

Safety in your building

25 August 2022

Templar House,
Northolt Road,
South Harrow,
HA2

Dear residents,

Floors 5 and 6 to temporarily move out to complete internal firestopping work

Last night (24 August) we held a resident meeting with the people from floors 5 and 6 at Templar House. This was to inform them of some highly disruptive work we will need to carry out inside their homes over the coming months.

During this work, we need to remove areas of the ceiling and walls to gain access to the steel structure of floors 5-6. We need to 'firestop' the steel structure, which means putting a 'box' around it, which would slow the spread of fire in an incident. This work will be highly disruptive and will require residents of the two top floors to temporarily move out of Templar House. We will be organising accommodation for residents and helping them with moving, packing etc.

Residents of floors 1-4 will not be required to move out as this work is not required to be carried out to floors 1-4 either as they have a different construction method than floors 5 and 6, which were added to the building at a later date.

We recommend residents of all floors take a look at the following below:

- A Guide to Work document outlining the remainder of work required
- The presentation slides from yesterday's meeting
- A link to a separate recording of the presentation from yesterday's meeting (duration 24 minutes): <https://youtu.be/D9jODupXt8g>.

Scaffolding dates

The work to remediate the external wall system on floors 1-4 is almost complete and we will begin soon on floors 5-6 and complete next year. We expect scaffolding to be removed from the building in April 2023.

Floors 1-4 drop-in sessions

We'll be holding drop-in sessions for residents of floors 1-4 on **Tuesday 30 August** and **Tuesday 6 September**, from **12-2pm** so please come by if you want to have a chat about any of the work. They will be held in Flat 75 on the 5th floor.

Check our document library for your building's letters and documents: <https://www.networkhomes.org.uk/templarbuildingsafety/>. Or get in touch with us on customerservice@networkhomes.org.uk if you have any questions.

Kind regards
Raj Gandecha
Head of Resident Management (Building Safety)



Network Homes

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A summary of this letter

We held a resident meeting last night for residents of floors 5 and 6 to let them know we would need to carry out some highly disruptive work inside their homes. This work will require access to the steel structure to add 'firestopping', which will slow the spread of fire in an incident.

Residents of floors 5 and 6 will need to move out temporarily, so that we can carry out the work safely. We will organise temporary accommodation and residents will not have to pay for any of the costs associated with the temporary property.

Residents of floors 1-4 will not need to be moved as their properties do not require this firestopping work to take place.

We've included a guide to work document below which outlines the work required, plus the slides from the presentation and a recording of the presentation made separately. We recommend all residents read the guide to work document, including those from floors 1-4.

We expect all scaffolding to be removed from Templar House in April 2023.

Presentation slides

Templar House- Floors 5 and 6 resident meeting


24 August 2022



Agenda

- Introductions and welcome
- Working with you
- Project team
- External work
- External work timeline
- Internal work
- Compensation and support
- Q&A.


Raj Gandecha
Ed Badke
Graeme Manley
Carla Ferrarello
Carla Ferrarello
Graeme Manley
Raj Gandecha



Ask us a question: www.slii.do/#4345069

Working with you

- Carry out work to discovered issues to make the building safer
- Be transparent about the disruption this will cause and do everything to mitigate it
- Do the above in collaboration with you
- Provide you with an EWS1 form (safety certificate) at the end of the project.



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Project Team

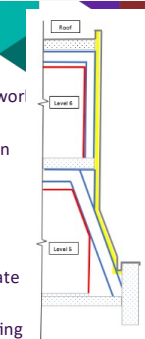

- Network Homes Building Safety Team resident management and technical
- Mulalley- contractor
- CHPK fire- fire engineer
- TullyDe'Ath- structural engineer
- ECD Architects



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Completion of external work

- Limited strengthening work to timber framework to support new external wall system
- Remediation of cavity barriers and insulation behind zinc cladding
- Cavity barriers around windows will require windows to be removed
- Will try to coordinate window removal with internal work, however we may ask you to vacate property during working hours
- Will meet with you individually to discuss vacating for window work.

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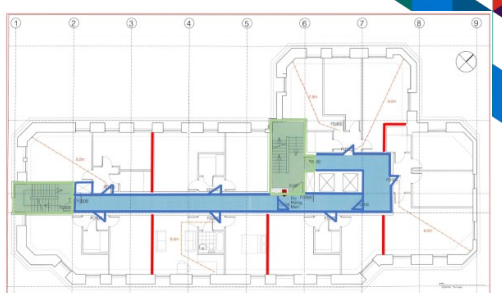

External work timeline

- **September:** preparations begin for external wall remediation
- **November:** work begins to remediate cavity barriers in external wall system
- **March 2023:** remediation complete
- **April 2023:** scaffolding removal
- **May 2023:** receive EWS1 form.




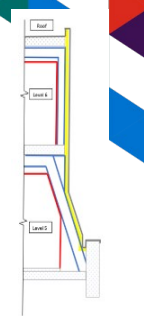

Ask us a question: www.slii.do/#4345069

Templar House Fire Strategy

Ask us a question: www.slii.do/#4345069

Construction of Mansard

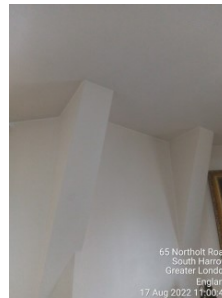
Ask us a question: www.slii.do/#4345069

Internal firestopping work

- Steel structure of floors needs to be fireproofed (blue on the diagram)
- Areas of ceiling and walls will need to be removed to access the steel structure
- Work will be very disruptive and we will need to be inside your home for several weeks
- Work is not able to take place with you in the property for your safety (and to protect your item)

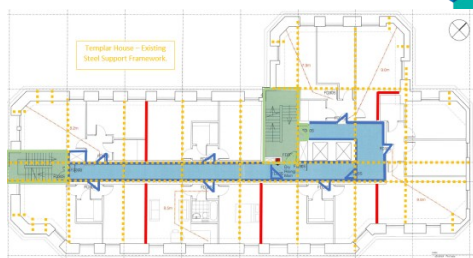


Ask us a question:
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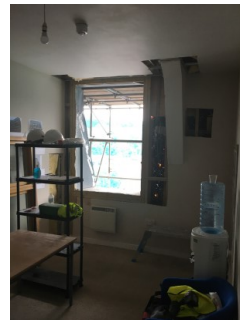


