



Network Homes

15 March 2023

Vantage Point resident meeting 1 March 2023

Thank you to everyone who joined our webinar and especially those of you who asked us a question. If you need any further information, get in touch with us on customerservice@networkhomes.org.uk. You can also contact our Resident Liaison Officer (RLO) Zoe Kyriacou on Zoe.Kyriacou@networkhomes.org.uk or **0204 512 5947**. Our Project Manager is Peter Park who'll be on-site regularly.

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Webinar recording

You can watch a recording of the webinar via this link on YouTube: <https://youtu.be/Byew-icnuVc>. Please note, the FAQs are not included as part of this recording and have been included below.

Presentation slides

Vantage Point Resident Webinar

1 March 2023



Agenda

Introductions and welcome	Raj Gandecha
What are we aiming for	Ed Badke
Project team and overview	Peter Park
Balconies	Zoe Kyriacou
Contractor presentation	Enrique Jay, Claire Walmer-Smith, Marilyn Lawson
Fire strategy	Sam Drinkwater
Q&A	Raj Gandecha



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What are we aiming for?

- Efficiently carry out remediation to make the building compliant with PAS 9980 regulations
- Improve the building and reassure you that you are safe in your homes
- Provide you with an EWS1 form (safety certificate) at the end of the project- we'll send you a lender letter too
- Do the above in collaboration with you, with as little disruption as possible.



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Network Homes Project Team

- Resident management team



- Technical team



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Contractors & Consultants

- **Main contractor:**Claritas
- **Supported by:**
 - PRP Architects
 - Meinhardt Façade Consultants
 - CHPK FE Fire Engineer
 - Philip Pank Partnership
 - Act Building Control
 - Conneely Facades Façade Contractor
 - Byrne Looby Structural Engineers.
 - Jonathan Taylor Ecology
 - JLL Planning Consultants



PRP

MEINHARDT

CH
PK
FIRE ENGINEERING

PHILIP PANK
PARTNERSHIP LTD

ACT
BUILDING CONTROL

CONNELY GROUP
Drylining & Facades

BYRNE LOOBY
AN ayesa COMPANY

J Taylor
Ecology Consulting

JLL



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Remediation required

- **Petrarch**
 - To be removed, new noncombustible subframe fitted, new compliant Petrarch fitted
- **Brickwork**
 - Cavity barriers behind brickwork to be replaced
- **Terracotta tiles**
 - To be removed, issues behind fixed and tiles put back on
- **Green wall**
 - To be replaced with a tile solution.



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Green wall/biodiversity

- The green wall must be replaced with a non combustible alternative
- Pre-application consultation with Hackney Council
 - Above right: preferred option in situ in Germany
 - Below right: preferred option CGI image
- Awaiting tile samples from Germany before submitting a new planning application
- Contribution for biodiversity improvements elsewhere in Hackney.



External Wall Project Funding



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Key Dates

1

Mobilisation date:
Monday 27 March

2

Project duration:
66 weeks

3

Project end date:
June 2024



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Balcony and garden usage

- Balconies will not be able to be used for safety reasons, during the works
- All items must be removed from balconies, including:
 - Furniture
 - Plants
 - Children's toys
 - Storage.
- Contact us if you may need help with removing large items
- Private gardens on ground floor will need to be cleared.



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CLARITAS

THE TEAM

VANTAGE POINT



Marilyn Lawson
RESIDENT LIAISON OFFICER
marilyn.lawson@claritasgroup.com



Enrique Jay
PROJECT DIRECTOR
Enrique.jay@claritasgroup.com



Simon Mills
SITE MANAGER
simon.mills@claritasgroup.com



Claire Walmer-Smith
ASSISTANT PROJECT MANAGER
claire.walmer-smith@claritasgroup.com

- Site set up
- Traffic management plan
- Scaffolding phasing and consideration
- Pre-condition surveys
- Phasing of the works
- Project duration
- Resident engagement.



