A photograph of a modern, multi-story building facade with a grid of windows, overlaid with a semi-transparent teal filter. The building has a mix of window sizes and some balconies.

A GUIDE TO THE FAÇADE WORKS AND WHAT THEY MEAN FOR YOU

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SUMMARY

This guide is to help you and anyone who lives with you understand the planned programme of external façade works being carried out at The Northern Quarter (TNQ); providing background on why the works are being done, and how they will be carried out in a way which aims to minimise the impact on you the resident, and other building users.

Summary:

- These façade works will remediate shortcomings identified within the original construction
- In order to provide the most comprehensive repair solution, this will involve the full replacement of the exterior façade (but not windows and doors) with materials meeting current Building Regulations.
- The replacement façades will comply with all relevant government guidance and will deliver a building that is safer to inhabit.
- The works will also make it more straightforward for leaseholders to re-mortgage, or for prospective purchasers to gain a mortgage offer for individual properties.
- The replacement rendered façade will look identical to how it does now, and the timber façade will be replaced with a cement-based product which has the appearance of painted timber in a similar colour.
- There will be no cost to leaseholders.
- There will unfortunately be disruption to residents over the course of the project, including restrictions on the use of balconies and terraces during working hours. However, the team has worked and will continue to work to minimise this disruption.
- The work will proceed in a phased fashion around the blocks, so residents will only have work outside their properties for a limited period of the overall programme. Further details on the specific phasing of work and how this will impact individual properties will be provided ahead of works commencing.
- The works will be undertaken by Lawtech Group, which specialises in this type of work and is very experienced in dealing with occupied residential buildings and projects like this.
- The start of works has been delayed due to the challenges posed by Covid-19. We had hoped to be able to begin this spring, and now hope we will be able to begin safely in the summer. Further correspondence will be provided in advance of the commencement of work.
- The overall timescale of works is expected to be 16 months from commencement, and this will run alongside the programme of internal remediation. However, regrettably it is possible that this timetable could be affected by Covid-19 restrictions beyond our control.

Royal London and Neat Developments are very mindful of the impact that building works can have upon residents and tenants of TNQ and, alongside Network Homes, our team of expert consultants and Lawtech Group, we are committed to minimising the impact of these essential works, and to being transparent about the processes involved.

As such, we wanted to communicate with you now so that you are aware of what to expect and can raise any questions with us, ahead of further communications which will be issued as we move closer to a start date. If you do have any questions in the meantime, please contact us via info@tnq-london.com (Cara and Dara) or CWLiaison@networkhomes.org.uk for Avery and Bree.

GLOSSARY OF TERMS

Arup – Arup is an internationally renowned firm of engineering consultants, on this project they are providing fire and façade engineering services.

Cavity barriers – A fire-resisting barrier that stops fire spreading across the façade.

Cedral Click – A textured cladding system which mimics the appearance of painted timber and will be used to replace the timber cladding currently in place. Cedral click is a cement-based product which is a Euroclass A2 material.

Correx – A corrugated plastic sheet used to protect surfaces during works.

Elevation – A term used to refer to a particular wall or 'face' of the building.

Euroclass A2 – Euroclass A2 is a classification which indicates a high level of resistance to burning.

EWS1 form – A form used by mortgage valuers in their assessment of the value of a flat within a residential building over 18m in height. The form is often completed by a fire engineer to confirm the level of safety provided by the façade and allows the valuer to accurately value the property. Properties are assigned a rating of A1, A2, A3, B1 or B2. We expect TNQ to achieve an A2 rating upon completion of the works which signifies an acceptable safety level.

External wall build-up – This term is used to refer to the combination of materials used in the external walls of the property. This generally includes the sheathing board, insulation and render/cladding as well as fire breaks and associated items.

Façade – the outer skin of the building, which provides weather and thermal protection.

Heras fencing – This is a form of metal mesh fencing used on construction sites.

PIR insulation – This is a form of rigid insulation board.

Render – This is the cement-based coating which is applied to the outside of the building. At TNQ this is white in colour.

Sheathing board – The cementitious sheathing board forms the backing to the cladding system. The sheathing board is hidden behind the render and the Cedral Click cladding.