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Steel Structure



Ask us a question:
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Ask us a question:
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Cavity Barriers



Ask us a question:
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Estimated timelines

- These dates are estimates - will be confirmed nearer the time
- Each floor will take about two months, each flat will take about a month. You'll get extra compensation if you have to stay longer

Floor 5, flats 71- 77	
Move out	Late October
Move back	Late December
Floor 6, flats 78- 84	
Move out	Late January
Move back	Early April



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Compensation and support

- We will need you to temporarily move out so we can do this essential firestopping work to the steel/cavity barriers
- We will cover all costs for this including organising movers
- Leaseholder will receive **£600 compensation** for the up to two months you won't be at home
- We expect work to take one month in your home but will pay you for **two months** even if it is shorter
- You'll get a pro rata payment per day if we go over two months
- We'll cover reasonable expenses with receipts.



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Moving and packing

- All your items will either need to come with you the temporary accommodation or be put in storage
- We'll provide all packing materials
- We've hired professional movers to carry your items on moving day
- If you have a medical issues or young children, we may be able to help with some packing
- Movers and storage company are all insured



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Temporary accommodation

- One bedroom properties will be moved to nearby Atrium Point
- Two bedroom properties will be found alternative suitable accommodation in the local area.



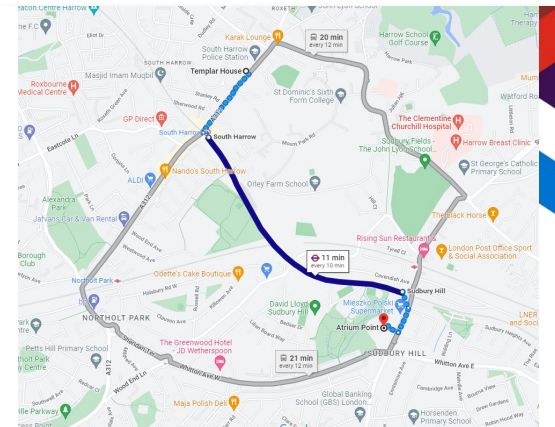
Ask us a question:
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One bed accommodation

- Atrium Point private rented accommodation in Sudbury, owned by Network Homes
- Furnished properties but you will need to bring bedding, crockery, towels, TV/entertainment and all your essentials
- You'll get a parking space and access to the concierge service where you can organise cleaning, laundry and parcel deliveries
- We'll cover all costs of accommodation at Atrium Point and you'll need to keep paying all your costs at Templar House.



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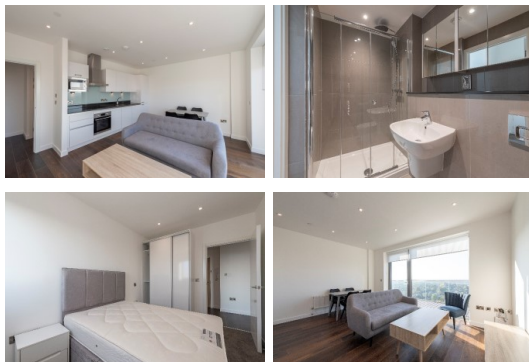


Local amenities

- A 7 minute drive from Templar House
- A 4 minute walk from Sudbury Hill station, the next stop from South Harrow on the Piccadilly Line
- Sudbury Hill shops include Iceland, Post Office, pharmacy, convenience stores including Polish, takeaways, Irish pub, Halal butcher, coffee shops
- Greenford shops (19 min walk/bus, 5 min drive) include Paradise Field park, Coop, M&S Food, Boots, Tesco Express, McDonalds.



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Ask us a question:
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External wall remediation

- Atrium Point does not need some issues within the external wall system remediated
- This will not happen while you are living in Atrium Point
- Work is localised around the internal courtyard.



Two bed accommodation

- Atrium Point does not have two bedroom properties available
- We will work with you to find suitable accommodation close by
- We will cover all costs at the temporary accommodation.



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Moving in with family/friends

- This is also an option please let us know if you think this may be possible
- You'll still receive the £600 compensation and will still receive all of the packing and moving support.



Ask us a question:
[#4345069](http://www.sli.do)



FAQs and next steps

- Network Homes RLO team: customerservice@networkhomes.org.uk
- Cameron Anterkyi RLO: **020 4512 5791**
- 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
- Please speak to one of the team and book a one to one appointment
- Room is booked until 8pm and then we can pick up anything further at one to one appointments.



Ask us a question:
[#4345069](http://www.sli.do)



Templar House

**A guide to ongoing and future remediation work, and
what it means for you**

August 2022



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Glossary of terms

- **Cavity barriers** – A fire-resisting barrier placed within the cavity which is present in the construction of the external wall. The barrier's main purpose is to restrict or inhibit the spread of smoke and flames.
- **CHPK Fire** – Our chartered fire engineer, who will provide fire engineering services for the project.
- **Cladding** – The material/components that are attached to the outside skin of the building.
- **ECD Architects** – Our appointed architect.
- **Elevation** – A particular wall or 'face' of the building.
- **External wall system** – The combination of materials used in the external walls of the property, generally includes sheathing board, insulation and render as well as fire breaks and associated items.
- **External Wall System (EWS1) Form** – A form used for valuation purposes by those seeking to sell or re-mortgage their homes. The form is signed by a suitably qualified professional and is often requested by mortgage lenders. This form is not a statutory requirement.
- **Firestopping** – Work to the internal and external walls which is designed to slow the spread of fire.
- **Mulalley** – Our contractor who is carrying out the work.
- **Party wall** – The wall at the boundary of your property, e.g. the wall you share with your neighbour, but not the walls between rooms in your home.
- **Render** – Multi-coloured cement-based coating applied to the outside of the building on levels 1-4.
- **Tully De'Ath** – Our structural Engineer.
- **Zinc system** – The grey cladding on the top two storeys of the building.