Parking Suspensions on
Berger Road & Digby Road



Create Vehicle Turning
Safe Zone on Junction of
Berger Road & Digby Road.

Mobilise Mobile Welfare to
Berger Road.

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SCAFFOLD INSTALL STAGE 5 - COMMENCE WEEK 4

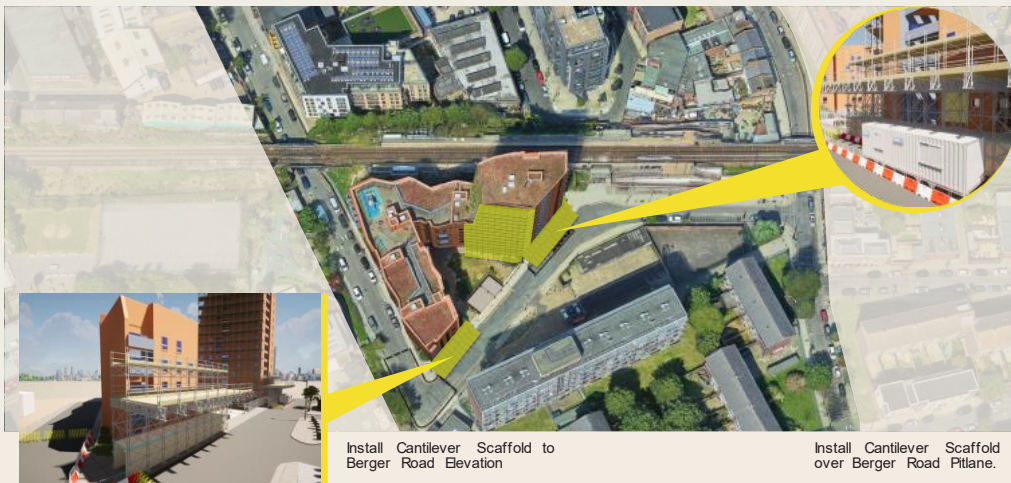
VANTAGE POINT



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SCAFFOLD INSTALL STAGE 1 - COMMENCE WEEK 4

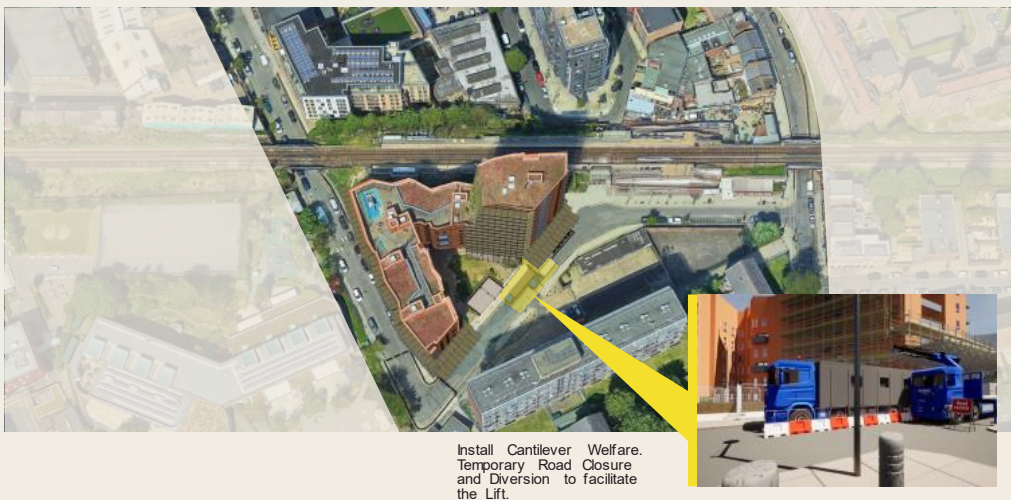
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INSTALL CANTILEVER SCAFFOLD WELFARE - EASTERN END

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INSTALL CANTILEVER SCAFFOLD WELFARE - WESTERN END

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Install Cantilever Welfare.
Temporary Road Closure and
Diversion to facilitate the
Lift.