INTRODUCTION

CONTEXT OF THE WORKS

The exterior walls of TNQ (also referred to as elevations or the façade) are finished externally with a rendered expanded polystyrene insulation system at lower levels (up to 4th floor) and a timber cladding system with PIR insulation at 5th and 6th floor levels, within inset balconies and between some windows. Brickwork is used below the render system. All of these systems were in accordance with the Building Regulations applicable at the time of construction.

Regrettably, the development team has since discovered defects in the workmanship which have the potential to adversely affect the façade's ability to adequately resist the rate of fire spread. Investigation works have confirmed that the workmanship defects are likely to have been repeated across the development.

WHAT WE ARE DOING

The proposed works will rectify the issues outlined above. In order to deliver the most comprehensive repair solution, the decision has been taken (subject to planning approval) to entirely replace the exterior façade treatment, rather than undertake piecemeal repairs. The new façades will be built from materials of Euroclass A2 or better classification and will be in accordance with all relevant government guidance and Building Regulations.

The render and timber cladding systems will be replaced in their entirety, to the whole of Avery, Bree, Cara and Dara, whilst the insulation will be replaced by an alternative insulation of at least Euroclass A2 classification. The replacement for the timber will also retain its appearance for longer without requiring maintenance and is, again, a Euroclass A2 material.

Once remediated, the rendered sections of the façades will have the same aesthetic appearance as they do now.

The new cladding replacing the timber cladding has the appearance of painted timber but is a cement-based product. An example of the cladding is shown in the image below where an inset balcony has been mocked up to show the colour and finish. Sample panels of the material will be made available for residents to view in the coming weeks.



Following a comprehensive and competitive contractor selection process Royal London and Neat Developments have selected Lawtech Group as their contractor for this work. Lawtech was selected because of its specific track record in façades, including major renovations. You can read more about the group here: <http://lawtechgroup.co.uk/>

REVIEW OF INVESTIGATIONS TO DATE

Defects were initially identified regarding the provision of cavity barriers in the external wall build up. As a result of this, Royal London appointed Arup to investigate the façade in the residential areas of the building to determine compliance with the Building Regulations.

As part of these investigations, various phases of opening up works were undertaken, in order to confirm the condition of the façades. This process was overseen by the team at Arup. These investigations confirmed various workmanship defects with the potential to create fire safety issues.

Given this, Royal London and Neat Developments immediately began the process of assessing and designing an appropriate remediation solution and replacement system.

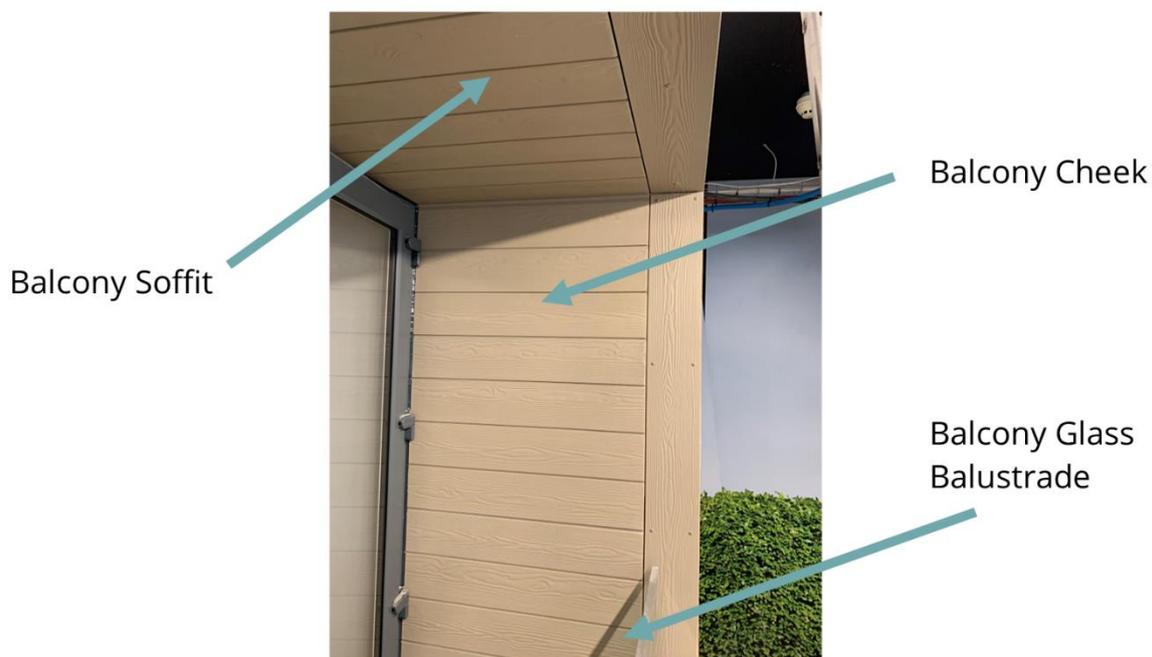
During this period, the ongoing Waking Watch provision has delivered fire safety across the site, and will continue to do so for as long as is necessary.