Introduction

This guide is to help you and your household understand the current position of the work at Templar House, plus the future programme of work, why it is being done, how it will impact you, and the improvements it will bring.

Network Homes is very mindful of the impact that building work can have on you. We have appointed a team of expert consultants and specialist contractors, and we are committed to minimising any adverse impacts during this essential work, and to being transparent as to the processes involved.

Construction method

Templar House is a seven-storey block of flats with the following construction methods:

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



Context of the work

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 replacing flat entrance doors and communal doors as part of this project.

Fire Strategy

As you are aware, we overhauled the fire alarm and detection system within the building in 2020. The building continues to operate as a 'simultaneous evacuation' strategy and in the event of a fire, sounders will activate within properties and residents should evacuate their flat and meet at the assembly point outside the Police Station.

There is currently an evacuation manager on site at Templar House, who's duty it is to undertake regular patrols of the building, respond in the event of an alarm and monitor the fire alarm panel. The evacuation manager operates on a 24/7 basis and performs duties outlined by the National Fire Chiefs Council (NFCC).

What to do in the event of a fire

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.

Fire safety strategy



Your fire safety strategy for Templar House

Simultaneous evacuation - here's what that means:

If you see fire or smoke, then evacuate by the stairs and sound the alarm (it's at the bottom of the stairs)



If you hear the alarm, then evacuate using the stairs



If you have to evacuate, leave the building first, and then call the fire brigade on 999



Assembly point
At the bus stop in front of the police station



Fire alarm test
At 3pm every
Thursday



Our details
[customerservice@
networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)
0300 373 3000

Internal work and effect on fire strategy

As we outlined in our webinar at the start of the work, we have also undertaken a review of the internal areas of Templar House, alongside the external work. As part of this, we have already undertaken work to fire doors and also to cavity barriers around windows on levels 1-4.

Given the age of the building, we requested an up-to-date review of the building and the preparation of a Building Fire Strategy. We appointed Ventro, a specialist Fire Consultant, to prepare this fire strategy. Going forward, the fire strategy will be required as part of our future Building Safety Case for the building, which will need to be submitted to the Building Safety Regulator.

The investigations have concluded and identified the following:

- Given the age of the building and its construction, the building will remain as a simultaneous

evacuation strategy going forward. This is how the building was designed and operated prior to the external work being identified.

- Upgrades will be required to the existing fire alarm and detection system to support this. Once external wall work is completed, the existing evacuation manager will be removed, and the operational side of the fire strategy will revert to its original fire strategy. In the event of a fire, a communal alarm will sound, and residents would need to evacuate. Work will likely involve running new cabling in communal areas and into flats.
- Firestopping work will likely be required above ceilings in corridors. As such, the contractor will remove ceilings in communal hallways, carry out any remediation work that is required and on completion of work, reinstate ceilings. Work will also be undertaken in riser cupboard and also to confirm cavity barriers separating flats.
- We will need to check the separating wall between flats to ensure there are no defects with fire stopping above. We will initially undertake the work on levels 5 and 6 and on completion will review our findings in respect of the lower levels.

We have separately appointed a specialist Ventilation Specialist to review the existing smoke extract system and are awaiting their findings. Once we have identified whether any work is required to the existing system, these will be picked up as part of any internal work.

Work to date: Levels 1-4 and communal areas

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

So far, we've focused on levels 1-4 of Templar House while investigations of the Mansard roof construction have been undertaken.

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, from inside properties. 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**.

The final item will be installing the final render coat, which will be completed as the scaffold is removed.

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 already been installed, with the exception of one door on level 6 which will have been ordered and will be installed in October, given lead in delays.

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.

Resident drop-in sessions

If you have any questions about the work to levels 1-4, or the timeline of any of the remaining work to levels 5-6, please come along to one of our drop-in sessions:

- **Tuesday 30 August – Levels 1-4: Drop-in session**
Location: TBC **Time:** 12noon - 2pm.
- **Tuesday 6 September – Levels 1-4: Drop-in session**
Location: TBC **Time:** 12noon - 2pm.

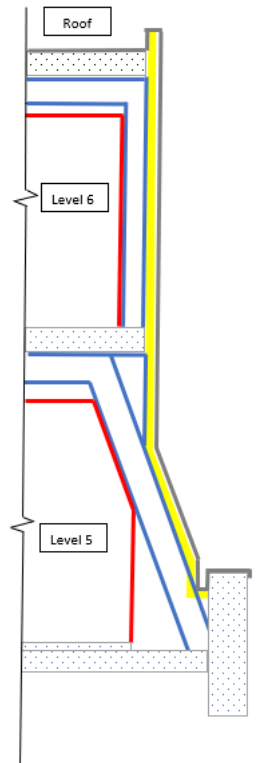
Residents on levels 5-6 will have one-to-one appointments to discuss the remaining work (outlined below).

Work to external wall system: Levels 5 and 6

As above, the construction of the external walls at Templar House is different on levels 5 and 6. The top two levels are made up of an insulated zinc cladding on a timber support framework. Once we installed the scaffold on levels 5-6, our contractor began to carry out intrusive investigations behind the zinc cladding.

Historically our surveys had targeted a localised section of Templar House on level 5, where we had removed the zinc and insulation behind – this is represented as the yellow area on the cross section of the top two levels. During our recent inspections, our contractor began to carry out work to remove the existing external wall system, including zinc, insulation and the carrier board and identified further workmanship issues from the original build, between the external wall system and the inner flat walls and ceiling. The internal walls and ceiling are marked with red lines.

Our investigations identified two potential issues that we needed to inspect further; firestopping behind the existing external wall system (marked yellow) and also the potential increase in load on the existing timber support framework which supports the external wall – this is situated between the internal wall (red) and the external wall (yellow). The steel structure of the top floors is marked in blue.



Structural Work

Given that the new system being installed is required to meet current building regulations, the materials and thickness of materials will mean there is a slight increase in load on the existing timber support framework, which supports the external wall.

