

## Safety in your building

3 November 2022

Luma Apartments,  
Central Way,  
Park Royal,  
NW10

Dear residents,

### Tile project – decision on way forward not yet reached

I'm just going to get to the point of this letter – we've still not been able to reach a decision on the next steps to resolve the issue at Luma Apartments. We're still having meetings with Durkan and the expert team to discuss a way forward.

#### Why is it taking so long to reach a decision?

As you will be very aware, this is the second time something has gone wrong with the external wall at Luma Apartments; firstly, the remediation required after Grenfell and secondly with tiles falling from the building. This is not good enough and we send our apologies following all the disruption you have already faced.

Given what has already gone wrong, we need to ensure that this will not happen again. We have been meeting with the original manufacturer, with our contractor and with other experts to discuss how to resolve this issue and we've not yet reached a final decision. We have carried out a number of trials and explored a number of options over the last several months. I know you will all want this to be sorted so you can go about your lives without this disruption and worry. However, I hope you understand that we must take as much time as we need to come up with the right long term solution that will satisfy all concerned. As soon as we have reached a decision, we will write and let you know, and then organise a resident webinar at the appropriate time. I sincerely thank you all for your patience and understanding.

#### Who is paying for the crash deck while a decision is being found?

I want to reassure you that leaseholders will not be covering the cost for the crash deck which is surrounding the bottom of the building; this will be covered by the project team.

We hope to be in touch in the coming weeks with further news regarding this and be in a position to provide you with reassurance regarding a way forward.

If you need further support:

- The London Fire Brigade's website offers a free tool to guide you through a fire risk assessment: <https://www.london-fire.gov.uk/safety/the-home/home-fire-safety/>
- Visit our website where we have a building safety section with 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 your document library: <https://www.networkhomes.org.uk/lumabuildingsafety/>
- Get in touch with us on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) if you have any questions.

Kind regards

Raj Gandecha

Head of Resident Management (Building Safety)

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# Network Homes

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#### A summary of this letter

We've not reached a decision on resolving the issues with the tiles. We've got it wrong before and so we must spend as much time as necessary to agree a way forward that will not go wrong again.

We will not be recovering any costs for the crash deck from residents.

#### 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.

Good homes make everything possible