SCOPE OF REMEDIAL WORKS

The works are ready to commence, although they are currently on hold as a result of the Covid-19 outbreak. It is hoped that the works will commence in summer 2020 and they will then take approximately 16 months to complete. They will be completed alongside the programme of internal remediation meaning the overall duration will not be extended. However, the present Covid-19 outbreak may cause some delays to the anticipated timescale.

The works will consist of:

- Replacement of insulated current render system with a new insulated render system. This will comprise a calcium-silicate sheathing (backing) board, mineral wool insulation and render finish to match the existing.
- Replacement of timber cladding and insulation to the top two storeys, and between windows in the render, also to the cheeks and soffits of inset balconies to levels 1 to 4. The image below shows what is meant by the terms 'cheek' and 'soffit'.
- Replacement of timber balustrades to protruding balconies.
- Various ancillary works to the façades and copings in connection with the above works.

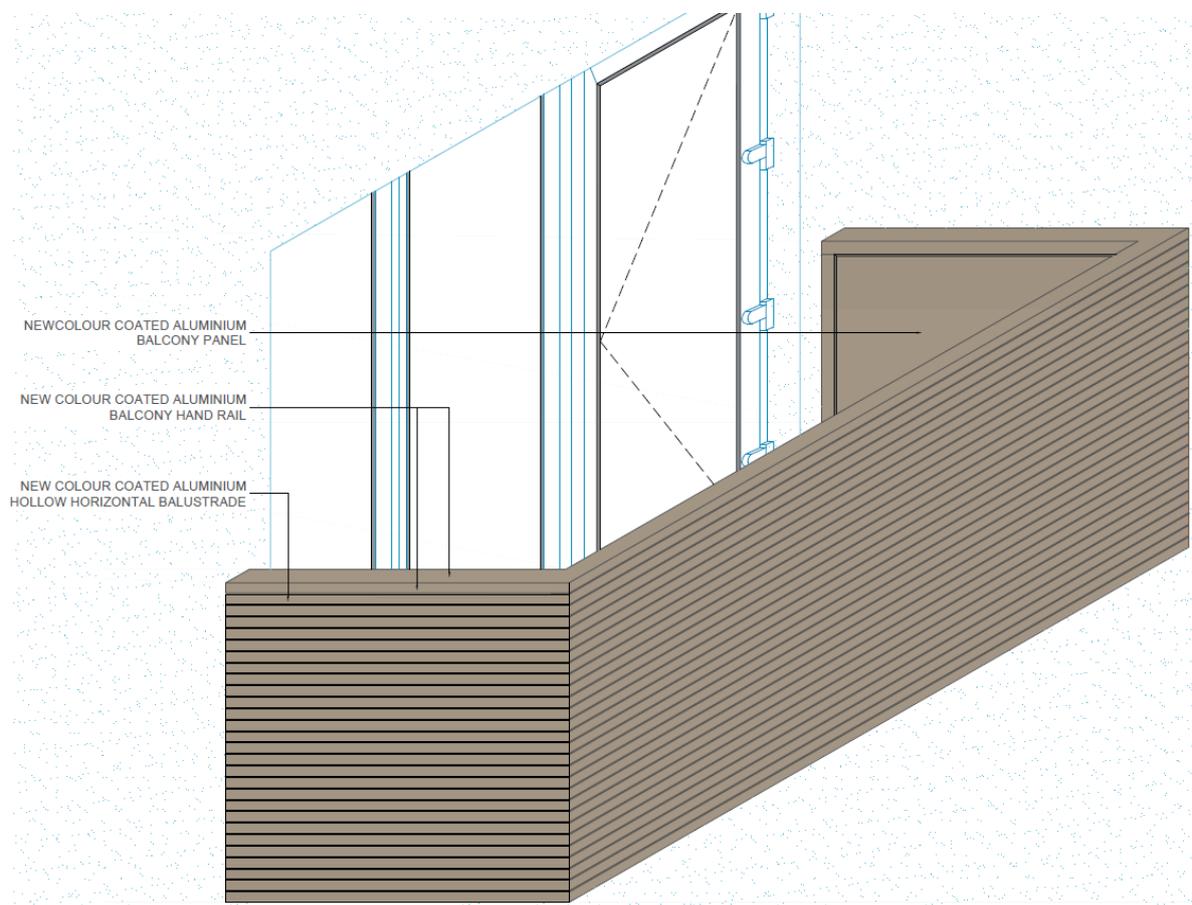


Scaffolding will only be outside your property when works are being undertaken to your elevation(s). We will seek to ensure that scaffolding is not outside any one property for any longer than is absolutely necessary. We will be issuing a further communication about when and for how long works will take place on specific areas of each block closer to the commencement of works.

SCOPE OF REMEDIAL WORKS

The timber cladding will be replaced with a Cedral Click rainscreen cladding system. This will comprise a calcium-silicate sheathing (backing) board, mineral wool insulation, aluminium framing system, finished externally with the Euroclass A2 cement-based Cedral Click cladding panels (as shown in the above image.)

Timber cladding to projecting balconies will be replaced with an aluminium system to replicate the existing configuration affixed to the existing steelwork. The following image shows what the replacement balcony cladding will look like. Please note these aluminium panels are not Aluminium Composite Material (ACM.)



Timber partitions on terraces will be replaced by an aluminium system to replicate the existing configuration fixed to the existing steelwork.