Further to our contractor's report in January 2022, we commissioned a full structural investigation by our Structural Engineer, Tully De'Ath, in February 2022. They have undertaken a full review of the existing condition of the external wall support system and are satisfied, subject to some strengthening work, that the timber framework can support the new system. Mulalley has now sourced a sub-contractor for the work and is ready to commence.

Cavity barriers –windows

Our contractor identified some potential concerns with firestopping behind the external wall and we sought further advice from our Chartered Fire Engineer. This review identified that we need to remediate cavity barriers between the external wall system (yellow) and the internal plasterboard wall (red). Cavity barriers are fire-resisting barriers placed within the cavity which restrict or inhibit the spread of smoke and flames. These are required in critical locations – notably around windows and between flats.

The first of these cavity barriers is around windows. The work will be done soon, as they need to coincide with the external wall work, in order that we can drop the scaffold.

We wrote to all residents to let them know we would need access to homes on levels 1-4 to repair cavity barriers from the inside. We will now need access to your home if you live on levels 5-6 to carry out similar work. To repair the cavity barriers on these levels, 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 or more – depending on the total number of windows in your flat – to carry out the work to each property. This will be one to three days to do the remediation and two for internal decoration to replace the plaster.

We will try to carry out these works as part of the internal works detailed below, however it may be necessary in certain instances that we will need to do these works ahead of the internal works. If this is the case, as with residents on levels 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 level 5 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.

EWS1 forms

Once the remediation to the external wall system is complete, we will be able to provide you with an EWS1 form, which certifies the risk level of the external wall. We expect this will be available next May.

Previously, lenders required this form to offer a mortgage on a property or to allow you to staircase or remortgage. There has been new guidance released which means you may be able to do this sooner if you have a 'lender letter'. This is a letter which outlines the project start and finish date, remedial work required and the details of a fully funded plan. Some high street lenders have agreed that they may lend on a property that has a lender letter.

You can see more information about the requirements and which lenders have signed up here: <https://www.ukfinance.org.uk/policy-and-guidance/guidance/joint-statement-cladding>.

Timeline

Now the scope of work has been agreed, we can resume work on levels 5-6. As work has been paused, we need time to get the site ready for work on these levels.

Below are the current estimates for the external work – we'll let you know if there are any significant changes or delays:

- **September:** preparations begin for external wall remediation
- **November:** work begins to remediate cavity barriers in external wall system

- **March 2023:** remediation complete
- **April 2023:** scaffolding removal
- **May 2023:** receive EWS1 form.

We are looking to complete the internal work described below to coincide with this work.

Internal work: Levels 5 and 6

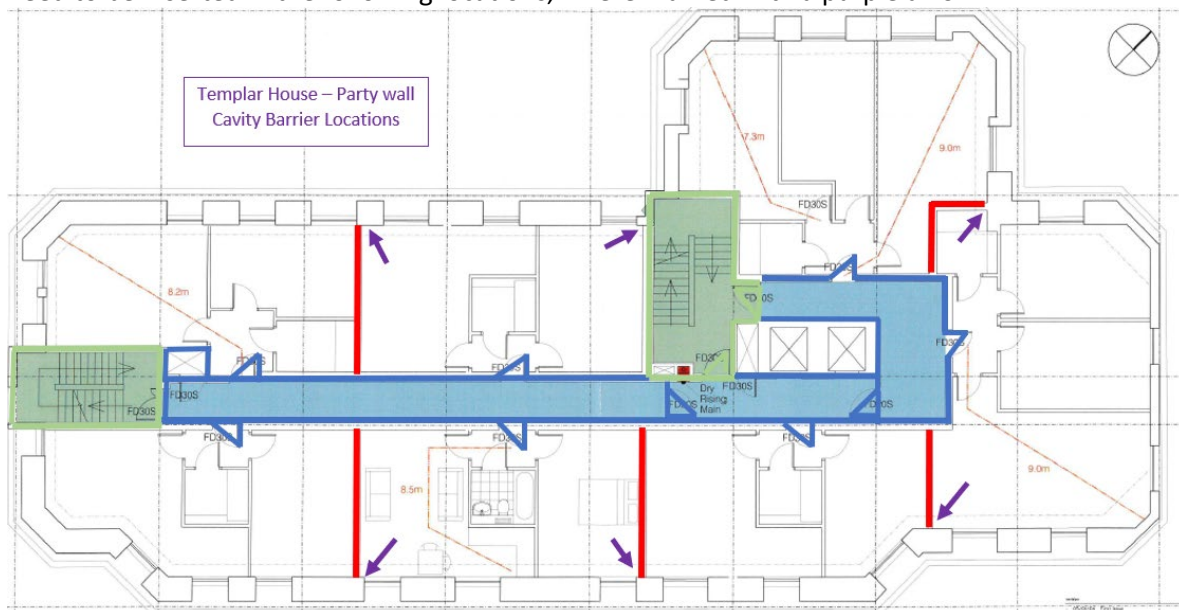
The below work is going to be **extremely disruptive for residents of levels 5 and 6**. As such, we have decided that the safest and least disruptive way to carry out the work is to **temporarily move residents** for several weeks while the work is completed.

This will come as a surprise to you as we did not say at the beginning of this project that we would need to move residents out. Both issues have been discovered while we carried out the work to remediate the known issues at Templar House – therefore we couldn't tell you when the project began.

We know you will have a lot of questions about this situation, and we hope we have them in this document. Please do take the time to read this section and the frequently asked questions at the end of the document. We will also be holding an in-person resident meeting, as well as one-to-one meetings, so please do make the time to attend if you can.

Cavity barriers – between flats.

To improve the firestopping on levels 5 and 6, we will need to install cavity barriers behind the plasterboard on walls between flats. We will need to expose the party wall between flats (red lines below). The work will need to be done from the inside out, and as such there is likely to be significant disruption to flats. We will do the work as part of internal work described below. The cavity barriers need to be inserted in the following locations, where marked with a purple arrow.



Firestopping within flats

As part of the work, we will also carry out firestopping between flats, where required. We will need to check the separating wall between flats provides adequate fire resistance. We will check the party walls above the ceiling line of your flat to make sure that this meets our fire engineer's requirements. This will be done from the same three flats as above and also from the corridor.