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REMOVE MOBILE WELFARE

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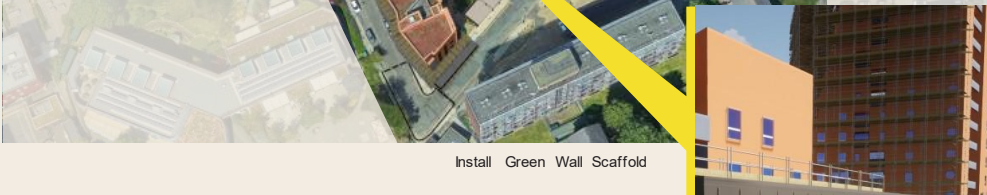
Commission Cantilevered
Welfare & Remove Mobile
Welfare Located on Berger
Road..



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SCAFFOLD INSTALL STAGE 2 - COMMENCE WEEK 17

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Install Green Wall Scaffold



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SCAFFOLD INSTALL STAGE 4 - COMMENCE WEEK 19

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SCAFFOLD INSTALL STAGE 3 - COMMENCE WEEK 31

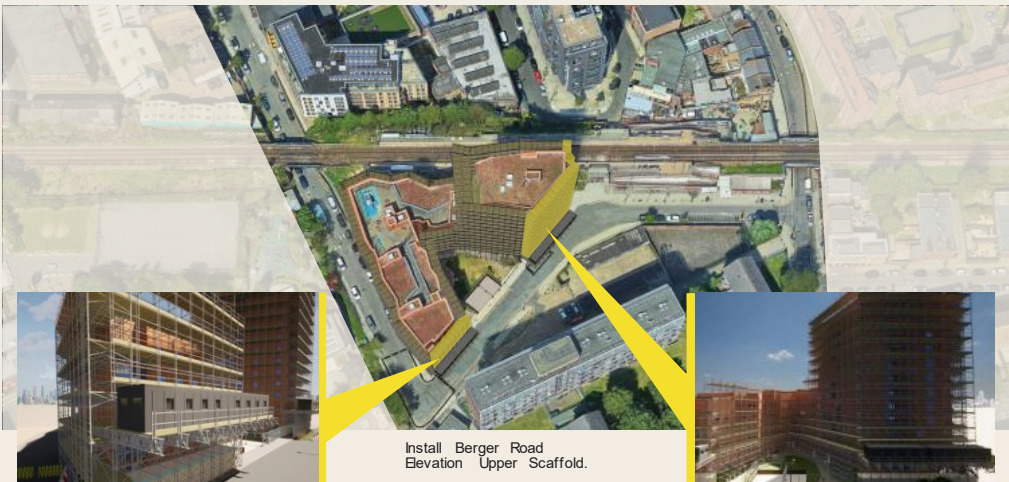
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SCAFFOLD INSTALL STAGE 6 - COMMENCE WEEK 31

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INSTALL HOIST

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CONSTRUCTION WORKS

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CONSTRUCTION WORKS

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- Scaffold erected
- Remove tiles
- Dismantle inner elements of the wall
- Repair any defects discovered
- Rebuild wall
 - Install new cavity barriers
 - Install new insulation
 - Refit tiles.



- Surveys carried out by appointment
- Purpose of surveys
- Process – Claritas RLO
- Photographic schedule of condition
- Balconies will need to be cleared.



- Contractor letter of introduction
- Regular resident updates via contractors notice board, plus Network Homes and Claritas joint newsletters
- Contact: vantagepoint@claritasgroup.com
- RLO Marilyn Lawson: 07436 248577 Marilyn.lawson@claritasgroup.com



Resident Disruption & Mitigation

There will be some disruption throughout the project, but we'll do everything we can to reduce it:

- **Working hours:** Monday to Friday, 8am-5pm
- **Noise:** At times there will be some noisy work
- **Dust:** As we remove materials, there may be some dust
- **Light:** The scaffold will be lit at lower level
- **Security:** On-site briefed to complete regular patrols.

