

## Safety in your building

22nd November 2019

Luma Apartments  
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London,  
NW10 7FN

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HA9 0NU

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[info@networkhomes.org.uk](mailto:info@networkhomes.org.uk)  
0300 373 3000

Dear Residents,

### Building Safety Update

I am writing to confirm the fire strategy at Luma Apartments is still a total evacuation policy. This was changed from stay put to total evacuation on 11<sup>th</sup> September 2019. The decision was made with guidance from our fire safety experts Savills. As a reminder, if a fire breaks out **you must evacuate the building immediately**.

### Background

Following an intrusive investigation, we identified some issues with the cladding and the cavity barriers behind the external wall cladding that needs to be fixed.

### Fire strategy for Luma Apartments

We have taken the following steps to support the fire total evacuation policy:

- Implementing fire wardens who patrol the block.
- The fire wardens will raise the alarm if there is a fire by using horns and knocking on doors.
- We have notified the Fire Brigade of this change and invited them to review the arrangements we have put in place.
- All fire notices in communal areas have been changed to inform everyone that they must evacuate if there is a fire. Please make sure you and your household have read the notice.

### What should you do if there is a fire in your flat or the fire warden tells you to evacuate?

- 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.
- Follow the instructions of the fire warden if they have told you to leave, or make sure you tell the fire warden about the alarm/fire.
- Call 999.
- Tell the fire wardens or the Fire Brigade if any family members need assistance to evacuate.
- Gather at the assembly point **on the pavement in front of Aurora House** (Please see map). Wait at the assembly point until you are told by the lead fire warden to return to your home.

### We need your help!

Do we have your correct contact details?

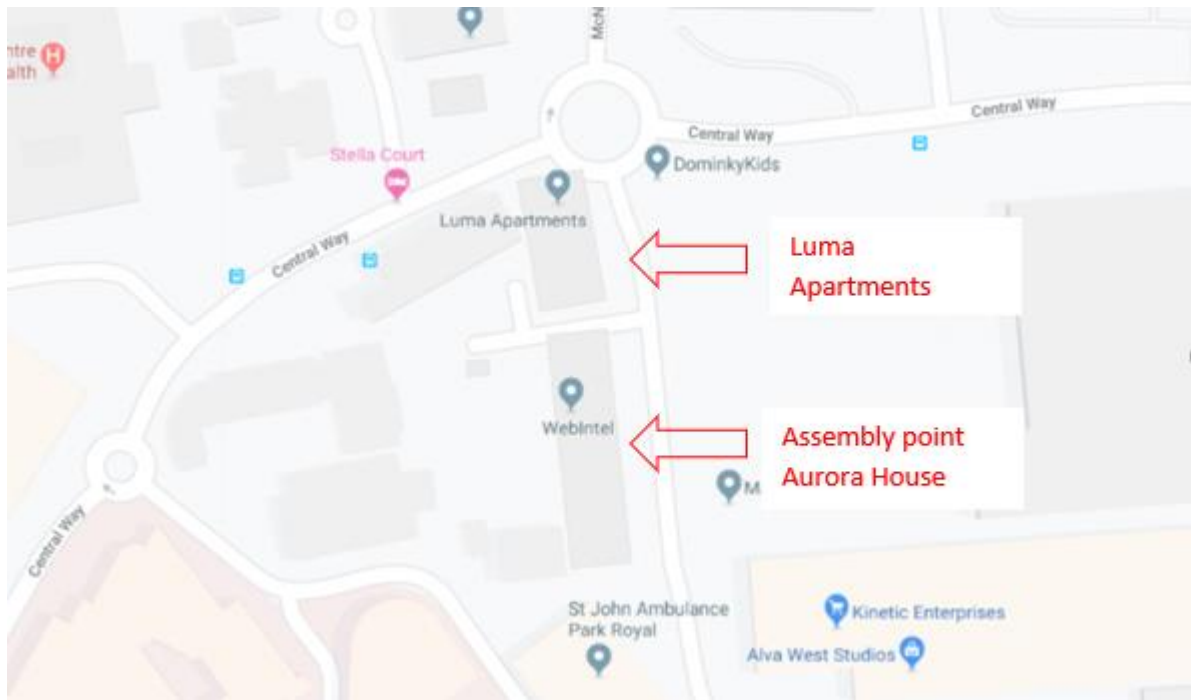
We're going to send you updates about safety in your building and we want to make it as easy as possible for you to get information. So we will be sending email updates.

Please send your:

- > Name
- > Address
- > Postcode
- > Email address
- > Phone number
- > If you're a leaseholder or tenant/subtenant to [samuel.drinkwater@networkhomes.org.uk](mailto:samuel.drinkwater@networkhomes.org.uk)

That way you'll find out what's going on quickly and easily file it for your records. We'll make sure your details are updated on our system too.

Please check out our privacy policy on our website for [more info](#)



### Technical Update.

Following our resident newsletter in September, we have held discussions with Durkan and our advisors about the issues identified. These discussions are still continuing and we hope to be able to agree the next actions by the end of the year. Resident safety is our primary concern and we are working to address the issues promptly. We will update residents and property owners as soon as we have further information to share.

### Ability to self-evacuate survey

It's important we know if anyone in your household will need help to evacuate in an emergency. Please email our building safety team the below survey, letting us now if you have any vulnerabilities. If you think this is relevant to your neighbours, please prompt or assist them to complete this form. You may need help evacuating if you or your household have:

- Mobility issues
- Visual/Hearing impairment
- Large family unit
- Elderly relatives
- Young children.

### Items in communal areas and on balconies

Please ensure **no items are stored in communal areas** and escape routes are clear. We have a zero-tolerance approach and personal items left in the communal areas will be removed. Flammable items such as BBQs and gas bottles should not be stored on balconies. These need to be removed immediately, as this is treated as a breach of your tenancy/lease.

**Your contact details**

As you can see above, we want seeking to communicate with you more directly and so need your updated information. This is so we can communicate with you faster and better. Please include your details as above and send them to the email address below.

**Residents' meeting**

Regular residents' meetings will be advertised on notice boards and in newsletters. These meetings are primarily to discuss the day to day management of the site, and the building safety team can also respond to questions through this forum.

If you want to ask any questions, then please contact me on **0300 373 3000** or [samuel.drinkwater@networkhomes.org.uk](mailto:samuel.drinkwater@networkhomes.org.uk).

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Drinkwater', with a small dot at the end.

Sam Drinkwater  
Neighbourhood Team Leader

Ability to Self Evacuate/ Data Capture Form

November 2019

|   |  |
|---|--|
| Name  |  |
| Address                                     |  |
| Contact number                              |  |
| Email Address                               |  |
| Are you a leaseholder/<br>tenant/subtenant? |  |
| Date survey completed                       |  |

Are you able to hear the fire alarm?

Yes

No

If your answer is NO, please provide details

In the event of an emergency are you able to self evacuate?

Yes

No

If your answer is NO, please provide details

If you are responsible for others within your home, would you be able to evacuate without assistance?

Yes

No

If your answer is NO, please provide details