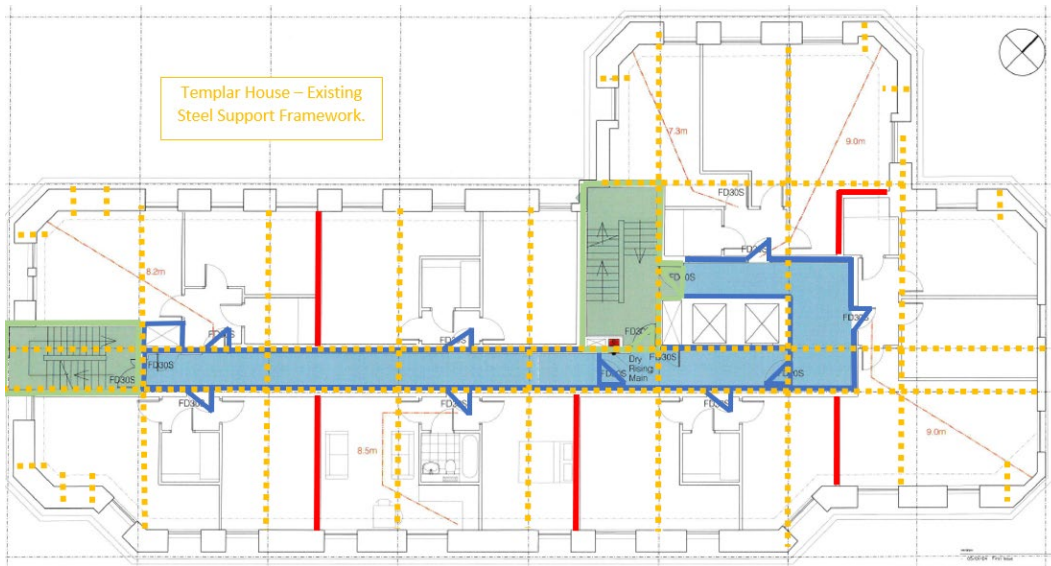
How are we going to carry this out?

The work will be disruptive and will involve removing a section of the internal wall adjacent to your neighbouring property. We only need to do the work in three flats as we can remediate from one side of the wall – these are the flats where the arrows are placed above. We will also need to turn off electricity and check behind any party wall sockets. We will issue an NIC/EIC Certificate on completion.

Given how disruptive the work will be and for your safety, we feel that the work cannot be undertaken with residents in their flats (see below).

Protection to the Steel Frame

While levels 1-4 of Templar House have a traditional concrete frame, the top two levels are constructed using a steel frame and concrete floor. As we've remediated the external wall system, we have exposed the steel frame behind the external wall which supports level 6 and the roof. We have identified that the boxing, which protects the steel from fire, needs to be replaced with a new boarding. We have inspected the steel frame within Flat 75 and have marked on the below, the likely directions of the steel frame by the yellow dotted line.



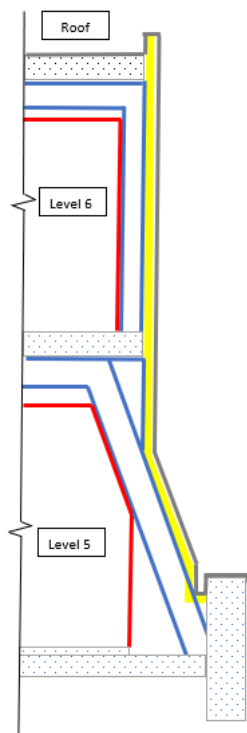
On the right, you can see the steel supports on levels 5-6 (blue lines).

How are we going to carry this out?

Again, the work is disruptive and will include removal of ceiling adjacent to the work. We will also likely need to remove the ceiling within communal corridors. Given how disruptive the work will be and for our resident's safety, we feel that the work cannot be undertaken with residents in their flats (see below).

We understand that the technical explanation of work above, may be difficult to understand but we hope you can see that the quickest and most effective way of carrying out the work is with full access of contractors to flats.

Our expert team consists of ECD Architects, Tully De'Ath (structural engineer) and CHPK fire (fire engineer). It is likely we will use the same contractor Mulalley for the internal work given their knowledge of the scheme.



Support for residents

Our dedicated resident liaison team will be on-hand to support you throughout the entire process. Members of the Building Safety team have managed the temporary moves of over 200 households at a scheme in Colindale in recent years, so we are experienced in supporting residents in this situation.

You will have a one-to-one appointment with a member of our resident management team to go through the project and your requirements. We will hold these meetings in your home so that we can see what decoration, furniture etc you have. When all the work is finished, you will be able to return to your home, which will be redecorated where necessary.

As we've said before during this project, we'll only be able to carry out this work with your collaboration. The most efficient and effective way we can undertake the work, is with residents moving out temporarily. While this will be disruptive, it is not acceptable for you to remain in your home with this work going on. We have a dedicated team working with you throughout this process. Below you can see the resident and technical team at Network Homes who will be leading on this project. Please do come up and speak to any of the team if you see them on-site.

Technical team

Ed Badke,
Director of Building
Safety



Graeme Manley,
Head of Building
Safety



Carla Ferrarello,
Templar House
Project Manager



Resident team

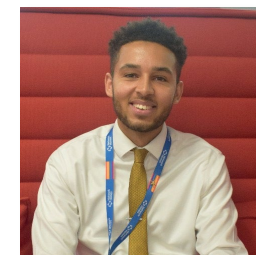
Raj Gandecha,
Head of Resident
Management



Sam Drinkwater,
Resident
Management Team
Leader



Cameron Anterkyi,
Templar House
Resident Liaison
Officer
0204 512 5791



We will be briefing your local MP and councillors on the status of the project and the upcoming work so that they are aware what is going on if you need some support from them. The resident-led End Our Cladding Scandal campaign group has also advised housing associations to share mental health resources with residents affected by the cladding crisis. You find further information on their website: <https://endourcladdingscandal.org/get-support/>. We also have some information available on our website: <https://www.networkhomes.org.uk/buildingsafetyresources/>. If you are struggling, Network Homes also has a mental health team, so please get in touch with us.