Fire strategy

- The fire strategy will continue to be **temporary simultaneous evacuation**
- If you see fire or smoke, sound the alarm by pressing a Manual Call Point. An **attacker** alarm will sound when you lift the cover you will still need to smash the glass to set off the fire alarm
- **Everyone must evacuate if they hear the alarm**
- Access for battery changes and fault reduction



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FAQs and next steps

- Network Homes RLO team customerservice@networkhomes.org.uk
 - Zoe Kyriacou RLO 07464 922875
- Claritas Resident Liaison vantagepoint@claritasgroup.com
 - Marilyn Lawson RLO 07436 248577 Marilyn.lawson@claritasgroup.com
- Emergency Out of Hour Numbers:
 - Network Homes: 0300 373 3000
 - Claritas 07436 248577
 - Dial 999 in the event of a real emergency
- We'll send out the slides within two weeks, a recording of this presentation, plus answers to all the questions asked.



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FAQs - costs

It's now been over 5 years since Network Homes learned of the building issues. We will now live in difficult conditions for a further 24 months. Will you be compensating us?

We hope to have the building completed by June 2024, which will be 16 months – not the 24 months mentioned here. We do however understand that it has been a while since the issues were discovered at Vantage Point and you still do have a while to go until the building's remediation is complete. The project is complex, and we must ensure we get the relevant permissions. It also took time to get the insurance and government funding agreed, so that residents would not have to contribute.

We will not be able to pay any compensation for the disruption caused during this project. This situation was not of our making, and we are working on your behalf to rectify the issues. The remedy Network Homes has prepared for the issues found at Vantage Point is to put things right with a full-scale remediation of the external wall system, at no cost to residents. The project is being paid for through a combination of insurance, the government's Building Safety Fund and a contribution from Network Homes. We have not paid compensation at similar schemes with building safety issues.

In addition, there is no original contractor we have been able to pursue at this scheme and therefore no one we have been able to claim compensation from. The insurance payments do not include any provision for compensation.

We will take care to keep disruption and/or inconvenience at a minimum as we complete this project.

Will you compensate/reduce our rent as we won't be able to access balconies for 18 months? We pay full rent for flats that are supposed to have balcony access.

We will need to restrict access to balconies for safety reasons, but it will not be for the duration of the project. Our contractor has advised us that they estimate individual balconies will only need to be closed for around a month when work is taking place to that area of the building. Therefore, we will not compensate residents or reduce their rent while balconies are unable to be used.

We request a reduction in rent or compensation for the duration of the work due to loss of light, loss of use of balconies, long term disruption and inconvenience, and increased heating bills whilst the building has insulation and cladding removed.

As above, we won't be offering compensation to residents for this project. Each individual property will not be left uninsulated for large periods of time and the remediation outside each home will only take a few days. We don't expect there to be a noticeable increase in heating costs for those days.

Are leaseholders still liable to pay costs for work related to internal work such as sprinklers, waking watch, fire doors etc?

We're not in a position to confirm whether there will be any costs to leaseholders associated with future internal works. When those works begin, the team will share the cost position at that time.

In the past NH mentioned that only work to the EXTERNAL walls will be covered by the fire safety fund. Can you confirm if ALL works are covered by the funding you managed to get for us?

As above, we cannot confirm what will happen with any future internal works. The costs for these will be worked out at the time and the funding sources agreed then.

Can we have a transparent breakdown of costs before the project starts and reassurance that leaseholders won't be charged for the works?

We can confirm that leaseholders won't be charged for the works. As Network Homes is contributing, plus there is an insurance policy and a Building Safety Fund application, we don't think it is necessary to share what the project breakdown is.

