



Network Homes

26 July 2023

Matthews Close resident webinar 13 July

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 Cameron Anterkyi on Cameron.Anterkyi@networkhomes.org.uk or 0204 512 5791.

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Webinar recording

You can watch a recording of the webinar via this link on YouTube: <https://youtu.be/E3MKeADtpWs>. Please note, the FAQs are not included as part of this recording and have been included below.

Presentation slides

Matthews Close –Best House, Moss House, Smith House, Yashin House

Resident webinar
13 July 2023

Network Homes

Introductions and Welcome

- Network Homes Resident Management Team
- Network Homes Project Management Team
- Construction company- Mulalley
- Chartered Fire Engineer- KIWA (IFC)

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Agenda

- Introductions and welcome Raj Gandecha
- What are we aiming for? Graeme Manley
- Funding update Graeme Manley
- Investigations Graeme Manley
- Project Team and timescales Najmul Islam
- Intro to contractor George Legg (Mulalley)
- Scaffolding/site plan George Legg (Mulalley)
- Balcony usage Raj Gandecha
- Q&A

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What are we aiming for?


- Efficiently carry out remediation to make the building in line with Fire Engineers Recommendations in FRAEW/PAS 9980
- 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
- Do the above in collaboration with you, with as little disruption as possible.

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Funding update

- Mulalley will cover the costs of the remediation work to the spandrel panels
- No cost to leaseholders
- Building Safety Fund application made
- We will carry the works out so that we minimise disruption, however some disruption is inevitable. We are unable to offer compensation for this
- New EWS1 guidance for lenders.



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Investigations


- Surveys by JRP, IFC/KIWA, with Network Homes and contractor Mulalley present
- Fire engineer prepared report in line with draft PAS9980 guidance
- PAS9980
- Concerns identified with cavity barriers and insulation type behind spandrel panels
- Balconies
- Legal process through solicitors



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Scope of Works

- **Moss House:**
 - Check and install the horizontal fire cavity barriers if none present
- **Best House, Smith House, and Yashin House:**
 - Remove insulation, replace with non-combustible insulation and check and install cavity barriers if none present.

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Project Team


- Deed of Amendment to the Original Build Contract
- Monitoring of work and quality of remediation:
 - KIWA (fire engineer)
 - JRP (clerk of works)
 - Airey Miller (employers agent)




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Project timings

<p>1</p> <p>Start date: Monday 24 July</p>	<p>2</p> <p>Anticipated Project length: 20 weeks</p>	<p>3</p> <p>End date: December 2023</p>	<p>4</p> <p>EWS1 form: 6-8 weeks later</p>
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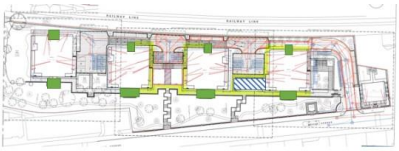
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Introduction




- George Legg – Construction Director
- TBC - Site Manager
- Monday – Friday (8am-6pm)
- Noisy works between 9am-5pm
- No weekend working

Site plan

- Site Accommodation, Welfare and Storage Area
- Areas of Scaffold to be erected
- Unrestricted Pedestrian Access for labour and material distribution
- Unrestricted Vehicular Access for deliveries of material and plant

Sequencing



<p>1</p> <p>Moss House End of July – Early September</p>	<p>2</p> <p>Yashin House Late August – Early October</p>	<p>3</p> <p>Best House Late September – Early November</p>	<p>4</p> <p>Smith House Late October – Early December</p>
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Please note: The location of the site accommodation, welfare and storage area has changed, so we have updated the site map. The one included in the webinar recording is the old version.

Storing items on your balcony

- Won't need to access balconies during work
- No combustible items to be stored on balconies to keep everyone safe
- Thank you for your cooperation.



