

Safety in your building

16 August 2023

Luma Apartments,
Central Way,
Park Royal,
NW10

Dear residents,

No resolution reached yet following loose tile incidents

I'm writing to give you an update regarding what's been happening about finding a solution for the tiles that have been dislodged at Luma Apartments. As a reminder, a couple of tiles became loose from the building and fell off last year, and some others have been reported as loose and have been secured since then.

The tile situation followed the remedial work that was done to fix issues within the external wall system discovered following the Grenfell Tower disaster. We believe that the problem is due to the tiles being installed in a portrait layout and a staggered format, rather than in a landscape layout in a grid format. This is suspected to be the reason why some have become loose and fell. High winds may also have an impact on this. The cladding remediation work to replace insulation and cavity barriers has highlighted this issue after the terracotta tiles were fitted back onto the building.

When will the issue be resolved?

We've been meeting with the contractor Durkan who carried out the remedial work regularly since the first tile incident last year. I'm disappointed to say that we've still not been able to reach an agreement with them over the approach to resolve this issue.

Network Homes and Durkan have explored a number of options and we are currently working with Durkan on a working up design proposal. Following which will precede a test area being carried out on the building which will decide the feasibility of the proposed solution. We are currently awaiting the proposal which is being reviewed by Durkan's professional team before being reviewed by our own professional team.

I know this will come as disappointing and frustrating news, but I want to set your expectations that this is something which we don't think is going to be resolved quickly. We hope to meet with Durkan in the coming weeks to review their proposal, following this the test area can be agreed and that work carried out. We'll next write to you following the outcome of the test work informing you of the outcome and next steps or advising if it is back to the drawing board.

We're exhausting every avenue and may still be able to reach an agreement with Durkan, but we may need to consider alternative options. Whichever solution is eventually agreed, it is still going to take us some time to get to the point that we're able to start fixing the issue on-site. I'd like to apologise for this and thank you for your understanding and patience in this matter.



Network Homes

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A summary of this letter

I'm disappointed to say we've still not been able to reach an agreement with the contractor to fix the issue of the tiles becoming loose.

I want to set up your expectations realistically and so we will still be looking at it taking some time to resolve before we can get started with work on-site.

We're reviewing Durkan's proposal and will be carrying out a test to see if the proposal will be feasible. We'll write again in the new year to let you know if there's been any progress.

Please do keep an eye on the tiles and report any concerns you have to us. We're still carrying out regular checks.

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 told to leave by the fire brigade. The building has no communal alarm.

Let us know if you're concerned about any loose tiles

I'd also like to ask for your continued help in reporting any tiles to us that look like they may have shifted or come loose. We're still carrying out regular checks on-site, but get in touch if you become aware of any tiles loosening or have other questions: customerservice@networkhomes.org.uk. You can also check the previous letters sent to Luma on our webpage: www.networkhomes.org.uk/luma-buildingsafety/.

Kind regards

Raj Gandecha
Head of Resident Management (Building Safety)