

30 September 2024

Atrium Point,
Greenford Road,
Sudbury Hill,
UB6

Dear residents,

External wall remediation – project update

We have previously written to Atrium Point residents to let you know that the building requires some remediation to the external wall system. This consists of anything that makes up the outer wall of the building such as cladding, insulation fire barriers etc. We've provided an update on the project below.

External wall assessment

Our fire engineer has carried out an assessment known as a Fire Risk Appraisal External Wall – this is the latest government standard of assessment. We're disappointed to say that it is taking longer than we would have liked to receive this document following the inspection. We're still working with the fire engineer to get this report issued. However, this is holding up progress on the project as we cannot move forward without it. I know this will be frustrating to you, please bear with us while we work to receive this document.

Warranty progress

We have been trying to engage with your building's warranty provider, but have not been able to make any progress. We are now working with our solicitor to see what the next steps could be.

I know this update is not really able to share any progress, but we want to assure you we are working hard to get this project to move forward. I also want to assure you that your building has the necessary safety measures in place – we've installed a new fire alarm system and the concierge is trained as an evacuation manager in the event of an incident. I'd like to thank you all for your patience and understanding.

Safety measures at Atrium Point

The fire strategy at Atrium Point is simultaneous evacuation, meaning you should exit the building if you hear the alarm sound. The concierge is trained in how to manage an evacuation in the event of the alarm sounding. We've also updated the local fire brigade on the situation at your building. A reminder of what to do in the event of an incident:

- If you discover the fire, sound the alarm before you leave the area (block) where the smoke/fire is, so that the alarm sounds in the correct area (block) of the building.
- Evacuate immediately using the nearest staircase as indicated by the fire signage within your block. Do not use the lift.
- Do not pack or bring any possessions with you.
- Close all doors behind you when leaving your flat and the building.
- Call 999.
- Tell the Fire Brigade if any family members need assistance to evacuate.

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A summary of this letter

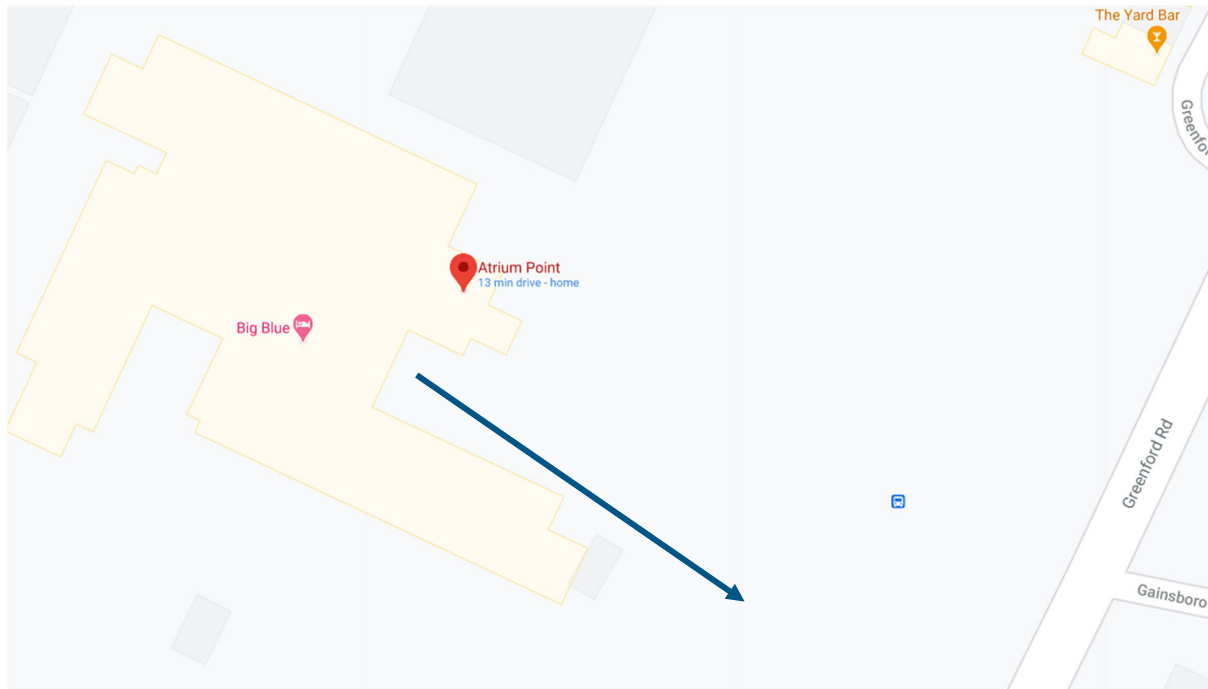
Your building requires some work to fix issues in the external wall.

We're not making the progress we hoped on engaging with the warranty provider and receiving the latest building assessment. We're working hard to move this forward.

A reminder

Your building's fire strategy is currently **simultaneous evacuation**, which means you must evacuate if you hear the fire alarm, even if you think it is a false alarm.

- Gather at the assembly point on the grass area opposite Block A bin room (on the right-hand side when you face the street). Wait at the assembly point until you are told by the lead fire warden to return to your home.



If you need further support, you can:

- 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/>
- We understand building safety works can be frustrating and take time to resolve, however we ask that you still treat our staff with respect as they are trying to get the issues at your building fixed. You can read more about how we want to respect each other in our service charter: <https://www.networkhomes.org.uk/your-home/service-charter/>
- Check our document library for your building's letters and documents – it takes a little while to load: <https://www.networkhomes.org.uk/mybuildingdocuments/>
- 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)