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FAQs and next steps

- Network Homes' RLO team can be contacted on customerservice@networkhomes.org.uk or call Cameron Anterkyi (RLO) on **0204 512 5791**
- We will be issuing a "Guide To Works" to help you understand the works and for those not able to attend.
- We'll provide a regular progress update to let you know how the project is going
- We'll send a Guide to Works document, plus presentation recording and FAQs within two weeks.



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Below we have included the following information for you:

- A Guide to Works document
- FAQs from the webinar and some other frequently asked questions
- Letter explaining new EWS1 guidance
- A letter for the benefit of lenders.



Matthews Close

A guide to the proposed work and what it means for you



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Glossary of terms

- **Cavity barriers** – A fire-resisting barrier placed within the cavity in the construction of the external wall, between the insulation and the sheathing (backing) board.
- **Elevation** – A particular wall or ‘face’ of the building.
- **External wall system** – The combination of materials used in the external walls of the property. This generally includes the sheathing board, insulation and render as well as fire breaks and associated items.
- **Insulation** – Material that creates barriers for transmission of electricity, heat, moisture, shock or sound between insulated surfaces.
- **Internal Fire Consultants (IFC)** – IFC is an internationally renowned firm of engineering consultants, on this project they will provide fire and façade engineering services. IFC was acquired by KIWA in 2021 and as such the EWS1 Form will be signed by KIWA (IFC).
- **PAS9980** – The methodology to carry out fire risk appraisals of the external wall of multi-storey, multi-occupied residential buildings and supersedes the government’s Consolidated Advice Note.
- **Spandrel panel** – Spandrel panels are the area of a curtain wall or screen located between vision areas of windows, which conceal structural columns, floor slabs and shear walls.

Summary

This guide is to help you and your household understand the planned programme of work being carried out at Matthews Close; why the work is being done, how it will impact you, and the improvements it will bring.

Network Homes is very mindful of the impact that building work can have on you. We have appointed a team of expert consultants and contractors, and we are committed to minimising any adverse impacts during this essential work, and to being transparent as to the processes involved.

Context of the work

Matthews Close is an estate made up four residential detached blocks; Best House, Moss House, Smith House and Yashin House.

Network Homes engaged a fire engineer (International Fire Consultants – IFC) and a chartered building surveyor (John Rowan and Partners) to investigate the external wall system in line with government guidance.

IFC has since been acquired by KIWA and operates as KIWA Fire Safety Compliance. We continue to work with the same chartered fire engineer and senior fire engineer on this project.

At the time of our surveys, our fire engineer issued a report in line with the “draft” PAS9980 guidance document. PAS9980 is the methodology to carry out fire risk appraisals of the external wall of multi-storey, multi-occupied residential buildings and supersedes the government’s Consolidated Advice Note. A requirement of the EWS1 form is to have an external wall assessment (FRAEW) undertaken in line with PAS9980. An agreed remediation strategy was then formulated in line with the fire engineer and the original contractor Mulalley.

The surveys undertaken identified concerns with the way cavity barriers were installed and the type of

insulation that was used in three of the blocks behind spandrel panels to central stair cores. A remediation scope was developed by the fire engineer in line with PAS9980 and on completion of the works the buildings will receive EWS1 forms with a B1 rating. A B1 rating means the fire risk of a building has been assessed and it is sufficiently low that no remediation is required. An FRAEW will also be issued to Network Homes, which we will be able to share with our fire risk assessor Savills.

What are we doing?

