



Network Homes

Safety in your building

27 February 2020

Luma Apartments
Central Way
London,
NW10 7FN

Olympic Office Centre
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Wembley
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0300 373 3000

Dear Residents,

Scaffolding going up on Monday 2 March

Durkan, the contractor which built Luma Apartments originally, will be undertaking some further exploratory investigations to determine how to address the defects in the external walls.

These investigations will take place at the front of Luma Apartments and scaffolding will be erected from next **Monday 2 March** for a period of two weeks.

We have also appointed an independent Chartered Fire Engineer to support Durkan so that we can be confident that any works carried out represent a robust solution.

When we, and our Chartered Fire Engineer, understand the results of these investigations we will write to you again and explain how and when the remedial works will take place.

Current Fire strategy for Luma Apartments

At present the fire strategy remains as **total evacuation**, so you must leave the building in the event of a fire and follow the directions of the waking watch.

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.

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.

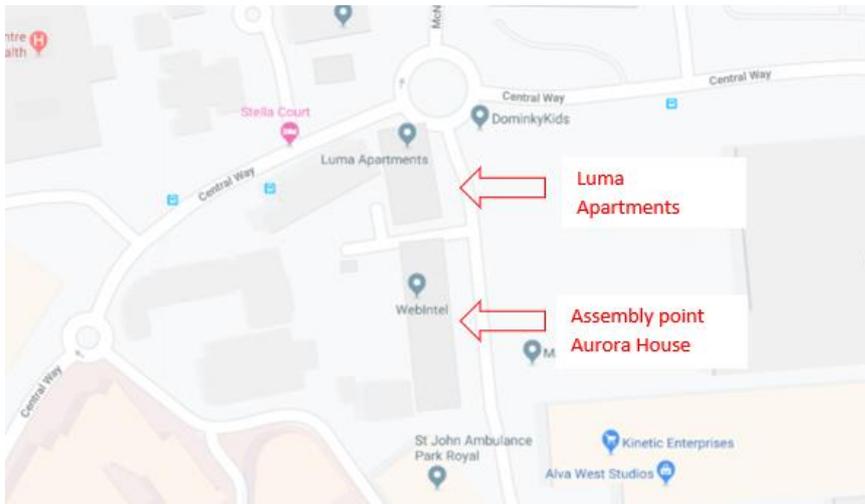
Please send your:

- > Name
- > Address
- > Postcode
- > Email address
- > Phone number
- > If you're a leaseholder or tenant/subtenant to buildingsafetyteam@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.

- 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.



Items in communal areas and on balconies

Please ensure no items are stored in communal areas and escape routes are clear. Our fire engineers have also stressed that it is important to remove combustible material and fire hazards from balconies.

We remind you that the Mutual Covenants of your lease it sets out that *'No barbecues, trellis, washing lines/dryers or any other unsightly item or article is to be placed on any balcony or terrace.'* Please clear these areas as soon as possible, as it is essential to our completion of these investigations, and any work that may follow.

If you have any inappropriate items on your balcony you are compromising the health and safety of all of the residents in the building so please remove them immediately.

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 us on **0300 373 3000** or buildingsafetyteam@networkhomes.org.uk

Yours sincerely

Sam Drinkwater
Neighbourhood Team Leader (Building Safety)