When will we get site of reports of your findings as believe there has not been the promised transparency?

We believe we have been transparent and have shared the relevant information with you as promised. We do not share actual reports of investigations with residents as they may be legally sensitive, and we must protect our position. However, we will always share the findings of the reports with you.

Logistics

Please can you define 'working hours' for the works by time and whether this includes weekends. Will works be taking place on Saturdays and what time will that start/finish?

Work will take place from 8am-5pm. At the moment, we don't anticipate any weekend working to take place. If that changes, we will always notify you and this would be on Saturdays only.

Any idea what noise levels will be like, and if it be localised depending on where they're working? Or will it be audible all the time?

There will be some noise, especially as the scaffolding is set up which can sometimes mean some loud noises. Once the remediation begins, we don't anticipate it to be particularly loud as we are removing materials. Most noise will be localised and may not be heard across the whole construction site.

As an asthmatic, dust is a huge concern. What measures are in place?

We don't anticipate there being a large amount of dust – this would be usual on a construction site where something is being built. However, on a remediation site, there is very little work that will produce dust. If you have concerns, we recommend keeping your windows closed in working hours.

How will you ensure the fire alarm doesn't set off continuously as with the building works, lots of dust can trigger the alarms?

As above, we don't expect there to be large amounts of dust. If the fire alarm does get triggered, we will work together to establish the likely cause and see if there is anything we can do to reduce the likelihood of it happening again.

Banned from using our balcony and will be forced to have our windows closed at certain times due to dust? So, we're in a prison basically?

Individual balconies will only be closed for 3-4 weeks while that section of the elevation is remediated. We have addressed the issue regarding dust in the comment above.

If we can't have windows open during working hours, does this not increase the chances of mould in flats?

We're not aware of any instances of this happening on other sites we have worked on. I would encourage you to make sure you ventilate your home in the mornings or evenings to ensure the air is circulating. You should also have trickle vents on your windows so please do make sure these are opened at they will help with airflow. You may be comfortable keeping your windows open during working hours as we don't expect high levels of dust.

Can we have clarification on project duration as well as working hours and the noise levels (in other words the detailed plan of work)?

The project will last for 66 weeks, and we expect to finish in June 2024. We'll communicate with you regularly over the course of the project and if there are any significant changes, we will tell you. Working hours and noise levels have been addressed above.

What is the duration of the work?

The project is estimated to last 66 weeks.

Will scaffolding be up the whole time? Will it have blue coverings like the building opposite?

Scaffolding will be put up in phases, with each block having an elevation erected at different times. Once the scaffolding has been built to the full height, we will begin remediation taking a top down approach. Once a floor's remediation is completed, we will carry out the necessary checks and then remove the scaffolding from that floor. So, the higher floors will have the scaffolding up for less time than the lower floors.

We are proposing to use debris netting for protection on the scaffold however we may need to use a monoflex type sheeting on the trackside elevation. This is still being discussed with Network Rail and we will confirm in due course.

Will the monoflex sheeting at least be orange? Give us something to keep some of the identity of the flat during the works please.

We're not aware of any orange sheeting on the market, but we will investigate it to see if it is possible. However, we want to ensure the project can begin without any delays, so this may not be feasible.

Exactly how many parking spaces will be suspended on Berger and Digby Road please?

There will be 20 parking spaces suspended on Berger Road and Digby Road. The disabled parking bays will not be affected.

Vantage Point is a car-free development and so if you have a parking permit from the local authority and believe you will struggle to park, you will need to contact Hackney Council for advice.

Can you confirm if planning approval for the green wall is not holding up the main work commencing? Network Homes previously said it won't start work until approval is granted, but it is a good thing if it can start without it.

This will not delay the project. We will need to take the time to build the scaffold and the green wall area is one of the last places we will be building scaffolding. There should be sufficient time to get the necessary approvals.