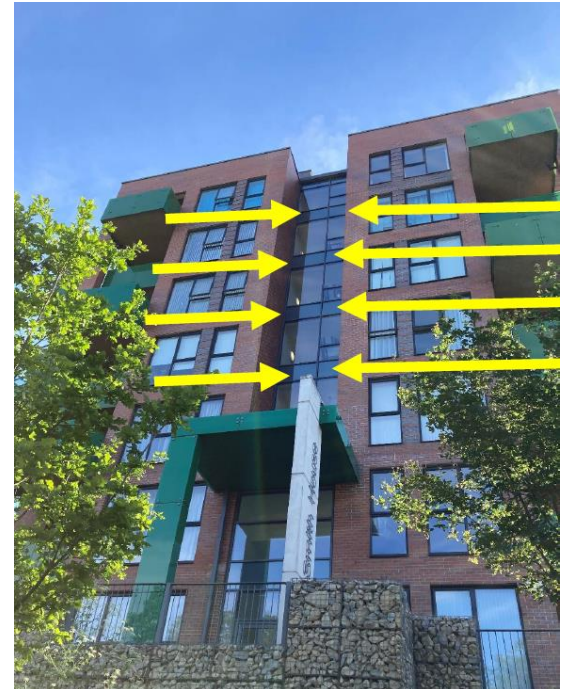
In line with our fire engineer's requirements, the contractor will be removing the spandrel panels, and replacing the combustible insulation behind the spandrels and missing cavity barriers behind the spandrels in three of the four blocks (Yashin House, Smith House and Best House). Given the height of the building, the contractor will remove the spandrel panels to Moss House and remediate any missing or defective cavity barriers behind them.

The spandrel panels to be removed at each level are highlighted (yellow arrow) on the photograph and will need to be completed on both sides of the block.

Contractor Negotiations

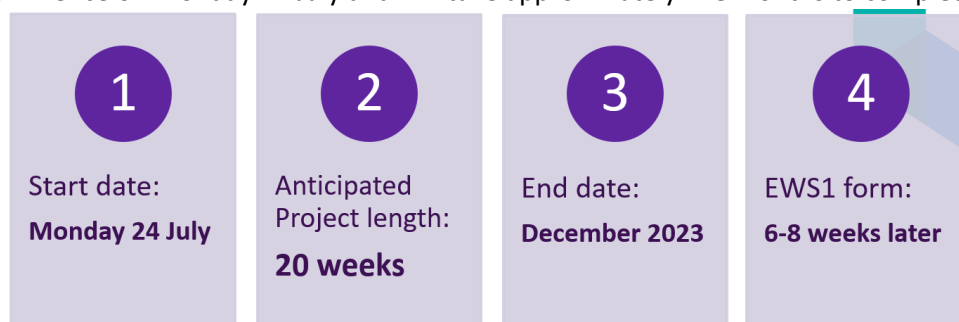
Since becoming aware of the defects, we have been in discussions with the contractor and legal representatives. Mulalley will be returning to remediate the cavity barrier issues raised by our fire engineer and replacing the insulation at their cost.

You can read more about the group here: <http://mulalley.co.uk/>



Scope of remedial work

The works will be undertaken by Mulalley and overseen by IFC and John Rowan and Partners. The project is due to commence on Monday 24 July and will take approximately five months to complete.



Mulalley will establish their site set up in week one and will have welfare facilities placed in a similar location to the facilities for the balcony glass replacement project. A schedule of condition will be recorded to ensure that no damage is caused to communal landscaped areas. Work will then begin to install scaffold sequentially on each block.

The project will be undertaken in five steps for Moss House. Moss House is different from the other blocks as it is below 18m in height:

- **Step 1:** Erection of scaffold to roadside/railway elevations, providing access to spandrel panels
- **Step 2:** Removal of the spandrel panels
- **Step 3:** Install suitable cavity barriers behind spandrel panels, with inspection from fire engineer
- **Step 4:** Reinstall spandrel panels
- **Step 5:** Remove scaffolding.

The project will be undertaken in six steps for Best House, Smith House and Yashin House:

- **Step 1:** Erection of scaffold to roadside and railway elevations, providing access to spandrel panels
- **Step 2:** Removal of the spandrel panels
- **Step 3:** Replace current insulation
- **Step 4:** Install suitable cavity barriers behind spandrel panels, with inspection from fire engineer
- **Step 5:** Reinstall spandrel panels
- **Step 6:** Remove scaffolding.



Working with you in mind

The Network Homes team and Mulalley will work hard to protect residents during the course of work.