Timeline and resident meetings

We expect the firestopping work to begin in October. Between then and now we will be working with you on an individual basis to determine your requirements, to answer all your questions and to support you during your temporary move. We will be able to confirm with you the specific date of your move nearer the time, however we are currently looking at the below general timeline:

- **Wednesday 24 August – Levels 5 and 6: Meeting**
Location: Royal British Legion Club Harrow (next door to Templar House). Time: 6pm-7pm.
- **Week commencing 29 August – Levels 5 and 6: One-on-One consultations**
Location: These will be undertaken in resident's property. Time: By appointment only.

- **Monday 24 October:** level 5, flats 71-77 moves begin
- **End of December:** level 5, flats 71-77 return to property
- **Monday 30 January 2023:** level 6, flats 78-84 moves begin
- **Early April 2023:** level 6, flats 78-84 return to property
- **May 2023:** current expectation for project completion.

We will let you know if we expect you to be in your property for Christmas or not. We expect each flat will take up to a month (four weeks) to carry out the work and put the rooms back the way they were. That is likely to be the average time that you will be out of your home, however some of you may be a little longer and some a little shorter. Each floor should take two months to complete.

The following outlines the current timeline of what will happen and when. Things are changing often on this project, so these dates are not set in stone. We will update you as the project progresses with the most accurate timelines.

Timeline	Stage	Action
Level 5 notice: end of Aug Level 6 notice: early Dec	Notice of temporary move	You will receive official notice of the upcoming move.
Wed 24 Aug	Meeting with residents	An in-person meeting with the team to hear the full detail and ask questions: 6-7pm, Royal British Legion Club Harrow
W/c 30 Aug	One-to-one meeting	An opportunity for you to discuss your individual concerns with our resident team.
Date TBC: Sept	Visit from removals company	Our removals company will visit your home to do an inspection of what will need to be packed for storage and what will need to be moved to your temporary accommodation. They will get in touch with you directly to organise this.
Date TBC: Sept	Schedule of condition of property	We will carry out a survey and take photos of your property condition. This will ensure the property will be handed back to you in the same condition, redecorated as necessary. This will happen after you've moved so we are able to see the property when it is empty.
Level 5 moves begin: Oct Level 6 moves begin: Jan 2023	Moving day	The day you will move to your new temporary property, with the support of one of our resident team. The removal company will help you with moving your belongings and transport them to storage or your temporary accommodation. A member of the team will contact you with details of the move closer to the time. Before you leave, you will sign your access agreement. We will take a set of your home keys.
4 weeks per flat, 8 weeks per floor	Remedial internal work	The contractor will work in your flat to ensure all defects found are remediated. We will provide you with regular updates.
Last week of work to flat	Inspection	When the work is finished, we will ensure your home has been reinstated to the condition noted in the schedule of condition.
Level 5 expected return: Dec Level 6 expected return: April 2023	Return date	Your resident liaison officer will work with you, alongside the removal company to deliver your belongings back to your property. We can arrange for a locksmith to change your front door locks if you request it.

Staying with your family/friends

There is also an option for those of you that wish to, to stay with your family/friends. You will still receive the same support package in terms of packing, moving, storage and compensation.

Temporary new home: one-bedroom properties - Atrium Point

We are planning on moving all residents in one-bedroom properties from levels 5-6 to temporary accommodation at Atrium Point in Sudbury Hill. You will need to sign an agreement with us to be moved to the new property. The full address is Atrium Point, Greenford Road, Sudbury Hill, UB6 0FJ. This is owned by Network Homes and is a private rented block, which has 24/7 on-site management and is a 10-minute drive from Templar House. You can see further info on our website:

<https://www.networkhomes.org.uk>

[/rent-or-buy/find-a-home/atrium-point-sudbury-hill-studio-1-2-bedroom-apartments/](https://www.networkhomes.org.uk/rent-or-buy/find-a-home/atrium-point-sudbury-hill-studio-1-2-bedroom-apartments/).

Sudbury Hill tube station on the Piccadilly line is a three-minute walk from the building – this is the next stop on the Piccadilly Line from South Harrow. Sudbury Hill Harrow mainline station is a four-minute walk from the building and has trains to Wembley Stadium and Marylebone. Buses outside the building go to Neasden, Harrow, Wembley Central and Hanwell. There is parking – let us know if you will need a space.

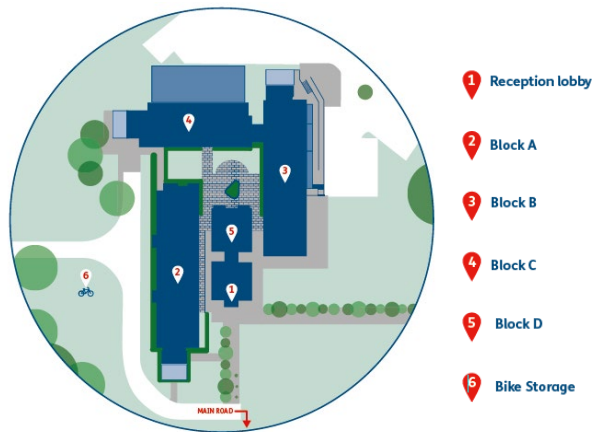
All accommodation at Atrium Point will be fully furnished but you will need to bring items such as TV, bedding, crockery, cutlery and cooking utensils. You may receive a property with a balcony, but we cannot guarantee that. All rooms will be professionally cleaned before you move in.

