



Network Homes

Safety in your building

22 March 2023

Cumnor House, Helmi House and Lidcote House,
Stockwell,
SW9

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

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0300 373 3000

Dear residents,

Project update – cladding removal continuing at pace

I'm pleased to say that we are continuing to remove the cladding on the elevations of your buildings. This is going well, and we will continue working on removing more of the cladding over the coming weeks. We'll also soon have finished building the scaffolding by the end of the month at Cumnor House and Lidcote House – Helmi House is already completed. I'd also like to apologise for the delay in sending out this letter – we'll ensure they're at most every three months going forward.

Updated completion date – TBC, but will add to the project completion date

As we've been progressing with the work on the building, we have discovered that we will need to alter some of the original intended design. We were not able to anticipate this during our planning phase of the project as the areas we investigated were not readily accessible. We have discovered further areas that do not have an acceptable level of fire protection as we have progressed with the project.

This means the completion date for the project will no longer be in May 2023. I know this will be disappointing news for you to hear, but I wanted to share this with you now, so you aren't expecting the project to be done in a few months. We are working with Higgins to build this new work into the programme, but we do not yet have the new completion date confirmed. I know that is not ideal, but I wanted to share this news with you now, so you have the latest position.

While we don't have an exact new completion date, I can tell you that it will be a matter of months, not weeks, that we will have to add onto the project. As soon as we have the new revised completion date, we will share it with you.

Why has this happened?

When we put together a remediation plan for a building, the plan was based on the information we gained when we carried out limited investigations some time ago. It is not feasible to investigate every square metre of the external wall before we put together a remediation plan. That would have meant scaffolding the whole building for months and increasing the time and costs before arriving at a remediation plan.

Investigations therefore identified defects in sample areas of the external wall system, and we planned the remediation based on what was found in those sample areas. This is the best way to carry out these sorts of investigations and

A summary of this letter

We're making progress on the cladding removal and the scaffold build will soon be completed on Cumnor and Lidcote – Helmi is finished.

We have found further issues behind the brickwork while carrying out this project, which will cause a significant delay to the finish date of the project. We'll share the revised finish date when we have agreed it with Higgins.

Further information on fire door investigations will be released when we have it.

Important reminders

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

Ensure balcony is **cleared**.

Do not smoke on balconies, in the courtyard or near the building. We are carrying out important work to limit the spread of flames and need everyone to play their part in keeping the building safe.

You may be able to sell your home now, instead of waiting until the end of the project to receive an EWS1 form. The necessary lender letter is linked in the letter.

is an acceptable process and standard in the sector. The sample method relies on the idea that if there are problems within the external wall, the problems will be across all areas of the external wall. What we have seen at your buildings are that the sampled areas were acceptable, but other areas are not.

We've included a simple mock-up below to help explain what has happened (these locations are not accurate to what has happened but are to try and help explain).

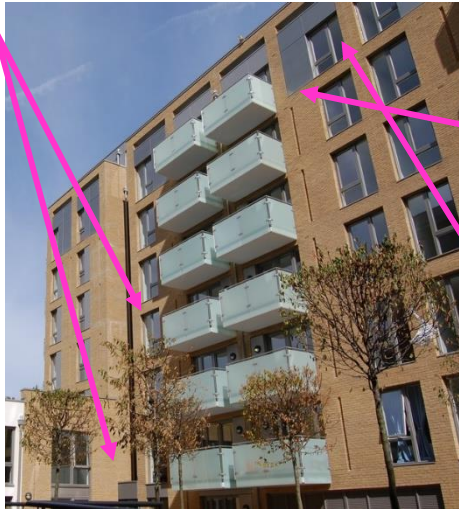
Before the remediation

Brickwork checked during the investigation.

No issues found in those areas.

Rest of external wall understood to be acceptable standard.

Remediation programme developed based on findings at initial investigation.



During the remediation

Remediation project gets going.

Work to areas behind cladding panels begins across the building.

Issues with neighbouring brickwork found during cladding work.

Remediation programme must change based on new information.

I hope this helps you to understand the situation. If you have any further questions about this change to the programme, please get in touch with us. Again, we will be sharing the revised completion date as soon as we have it.

Fire doors

We understand residents would also like an update on the recent fire door inspections. There have been two different fire door inspections over the last few months at your building. The inspections fall into two categories as follows:

- 1) Compliance inspections undertaken by Savills to meet the new Fire Safety Regulations 2022 which came into force on 23 January 2023. These inspections check some basic elements of the doors functionality and to check for any obvious signs of damage.
- 2) Installation inspections carried out by Ventro Group which go further. These inspections aim to confirm the fire door manufacturer and that the doors have been installed in line with the manufacturer's instructions and standards applicable at the time of installation.

We have received draft reports from the Ventro inspections and are liaising with Ventro to understand the findings. We also intend to review and compare the Savills inspection findings once these are available. This will then help us to determine the next steps. We do not have more information to share at this stage but will write to update residents as soon as we can.

Smoking on balconies and in restricted areas

I'd like to emphasise the importance of everyone living at or visiting your buildings being careful not to cause a fire risk. We have had incidences of people smoking on balconies and also in the internal courtyard which is a live construction site. We have communicated the reason for the work at your buildings being an unacceptable level of risk of fire spreading within the external walls.

It is therefore more important than ever that everyone in your household and all guests are not smoking anywhere near the external wall system. Please do not smoke on balconies or near the external wall system. If you go out for a smoke, please move away from the building to reduce the risk of an incident. If you are smoking, please also ensure you dispose of your cigarettes in a safe way.

Items on balconies

Please do ensure that you have removed all items from your balcony. This is a requirement of the project being able to be completed efficiently, safely and to the current timeframe. Our resident management team will get in touch with residents who have not cleared the items from their balcony.

I'd also like to encourage residents to please not feed the pigeons around the site. They are causing a lot of issues with mess on balconies and/or the scaffolding, and we want to deter them from the site.

Lender letter reminder – you may be able to sell your home before you receive an EWS1 form

I wanted to remind all residents who have let us know their interest in selling their home, that some lenders are offering mortgages on building safety affected buildings, before an EWS1 form has been issued. If you want to sell your home, you may be able to do so now, before the work is completed, meaning you don't have to wait for an EWS1 form.

I have included below the letter we sent out with further information, which contains the lender letter: www.networkhomes.org.uk/media/14893/20220722-robsart-1-lender-letter-available-sent.pdf.

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/robsart1buildingsafety/>
- 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)