Some groups, such as disabled people, elderly people, and children, require special attention during any building work and we are very mindful of these needs.

Children often aren't aware of the dangers associated with construction sites, which can lead to injury. In addition to the safety measures being put in place, we would appreciate your co-operation in reinforcing messaging aimed at preventing children entering the areas of work. Please be vigilant and should you see anyone where they should not be, please inform a member of our team immediately.

Safety signs will be displayed around the site during the work and working areas will be segregated by physical barriers. If you have any safety queries or concerns, then please contact us via customerservice@networkhomes.org.uk.



Frequently asked questions:

1. What will the working hours be?

Our contractors will be carrying out their work between 8am and 6pm, Monday to Friday. Noisy works will only be undertaken between 9am and 5pm. Set-up and cleaning may occur outside of these hours.

Set up and cleaning work includes delivering the materials we require to site each day, and this will be transported both by hoists and manual handling to the required position for the work on that day. Although housekeeping will be undertaken constantly throughout the day, we will check the scaffold at the end of each day to ensure these areas are clean and clear of any materials and dust from our work.

2. What will the noise impact be?

While it is impossible for us to promise that our work will not disrupt your daily routine (especially if you work from home or have a shift pattern), we will always strive to minimise noise impact. Our operatives will be mindful that they are working outside your home, and we will endeavour to keep you fully informed during the course of the work.

3. Will there be dust?

Some of our work may cause dust, therefore we would strongly suggest that you avoid drying laundry on your balconies while work is in progress. When we are working on your block, we would recommend that during working hours your windows remain closed to minimise any dust entering your property. We will do all that we can to minimise the dust during our work and as such we will have industrial hoovers on site which will be used to assist us in cleaning our working areas at the end of each day.

4. How will you manage waste?

We will have a secure skip located to the rear of the building.

5. What will be the extent of the scaffold?

Scaffold will be erected to the central glazed areas to the railway facing and road facing elevations to enable us to obtain the required access for our work.

6. Will you add scaffolding for all the blocks in July?

The scaffolding will be erected sequentially as per the project dates. Scaffold will commence being erected on Moss House at the end of July and 3-4 weeks later, scaffolding will begin on Yashin House and will follow this same sequence for Best and Smith House.

7. Is it safe for my children to be in the property during the work?

During the work, it is safe for you and your children to be in your property. The works are focused solely on the spandrel panels on the glazed elevations. The contractor will have all health and safety precautions in place, however, please always exercise caution when walking around the estate during the course of the works. If you have any concerns please report to Cameron, the resident liaison officer for this scheme.

8. Will the Automatic Opening Vents (AOVs) still be in use during the works?

Yes, all AOVs will remain unobstructed by scaffold and will continue to be tested in line with their monthly testing recommendations.

9. What sort of certification will we get? Is B1 sufficient for mortgage providers?

An EWS1 Form with a B1 rating will be issued once the works are completed. A B1 rating should satisfy lenders as it states the risk is sufficiently low that no remedial work is required.

10. Will the EWS1 form be provided at the end of the completed works for each block or at the end of all blocks?

We will request the fire engineer issues an EWS1 form after each block is completed.

11. When will the EWS1 form be issued?

Forms will be issued 6-8 weeks after a block has completed.

12. Will this work cost me anything?

No, the cost of this work will not be re-charged to residents.

13. How long will this project take?

We estimate that the project will have a total duration of five months and finish in December 2023. You will be kept appraised of progress and developments to the timeframe.

14. Will the lifts be out of action?

The lifts will not be out of action because of the external wall works. The lift is contained within a reinforced concrete shaft. In the event of a fire incident, please do not use the lift and take the stairs to the emergency exit.

15. Will the stairs remain accessible during the works?

Yes, all internal and external stairs will remain accessible.