Typical furnished flat





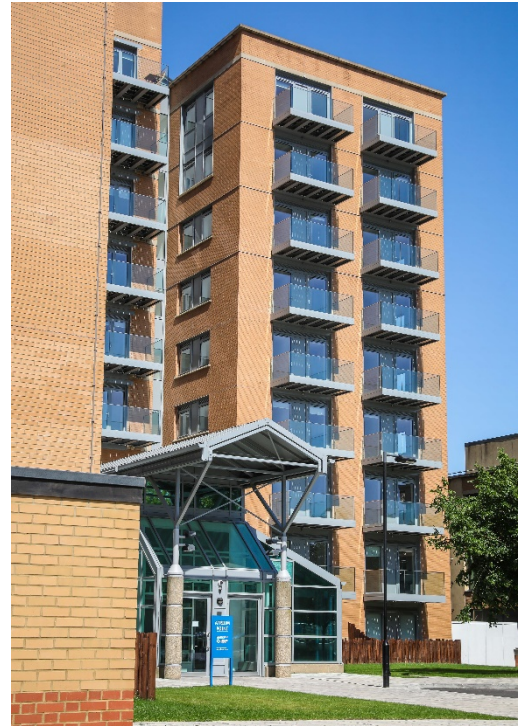
Site plan



One bed floor plan



External photographs and courtyard



Building safety work at Atrium Point

As you can see from the images, Atrium Point is over 18 metres high. You'll remember when we first wrote to you about investigating the external wall system at Templar House that we were investigating all buildings over 18 metres.

Atrium Point is no different. We have carried out an investigation into the external wall system and as a result have already installed a new fire detection system in Atrium Point. The building also has a sprinkler system. We have discovered issues within the external wall and are pursuing the original contractor of Atrium Point to return to fix the issues and this is taking a significant amount of time to reach an agreement. We don't expect any work to take place while you are living at Atrium Point. The building is safe for you to be moved there.

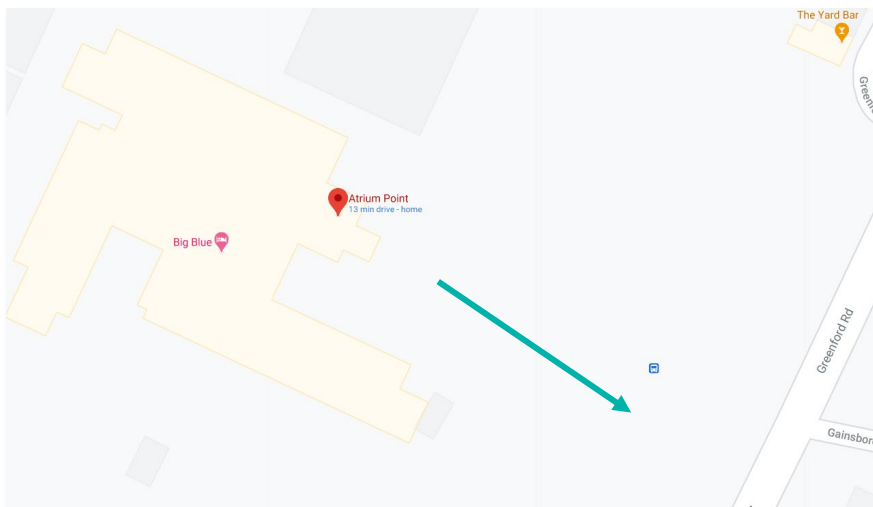


We communicate to residents at Atrium Point on a three-month basis updating them on the building safety remediation project, or sooner if we have something confirmed which we need to share. We will ensure that any updates are also sent to you.

The fire evacuation strategy at Atrium Point is **simultaneous evacuation**, meaning if you hear the fire alarm sound you should evacuate the building. The fire alarm is tested weekly on **Wednesdays at 11am**. If the alarm sounds at this time and fails to stop, you should evacuate the building.

What should you do if there is a fire at Atrium Point or you hear the fire alarm?

- If you discover the fire, sound the alarm before you leave the area (block) where the smoke/fire is, so that the alarm sounds in the correct area (block) of the building.
- Evacuate immediately using the nearest staircase as indicated by the fire signage within your block. Do not use the lift.
- Do not pack or bring any possessions with you.
- Close all doors behind you when leaving your flat and the building.
- Call 999.
- Tell the Fire Brigade if any family members need assistance to evacuate.
- Gather at the assembly point on the grass area opposite Block A bin room (on the right-hand side when you face the street). Wait at the assembly point until you are told by the lead fire warden to return to your home.



Temporary accommodation: two-bedroom homes

We're not able to guarantee that there will be availability at Atrium Point for people in two-bedroom properties. Therefore, if there is no availability, we will work with you to find appropriate alternative accommodation in the local area. You will still be entitled to all of the relevant support below including packing, moving and compensation. We will cover all costs for the temporary accommodation. We hope to confirm temporary two-bedroom accommodation in the next couple of weeks.

Access Agreement

This will be provided to you to sign on your move date. This sets out the terms of your move, what is expected of you and Network Homes during this time. This will be sent to you before your move date for you to look over and we will answer any questions you may have.

Removals and packing

Our professional removal company will move your belongings to the temporary accommodation or to storage. They have full mover's insurance and are a member of the National Guild of Removers. They will provide all packing materials and work with you to ensure your belongings are labelled, and will also put together an inventory which you will then agree and sign.

A member of our resident management team will be onsite to support you in the weeks leading up to and on the day of your move. They will also meet you in your temporary home to help you settle in and you may also be able to meet the property management team at Atrium Point as well.

You will need to pack up your relevant belongings. If you have any medical concerns that will make this difficult, please let us know and we will assist.

When it's time to move back to your home at Templar House, a resident liaison officer will organise for the removals company to deliver all your belongings.

Costs and compensation

The cost for the firestopping work will not be recovered from leaseholders. This will be paid by a combination of Network Homes and the government's Building Safety Fund. You will not have to pay for anything related to moving out and storage. The following costs will be covered by Network Homes:

- All costs associated with your temporary home including utilities and internet
- Packing materials, removals and storage
- Redirecting post
- Redecoration of your home to a like-for-like standard.

You should continue to pay for everything at your existing home such as:

- Mortgage
- Insurance
- Service Charge
- Utilities
- Internet
- Council Tax
- TV Licence.
- TV / Broadband subscriptions etc.

When you meet with us, please let us know of any TV subscriptions you have that may be tricky to transfer over to the temporary accommodation, e.g. Sky TV. We will then work with you to try and find a solution.

