



Safety in your building

26 April 2023

Luma Apartments,
Central Way,
Park Royal,
NW10

Dear residents,

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk

customerservice@
networkhomes.org.uk
0300 373 3000

Building safety board to agree way forward

I'm disappointed to have to say that another tile fell from the building in March. This happened in one of the terraces on a higher floor during bad weather, so the tile was found laying in the terrace. There were no injuries or further damage reported.

What to do if you are worried about a loose tile?

We were notified immediately by the resident when the tile was discovered in their terrace. We must ask that everyone is vigilant – if you think one of the tiles looks loose, please get in touch with us. It may be that you think a tile looks crooked or you've noticed it has moved or is moving in bad weather. Weekly patrols are still being carried out, but we ask you to let us know if you spot something. You can call Durkan's emergency number on **0800 917 5987** or call Network Homes on **0300 373 3000**.

I know this situation has been continuing for a while now – I'd like to again offer you all my thanks for your continued cooperation.

Next steps with the tiles

Durkan has been engaging with us again to find a solution and we're going to present a number of options to our building safety board. Once they've approved an option and approach going forward, this will enable us to finalise things with Durkan. After that we'll be able to communicate the plan and next steps.

Car park roof

Durkan has been sourcing samples of boarding to ensure the best colour match to what is already there. Once that has been appropriately sourced, work will be able to begin on installing non-combustible boarding on the car park roof. The solution we've agreed with Durkan will be much quicker and less intensive than we initially planned, and so the project duration will be much shorter.

If you need further support, you can:

- Check our document library for your building's letters and documents – it takes a little while to load: <https://www.networkhomes.org.uk/lumabuildingsafety/>
- 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)

A summary of this letter

Another tile fell from the building onto an upper floor terrace during bad weather in March.

Please be vigilant and report any concerns to us immediately.

We're waiting for our building safety board to approve the approach going forward.

We're finalising with Durkan the last steps before carrying out the car park roof work.

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.