

## Safety in your building

8 December 2023

Luma Apartments,  
Central Way,  
Park Royal,  
NW10

Dear residents,

### **Trial of tile system – Thursday 14 December**

We last wrote to you to let you know that we are finding it very challenging to reach an agreement with our contractor Durkan, regarding tiles becoming loose at your building.

You can see previous letters we have sent about it here: <https://www.networkhomes.org.uk/lumabuildingsafety/>.

### **Trial next week**

We will be carrying out a trial on **Thursday 14 December** on the lower levels at Luma Apartments. This trial will see us examining the tiles with our contractor and trying out some different options to see how they may be able to be taken forward.

We will make sure that we put things back securely afterwards.

### **Next steps**

Hopefully, this trial could help us to reach an agreement on the best way to proceed with sorting out the issues with the tiles. If not, we will write again in the new year as we have previously said we would.

### **Leaks in the building**

We have received multiple reports of water ingress at Luma Apartments indicating that the leaks were possibly coming from the external wall. Following our investigation, this was traced to a white goods leak which was then tracking between floors down a foul waste pipe and then coming into the internal plasterboard walls.

Get in touch with us on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) if you have any questions.

Kind regards

Raj Gandecha  
Head of Resident Management (Building Safety)

The Hive  
22 Wembley Park  
Boulevard  
Wembley  
HA9 0HP

[www.sng.org.uk](http://www.sng.org.uk)  
[customerservice@  
networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)  
0300 373 3000

#### **A summary of this letter**

We will be carrying out a trial of some options to resolve the issues with loose tiles at Luma Apartments on **Thursday 14 December**.

This may help us to reach an agreement, which so far has been extremely challenging.

#### **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.