We expect utilities usage will be minimal during this time, so hopefully will represent a saving to you as you will only pay the standing charge and maybe a small amount of usage on top. We will pay for your usage at the temporary accommodation.

Compensation

Due to the upheaval and disruption, you will experience, we will be compensating you for the disturbance. This does not affect any of the above costs.

The leaseholder of the property will be paid £600 and will receive this within 10 working days of your move. This figure is calculated based on the statutory home loss payment and the amount of time you will be out of your property. This payment covers a period of two months of you being out of the property – we anticipate you being out less but have built this into the process just in case. You will keep the full amount even if you move back after only one month. If you are still in the temporary property after two months, you will compensation of £10.71 per day. This will be calculated and paid within 10 working days of your return home.

You can opt to credit your service charge account with this amount or have it paid direct to your bank account. If you are in service charge arrears, your account will be credited with this amount.

We do not expect to pay any costs associated with transport to and from Atrium Point when that is your temporary home. If you are adversely affected by increased transport costs, please speak to us and provide us with receipts for comparison.

Schedule of Condition

We are aware of the potential impact this will have on you and want to reassure you that your property will be returned in no worse condition than it was found. In order to do this, we will need to carry out a survey of the property. Before any work on site starts, we will be undertaking an external and internal photographic condition survey which will include your property. We would appreciate your co-operation in accommodating this survey prior to work starting – we'll schedule this survey once you have moved out. The condition surveys will concentrate on all areas of your property.

All due care will be taken throughout the work to avoid any damage to your home. Please be reassured that in the unlikely event of any damage caused by our work this would be addressed at the contractor's expense.

Your existing home

We will try and make the move as simple as possible and therefore have provided a list of what you do and don't need to do when you move:

Do ✓

- Keep paying your mortgage, insurance and service charge
- Inform your insurance provider of the ongoing work
- Keep your utilities connected and keep paying them
- Take any necessary meter readings so you have a record of them
- Redirect your post so you don't miss anything important – please submit your receipt to us and we will reimburse you
- Let the council know if you are in receipt of any benefits – you can speak to our welfare team about any concerns you have.

Don't ✗

- Leave any valuable items in your home – they should come with you to the temporary accommodation or be put in storage
- Come back to your property while you have moved out as it will be an active site
- Pay for anything out of pocket without checking with us that we will reimburse you
- Disconnect anything in your existing home without speaking to us, as it may not be necessary. This includes utilities, internet and TV/streaming subscriptions.

Health and safety

The Network Homes Team and our experienced specialist contractor, Mulalley, will work hard to protect residents during the course of work.

Some groups, such as disabled people, elderly people, and children, require special attention during any building work and we are very mindful of these needs.

Children in particular often aren't aware of the dangers associated with construction sites, which can lead to injury. In addition to the safety measures being put in place, we would appreciate your co-operation in reinforcing messaging aimed at preventing children entering the areas of work. Please be vigilant and should you see anyone where they should not be, please inform a member of our team immediately.

Safety signs will be displayed around the site during the work and working areas will be segregated by physical barriers. If you have any questions on safety, please contact us via customerservice@networkhomes.org.uk.



Frequently asked questions:

Should you have any questions not answered below, our RLO team can be contacted on customerservice@networkhomes.org.uk or call Cameron Anterkyi (RLO) on **0204 512 5791**.

Programme

1. What is the reason for the delays to the work?

We experienced initial delays because London Fire Brigade advised us that we needed to alter our scaffold design to allow fire access to the rear elevation. This meant the scaffold went up later than planned.

Once the scaffold was erected, we were able to do intrusive investigations and identified further issues behind the external wall system which needed to be addressed. We have had to engage the services of a structural engineer and an architect to design remediation details for this work.

Now the work has been defined, our contractor is remobilising the subcontractor. We are aware of wider industry wide issues affecting the market at present, which have been well document by the media, with approximately 80% of contractors experiencing labour shortages. We believe the materials that have been selected can be sourced efficiently or have already been sourced.

There have also been some delays in the installation of fire doors because of delays in the wider construction industry. Fire door work is nearing completion now.

2. When will scaffold be removed from Templar House?

We hope scaffold will begin to be removed in late April 2023. At present these are only indicative dates, given we have not yet restarted the work to the external wall system on levels 5-6.

3. When will I receive an EWS1 Form?

We expect to receive an EWS1 form in May 2023, 6-8 weeks after the work is completed. This is the timeline we have seen on our other sites. If you require an EWS1 form, you may be able to sell, remortgage or staircase sooner if you have a 'lender letter'. This outlines the work required, timeline and fully funded plan.

4. Why wasn't this work done correctly first time around?

We're not sure why specifically the work was done incorrectly, but we do know that there clearly were improper standards of workmanship and oversight to the work carried out.

Fire Doors

1. I have a problem with my new fire door. Who should I contact?

Please contact Tracy Pasby at Mulalley on **07507 865859**.

2. Why have you not got the certification for the flat entrance door installation?

The fire doors that were installed at Templar House, were approximately 15-20 years old. Doors will have undoubtedly experienced wear and tear since their handover and having undertaken initial assessments of doors in line with government guidance, we took the decision to replace the doors.

We have not charged leaseholders or tenants for the replacement of flat entrance doors.

Going forward, as part of the Fire Safety Act, we will be undertaking regular inspections of the fire doors. The certification for the new fire door installs is saved on our records with the Fire Safety Team.

Scaffold/sheeting

1. There are an increased number of pigeons on my scaffold. What can you do to stop this?

We will be repairing the netting on the roof as there are some openings which are allowing pigeons to access the scaffold. We are also looking at additional pigeon proofing measures in targeted areas.

2. Are there plans to put back the white sheeting on the building?

As you will know we removed the white sheeting on levels 5 and 6 which was to ensure the weather tightness of the top two floors. This was removed due to a delay in the design of the external wall system at the top floors (photo before and after below). During the upcoming works to levels 5 and 6, we will approach this differently and will apply the white structure directly to the building rather than the scaffold. The white sheeting will still remain at roof level as this is providing weather protection.



White Sheeting



White Sheeting removed

