

18 October 2019

Update on Cladding

243 Ealing Road

Following the letter we sent you on 17 September, we held drop in sessions for residents on Monday 23 and Wednesday 25 September. Here is a summary of the answers we provided to the questions some of you asked...

Who is paying for the cladding works?

To date Network Homes has paid for the waking watch and all cladding investigations. We are unable to confirm at this time if there are cost implications to leaseholders.

We appreciate this may be worrying and we want to reassure you that we will actively pursue all other possible avenues for funding these works to avoid the costs being recovered from leaseholders.

If we're unable to secure alternative funding, we may need to consider recovering the costs, or part of the costs, from leaseholders as service charge. To do this we are required to go through a statutory consultation process.

We will be in touch with further information as soon as this is available.

What costs are being incurred?

Currently costs are being incurred for the waking watch, which consists of two security guards per building. The weekly cost is approximately £4,257 per building.

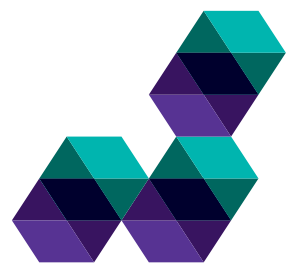
What is the staircasing process now?

If you are considering staircasing and will require a loan, then please contact your lender or financial advisor in the first instance. For more specific advice please contact our staircasing team at staircasing@networkhomes.org.uk or call 020 8782 4255.

Who will pay for valuations relating to property sales or re-mortgages?

Network Homes does not carry out valuations so we are unable to advise about this.

There a number of different financial products available and we recommend that you speak to an independent financial advisor familiar with the current mortgage market for high rise blocks of flats.





Who is responsible if a property value has decreased?

Property valuations are affected by various factors.

Network Homes does not insure or indemnify owners against property value fluctuations.

We are focused on resolving the situation for the safety of residents and to protect the financial investment people have made.

How will property owners who do not live at 243 Ealing Road know what's going on?

We are aware of a number of property owners who do not live at 243 Ealing Road. We will send further communication about this issue to alternative addresses where we have them. If this applies to you and have not already done so, please contact us on

Leasehold.Services@networkhomes.org.uk to notify us of your alternative address.

Which products have been used as cavity barriers?

There are two different types of cavity barriers fitted behind the cladding. The vertical cavity fire barriers are manufactured by Rockwool. The horizontal cavity fire barriers are products manufactured by Envirograf.

Using or storing high risk items on balconies

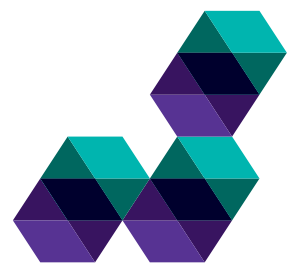
Please remember items such as barbeques or patio heaters should not be used or stored on balconies. These items are a serious safety risk and are prohibited.

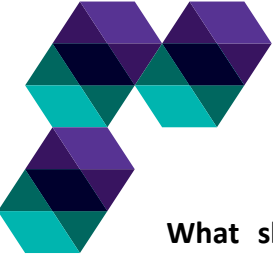
Please notify us if you are aware of any such items being stored on balconies.

We also recommend people do not smoke on balconies. The recent fire at Venice House was caused by a cigarette.

Where is the fire assembly point?

In our previous letter the map shown was incorrect. A revised location map is shown below.





What should you do if a fire warden tells you to evacuate?

- Follow instructions and immediately evacuate using the stairs, do not use the lifts
- Do not pack or bring any possessions with you
- Close all doors behind you
- Tell the fire wardens or the Fire Brigade if any family members need assistance to evacuate
- Gather at the assembly point which is on the **pavement in front of the new development "The Rise", on Ealing Road.**

What is the waking watch there for?

The waking watch is there to:

- Patrol the buildings
- Remove any obstructions and hazards
- Notify residents if there's a fire
- Help residents to evacuate
- Support emergency services as directed

They will wear high-vis jackets so you know who they are and each has a dedicated area they're responsible for monitoring. Every 15 minutes they will patrol each floor, corridor and stairwell and the external perimeter of the building to check there are no risks or obvious signs of a fire.

We are continuing to work with the company providing the waking watch to improve their performance.

When is the BS8414 test happening?

A BS8414 test is being carried out to confirm whether the external wall design complies with Building Regulations. This test involves constructing a replica external wall design in an accredited test centre and then lighting a fire to see how the wall performs in restricting the fire from spreading.

We expect the test to be carried out at the end of November and results available by the start of December.

Yours Sincerely



Gerry Doherty
Executive Director of Customer Services