Your lease allows for the landlord to access your façade and balcony to undertake works.

THE NEW FAÇADE

The replacement rendered façade will look almost identical to how it does now in terms of finish, dimensions and colour.

The timber replacement will replicate the existing in terms of the use of horizontal 'tongue-and-groove' boards, but these will be cement-based boards which give the appearance of painted timber. The colour will be similar to the original existing timber. This product will replace the timber to the top two storeys and to the cheeks and soffits of inset balconies on levels 1 to 4. A sample of the replacement cladding will be provided in the coming weeks for you to look at.

The timber balustrades around the projecting balconies will be replaced with an aluminium alternative which will look the same, with a coloured powder-coated finish.

The replacement façade will meet all applicable Building Regulations requirements and government advisory notes and will be safer from a fire safety performance perspective.

PUTTING RESIDENTS FIRST

The TNQ team and Lawtech will ensure the highest standards of health and safety at TNQ during these repairs.

Some groups, such as disabled people, elderly people, and children, require special attention during any building works and we are very mindful of these needs.

Children in particular are often unaware of the dangers associated with construction sites. In addition to the safety measures being put in place, we would appreciate your cooperation in reinforcing messaging aimed at preventing children entering the areas of work. Please be vigilant and should you see anyone where they should not be, please inform a member of our team immediately.



Safety signs will be displayed around the site during the works and working areas will be segregated by physical barriers. If you have any safety queries or concerns then please contact us via info@tnq-london.com (Cara and Dara) or CWLiaison@networkhomes.org.uk for Avery and Bree.

There may be instances where our works affect some of the walkways to individual blocks and measures will be put in place to keep these areas safe and to minimise disruption.

