



Network Homes

Safety in your building

10 November 2022

Templar House
Northolt Road,
South Harrow,
HA2 0YL

Dear residents,

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk

customerservice@
networkhomes.org.uk
0300 373 3000

Fifth floor moves to begin in January at earliest, project end moved to June

I'm very disappointed to have to share some news with you about the next step in the remediation of Templar House and the ultimate completion date of the project. The first temporary moves of residents on the fifth floor will not begin until January, and this means our expectation of when the project will complete is now June 2023.

For most of you this will be upsetting news and I know there's not much that we can say that will reassure you that we will meet these dates we are now sharing with you, given we have missed the dates we originally told you work would begin. If you'd like to have a call to discuss this with us or share your concerns or any questions you may have, please get in touch with us on customerservice@networkhomes.org.uk.

Why have the dates been pushed back?

In August, we initially told you the dates for the fifth floor moves and the completion dates. At that time, we believed that agreeing the contract for the work would be a simple straightforward process and that was what we based those original dates on. However, as we've worked to agree the contract for the internal work, it has become apparent that this agreement will be more complex than we originally thought. That was why the dates have already moved as we explained in our last letter.

We've still not reached an agreement on the contract and that means it is not possible for us to begin the moves in November, as the contractor would not have time to order materials and mobilise workers.

Why do we have to wait until at least January to begin?

If we signed the contract today, the earliest the contractor would reasonably be able to begin work would be December. We've therefore decided to aim for a January start. We know this news is going to be difficult for you to accept, and we thought that having the festive season in your home, rather than full of disruption may be better. Not everyone will agree that a January start is better than a mid-December start. However, construction winds down in the week leading up to Christmas and does not begin again in full until the first week of January.

Could we have seen this coming when we shared the original dates?

In summary, no. We always give you the latest position as we see it in all our communications. This means you will always receive the most up-to-date information from us. The flipside of that is that it means sometimes the information can change, sometimes significantly as it has here. At the time we shared the dates, we thought they were achievable. We would not have shared them otherwise.

A summary of this letter

The temporary moves of residents on the fifth floor have now been pushed back to January at the earliest. This will also push back the sixth floor moves.

This means the new expectation for the project completion is June 2023.

This is due to us having to deal with a more complicated process to agree the contract for the work.

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.

When will we know the new move dates?

Once we have signed the contract, we will be able to confirm this with you. As we've got this wrong already, we don't want to give you specifics and then be unable to meet them.

Will this affect the accommodation we have already be promised or what fifth floor residents have been told in meetings?

We don't think this will change anything once we actually get going. As the accommodation you will be moving to is also Network Homes accommodation, we're able to secure it for when we need it. We don't see any circumstance where things will change with storage, moving, packing etc now that the dates have moved. Please get in touch with us if you have any specific concerns regarding this.

If you've already received your moving boxes and wish to store them, please get in touch with Cameron Anterkyi on **0204 512 5791** as there will be space for boxes in the warden's flat.

What does this mean for sixth floor moves?

This will also push back the sixth floor moves which were due to be in January. We'll let you know when we have new dates agreed (as above).

Support from resident-led cladding group

End Our Cladding Scandal (EOCS) is a resident-led campaign group which offers advice and support for those living in buildings which have been caught up in the cladding crisis. They have recommended that housing associations share resources, including mental health support, with affected residents. You can find a lot of support on their website: <https://endourcladdingscandal.org/get-support/>. We have also listed other support below.

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 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/>
- Remind yourself of our top fire safety tips, including not using BBQs on balconies: <https://www.networkhomes.org.uk/advice/health-and-safety/fire-safety-top-tips/>
- Check our document library for your building's letters and documents – it takes a little while to load: <https://www.networkhomes.org.uk/templarbuildingsafety/>

Kind regards

Raj Gandeche
Head of Resident Management (Building Safety)