16. Is it best to wait to sell a flat until after EWS1 has been handed out? Rather than after the lender letter?

We're not able to offer you financial advice on this matter – ultimately it is up to you to decide and to discuss with an independent adviser. We have seen flats sell at other sites with a lender letter, and of course also once they have received an EWS1 form.

17. Will there be any compensation to residents in the form of a reduced service charge?

We're not able to offer any compensation or a reduction in service charge, but we're pleased that we've been able to reach an agreement with the contractor which means there will be no costs to residents.

18. Can you provide a lender letter?

The lender letter is included at the end of this document.

19. What does removing the insulation entail?

The insulation will only be removed behind the spandrel panels which forms the glazed curtain walling system in the communal staircores. There will be no heat loss or impact to residents. Insulation will be removed and replaced on the same day. Once the Fire Engineer has inspected, the contractor will reinstate the Glass Spandrel Panels.

20. Is the insulation combustible?

The current insulation behind spandrel panel is not a non-combustible material. The proposal is to remove the existing insulation and replace with a non-combustible insulation which meets the current building regulations which came into force after the Matthews Close development was completed, since the Grenfell Tower tragedy. No works to insulation in brickwork will be undertaken, nor will any works be undertaken to balconies, in line with the Fire Engineer's PAS9980 Assessment.

We would advise you to have a conversation with all members of your household about what to do in the event of a fire. Your building's fire strategy is 'stay put', which means that in the event of a fire you should stay in your home, unless you are directly affected by heat, smoke or fire, or told to evacuate by the fire brigade. Please make note of the emergency exits at your building. If someone in your household would need to be rescued in the event of an emergency due to health or other issues, please get in touch with us to discuss your situation. You can fill out the form on our website here: www.networkhomes.org.uk/building-safety-vulnerability/.

As above, there is an increased risk, so we do ask you all to be vigilant and help to keep everyone at Matthews Close safe by following the guidance below about combustible item on your balcony and generally being mindful of fire safety in your home.

21. What items are we not allowed on our balcony?

As guidance for balcony use, we ask that you please:

- Remove any cooking equipment on balconies
- Remove any personal possessions including plastic plant pots
- Remove any combustible materials
- Remove any sheds, wooden or other type of storage structure, including their contents
- Always take care when disposing of smoking materials, ensuring they are fully extinguished
- Never leave lit smoking materials unattended
- Never use open flame candles on balconies.

The above is for guidance only; it is not intended to be an exhaustive list. We ask that you please follow the spirit of this guidance and do everything to ensure the safety of your building is to a high standard.

Furthermore, in the interests of all residents we will be carrying out routine inspections of the communal property including visual inspections of balconies and terraces too. And if it is found that balconies and terraces are being used for storage, you will be asked to remove these items.

This request is not made lightly; we do understand the value that your balcony has and appreciate that this will cause inconvenience to some. However, your safety is paramount. It is from this perspective only that we ask you to comply with the contents of this letter. Failure to do so may result in legal action.

Thank you for your support and cooperation. And if you have any queries or would simply like to discuss this matter further, please contact us on customerservice@networkhomes.org.uk.

22. Why did Network not want to issue an interim EWS1 form with rating B2?

We've not issued a B2 EWS1 form for any of our schemes where work is required. We decided that once we received the formal report from our fire engineer that work was needed, that was enough to satisfy us. A B2 rating only serves to tell residents that work is required, and we are always up front about that. It does not satisfy lenders and so we have chosen not to issue them. Additionally, fire engineers are in very high demand and have a lot of projects they are working on, so we would rather move forward on our projects, than issue a document which doesn't help us achieve our aims.

23. Why has it taken so long to get any information from the last update in September 2022 when work and this webinar was expected to take place?

By September last year, we had agreed the project methodology – the way in which we would carry out the remediation work. We thought we would be able to get started on site relatively quickly. To do that, we had to sign a 'Deed of Amendment' to the original build contract we had with the contractor Mulalley. Signing this document is a complex process that must go through both of our legal representatives and disappointingly this took much longer than ourselves and Mulalley would have liked.

