

You can read more about the announcement here: <https://www.ukfinance.org.uk/policy-and-guidance/guidance/joint-statement-cladding>.

You can find the required lender letter here: <https://www.networkhomes.org.uk/media/14892/20220722-cumnor-house-helmi-house-lidcote-house-lender-letter-sent.pdf>.

Will Lidcote House leaseholders receive the EWS1 form as soon as works are finished to this block?

The three buildings have separate names and addresses, but as they are connected, they are considered one building when obtaining an EWS1 form. Therefore, we'll only be able to issue an EWS1 form for Lidcote House when the work has been completed to all three buildings. However, as above, you may be able to sell or re-mortgage before we receive the EWS1 form using the lender letter.

Outdoor space

What preparations do residents have to make – e.g. remove plant pots and flooring from balconies?

You will need to ensure your outdoor space is cleared of items to ensure there are no flammable materials near the works. This is also to ensure there is enough space for the scaffolding to be erected and for work to take place.

Can you confirm when balcony clearance needs to be done by asap, as the start date is quite soon and storage will need to be arranged?

Higgins will give you two weeks' notice for when your balcony needs to be completely clear of items. If you have specific concerns about your items, please get in touch with our resident liaison team.

Can we still use our patios and balconies? Can the balconies facing the courtyard still be used during the build or does this need to be empty?

When there is work taking place on your elevation, you will not be able to use your outdoor space. This is for your safety and the safety of our operatives as well.

Will there be courtyard access outside working hours or is the courtyard access blocked for the whole duration of the works?

All elevations of the courtyard require remediation and due to limited access routes, we will need to close off the courtyard area for the duration of the work.