

## Safety in your building

4 August 2022

Luma Apartments,  
Central Way,  
Park Royal,  
NW10

The Hive  
22 Wembley Park Boulevard  
Wembley  
HA9 0HP

[www.networkhomes.org.uk](http://www.networkhomes.org.uk)

customerservice@  
networkhomes.org.uk  
0300 373 3000

Dear residents,

### Further investigations Wednesday 10 and Thursday 11 August

Our contractor Durkan will be carrying out further investigations into the external wall, exploring further potential solutions regarding the security of the green tiles. This will be taking place next week on **Wednesday 10 and Thursday 11 August**. They will put things back the way they were once they have finished.

### Why are we doing so many investigations?

Following the incidents with the tiles, we need to review other areas of the building to assist with a design solution which works and stops any tiles becoming loose in the future. We're still liaising with Durkan and the professional team to come up with an appropriate solution. Something has gone wrong during this project to make the tiles come loose and so we must now ensure that the solution we come up with is correct and will not present any further issues. And therefore, Durkan need to carry out some additional investigations.

### Parking changes

The investigations will involve the use of high-level access equipment which will need to manoeuvre around the car park at the rear of the building. Therefore, car parking spaces numbered 1 to 10 on the plan below will need to park elsewhere for those two days mentioned above between 8am and 5pm.

Please be advised that contractors will be working at height and therefore you may see someone travel past your window on their way to the investigation site on the façade, please do not be alarmed.

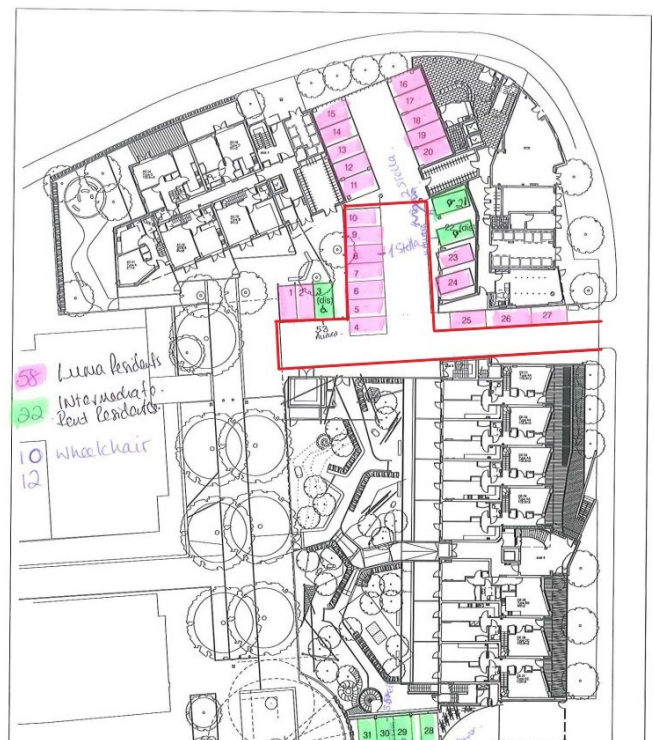
I'd like to thank you all again for your patience and understanding while we try and get this resolved. I recognise you have dealt with a significant amount of difficulty while we have remediated the external wall system and that this situation creates more feelings of uncertainty and stress. Please do not hesitate to get in touch with us if you have any questions. You can do so on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).

### A summary of this letter

We're still in the process of agreeing an acceptable solution to the tile issue.

Durkan will be on-site carrying out some investigations on **Wednesday 10 and Thursday 11 August**.

Spaces 1-10 on the plan will need to park elsewhere between 8am and 5pm on the above dates.



You can also view previous updates here: <https://www.networkhomes.org.uk/lumabuildingsafety/>.

Once we have an agreed solution, we will write to you to let you know, and if necessary, hold a resident webinar to give you further information when we have it.

Kind regards

Raj Gandecha  
Head of Resident Management (Building Safety)

**A reminder**

Your building's fire strategy is **stay put**, so you should stay in your home unless you are directly affected by smoke, heat or fire, or are told to evacuate by the fire brigade. There is no communal alarm in the building.