If the flammable insulation is being replaced, is it being replaced with non-flammable insulation of the same thickness or to achieve the same u-value? I understand that non-flammable insulation doesn't insulate as well as flammable insulation. Therefore, if the former, do we get compensation or a reduction in rent to accommodate increased heating bills?

You're correct that the replacement insulation has a slightly lower U-value than the insulation we are removing, when using the same thickness (U-value is how insulation is measured). However, we have considered that when designing the new solution, and so will be using a thicker replacement insulation to ensure that the insulation U-value remains consistent. Compensation or rent reduction will therefore not be necessary.

Will leaseholders get a detailed plan of work as they have ownership and a financial interest in the building?

We will share details with all residents – leaseholders and tenants – as the project progresses, in particular details of what elevations are affected.

Roughly how long will it take to do each floor?

We will provide a detailed programme on a floor and/or elevation basis over the coming weeks.

Can you please explain what works will happen to the balconies? Will you be removing/replacing the decking and or the grey tiles on the balconies?

The petrach material on balconies (grey tiles) will need to be removed to carry out some remediation behind it. We will not need to carry out any work to the decking.

Safety and security

How will you ensure that the builders maintain professionalism when up on the scaffold? I don't want to be listening to inappropriate remarks or bad behaviour. As a woman, I do get worried with lots of builders (who are likely to be men) walking past my windows.

We have been assured by Claritas that they have very high standards when it comes to the conduct of their members of staff. Claritas are a member of the Considerate Constructors Scheme, which puts together a set of standards that Claritas should adhere to.

In the very unlikely event that you experience negative behaviour from one of the workers, you will have the contact details of the site management team, and of the Resident Liaison Officer Marilyn.

You can raise concerns to them, and they will ensure that the necessary action is taken to stop the behaviour and/or remove the member of staff from site. Marilyn can be contacted on **07436 248577** or email vantagepoint@claritasgroup.com or Marilyn.lawson@claritasgroup.com.

Scenario - if in the middle of the night I find someone up on balcony because they've climbed up. What steps does a resident take in that instance?

If you believe that someone has gained access to the balcony without permission, you should call **999**. We will also be sharing the contact details of the concierge/evacuation manager who will be able to attend and assist you in this instance. We will always let you know in advance if there is weekend working so you will know to expect operatives on the scaffolding. As an extra security measure, please do check your windows and doors are locked.

Possibility of more false alarms if smokers do not use balconies and smoke indoors? What's in place to address this?

We've been clear in communicating the reason for this project is because there is an unacceptable fire risk, so everyone needs to work together to mitigate that risk while the work takes place. If you do need to smoke, please do so as far as possible from the external wall to keep everybody safe.

There are two types of detectors in flats:

- Heat detectors which are linked to the communal fire alarm system. They would not detect a small amount of smoke from a cigarette.
- A standalone smoke detector that is not part of the integrated alarm system, which will only sound in your flat should it detect smoke.

What security measures are proposed due to scaffolding providing access to windows and balcony doors?

There will be CCTV around the scaffolding at all times, and the site will be secured at the end of every day. The concierge/evacuation manager will also be on-hand to provide extra security patrols during the evenings and weekends.

Miscellaneous

The rear door exit release (Archer Tower) needs to be pushed more than once before connecting. Will this be made safe?

We will raise this with our colleagues in the repairs team to ensure it works as expected.

Currently exit/directional signage is not illuminated or marked clearly above main doors and floor corridors. Will this be put in place before works?

We have raised this with our fire safety colleagues who are responsible for signage. They have advised us that the regulations do not require signage to be illuminated, only that they must be 'legible and readable in low level lighting or when illuminated with a torch'.

They have also reviewed the latest Fire Risk Assessment which does not show any missing signage. Please can the resident who asked this question email us the exact location of missing signage so this can be picked up: customerservice@networkhomes.org.uk.