

## Safety in your building

10 December 2024

1-19 10 Maitland Road,  
London,  
E15 4GH

Dear residents,

### Scope of works agreed for external wall remediation project

We last wrote to you about the repairs needed to your building's external wall system, we explained all the steps we would need to take before we can get started on-site.

Since then, we've begun the project planning stage and are pleased to say that we have agreed the 'scope of works' – this outlines what will be included in the project. This is a positive step forward as we will use the scope of works as the basis for all other necessary project planning. As you can see in the diagram we've included below, we'll now be able to move forward with designing the specific solution to fix the issues, appointing a contractor, agreeing funding etc.

We'll write again in three months to give you an update on the project's progress. As we've told you before, this is a complex project and so can take over a year in the planning stage. We therefore thank you in advance for your patience in this matter as we work towards starting on-site.

### Further support

Please familiarise yourself with our safety and contact information below:

- Visit our website where we have a building safety section: [www.networkhomes.org.uk/buildingandfiresafety/](http://www.networkhomes.org.uk/buildingandfiresafety/)
- 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: [www.networkhomes.org.uk/your-home/service-charter/](http://www.networkhomes.org.uk/your-home/service-charter/)
- Check your building's webpage: <https://www.networkhomes.org.uk/maitlandbuildingsafety/>
- Get in touch with us on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) if you have any questions.

The Hive  
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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've completed the 'scope of works' which outlines what will be included in the project. We base the rest of the project plan on this, so it is a really important step to have completed.

We'll write again in three months with another update.

#### **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.

Kind regards

Raj Gandecha  
Head of Resident Management (Building Safety)