24. Will the interest on the equity loans be waived due to the time it's taken for work to start and lack of ability to obtain an EWS1 impacting mortgage borrowing?

We're not able to offer any compensation for increased interest payments on equity loans or mortgages.



Safety in your building

26 July 2023

Best House, Smith House, Yashin House,
Matthews Close,
Wembley Park,
HA9

The Hive
22 Wembley Park Boulevard
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Dear residents,

Lender letter available which may help you to sell or re-mortgage

I'm pleased to say that we are now able to provide you with a 'lender letter' which may mean you are able to sell or re-mortgage your property. I know there have been several residents who have been waiting patiently, so I'm extremely pleased to be able to provide you with this letter and I'd like to thank you again for your understanding.

View the lender letter on the dedicated webpage for Matthews Close:
www.networkhomes.org.uk/matthewsbuidingsafety/

What is the EWS1 form guidance?

Some lenders have agreed to guidance on EWS1 forms (forms that certify the risk of a building's external wall system). They have stated that they will be willing to lend on a property without an EWS1 form, if they are provided with an outline of the work required, which includes the start and finish dates, and a fully funded plan. You can read more about this on the UK Finance website here: <https://www.ukfinance.org.uk/policy-and-guidance/guidance/joint-statement-cladding>.

This means that for those of you looking to sell or re-mortgage, you can get started on that process now and you won't have to wait until the project is completed and you receive an EWS1 form. Of course, this is not a guarantee that a lender will lend on your specific property, however we have seen properties sell already at other buildings where we did not yet have an EWS1 form.

Which lenders does this apply to?

The following lenders have agreed to the new EWS1 form guidance:

- Barclays Bank
- HSBC
- Lloyds Banking Group
- Nationwide Building Society
- NatWest
- Santander.

Where can I find the letter?

We've included a copy of the letter below this update explaining the guidance so you can have a read of it. We've also uploaded it to the dedicated webpage (link in the purple box above) listing all your building's documents, so that you have it as a single page pdf ready to send to lenders.

We'd be grateful if you could let us know how your sale/remortgage is progressing so that we can always have the most accurate picture of how the guidance is working in the sector. If you have any further questions, please get in touch with us on customerservice@networkhomes.org.uk.

Best wishes

Raj Gandecha
Head of Resident Management (Building Safety)

26 July 2023

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To whom it may concern,

Best House, Smith House, Yashin House – external wall remediation

Please find the below information relating to the required remediation work to the external wall system at the following buildings, for the attention of lenders:

- Best House, Matthews Close, HA9 8FE
- Smith House, Matthews Close, HA9 8FD
- Yashin House, Matthews Close, HA9 8FG.

These are the typical questions asked by lenders when looking at whether to lend on a property which may be affected by external wall issues.

1. Has there been a review of the building, commenting on external wall in relation to fire safety being carried out in accordance with the latest government advice?

Yes, a review has been carried out by a qualified fire engineer, which has identified issues within the external wall system. The review has been undertaken in line with PAS9980 Guidance.

2. Did the review result in any remedial works being required to the building?

Yes, work is required to replace insulation and cavity barriers behind the spandrel panels located in the central stair cores.

3. Have the works been completed/commenced?

Work began in July 2023 and is expected to complete by December 2023.

4. Will any costs be passed on to the leaseholders?

Leaseholders will not have to contribute to the remediation of the above issues in the external wall system.

5. What is the current rating stipulated on the EWS1 form for this block?

Once the work is completed, the EWS1 form rating will be B1.

6. Who will be issuing the revised EWS1 form when the external works are completed?

The EWS1 form will be issued by fire engineering firm KIWA. Further information on KIWA can be found on their website: <https://www.kiwa.com/gb/en/>. The form will be posted on the FIA Portal once it is available: <https://www.fia.uk.com/>.

Kind regards

Graeme Manley
Head of Building Safety