Lawtech will be maintaining walkways during the course of its works. These areas will be managed on a day-to-day basis, ensuring the safety of the residents and visitors.

Other information will be provided on an ongoing basis to ensure that you are kept up to date with the latest developments.

INDICATIVE PROGRAMME

The works will be undertaken on a phased basis, to minimise the time that scaffolding is erected in any one location. We have indicated the approximate time that works will be undertaken to each block, and envisage that the total programme of works will last for 16 months. However, regrettably some changes to this timetable may be enforced due to Covid-19, and we will of course keep you updated on this.

The scaffolding will 'cascade' round each block as works are expected to progress as outlined below.

Bree: The first section of the project to start will be the inner courtyard-facing elevations of Bree followed by the east elevation of Bree, overlooking the retail forecourt car park. These works are expected to take approximately 31 weeks to complete.

Cara: Works to this block are expected to commence roughly two months into the programme with scaffold being erected to the retail west elevation first, followed by works to the south elevation and inner courtyard-facing elevations. We anticipate that these works should take 28 weeks to complete.

Dara: Scaffold works are expected to commence approximately six months into the programme, first to the inner courtyard on the west elevation, followed by outer works, moving to the east elevation works and the south elevation. These works are expected to take 41 weeks.

Avery: Works are expected to commence around seven months into the programme to the west elevation on Capitol Way, this will be followed by the south elevation and inner courtyard. These works are expected to take 29 weeks.

Further detail on this, including when and for how long works are expected to be outside individual properties, will be provided ahead of the commencement of the programme.

HOW WORK WILL PROCEED

We will ensure you are informed prior to any works starting on site. This document is the first step in this. We will provide further information to you and also encourage you to make contact if you have any specific queries or concerns - please contact us via info@tnq-london.com (Cara and Dara) or CWLiaison@networkhomes.org.uk (for Avery and Bree.)

The works themselves will be undertaken in four steps for each elevation:

Step 1: Erection of scaffold to provide the required access to the façade

Step 2: Removal of the original render/timber, insulation and sheathing board in manageable sections as we will replace this with the new insulation system to maintain thermal comfort to your homes during the works

Step 3: Application of new render/timber replacement product

Step 4: Removal of scaffold

These works are external and are sequenced so as not to intrude on your internal living area at any time during the programme. However, Lawtech will need to conduct a condition survey prior to the commencement of scaffold being erected to your elevation, which will require a short visit to your property.

CONDITION SURVEY

Lawtech will be undertaking an external and internal photographic condition survey which will include your property. We would appreciate your cooperation in accommodating this survey prior to start of the works to your elevation. The survey will be by appointment and should take no longer than 15 minutes to complete. The TNQ / NHG resident liaison team will be in touch with you in due course to arrange an appointment at a time that is convenient for you.

The condition surveys will concentrate on the external walls of your property and your private balcony area.

Please be advised that photographs and notes will be taken during the survey and you will be offered the opportunity to sign the survey form on its completion to confirm that the information noted is correct. The information gathered is stored securely and on completion of the project will be destroyed in a secure manner.

Lawtech will be happy to provide you with a copy of your signed survey and any pictures taken for your records.

All due care will be taken throughout the works to avoid any damage to your home. Please be reassured that in the unlikely event of any damage caused by our works, this would be repaired at the contractor's expense, as long as a pre-commencement survey was undertaken prior to works.

HOW BALCONIES AND TERRACES WILL BE AFFECTED

Work to replace the timber cladding to inset and projecting balconies will unfortunately mean a temporary loss of amenity, as access to your balcony will not be permitted whilst the works are carried out to your particular balcony, for your safety. We will do everything we can to minimise the inconvenience our works will have on you due to this restriction.

All residents will be notified in a timely fashion prior to the start of works that will impact use of your balcony. This will provide you with the time required to remove any furniture or personal items from your balcony. The contractor is able to offer free storage of such items, if you wish.

We will remove any balcony lighting to enable us to remove and replace the cladding to your balcony. Lawtech's electricians will undertake these works for us and will need to isolate the power supply to these fittings for safety reasons. We will not require access into your property for these works. The electrical supply will be turned off at the communal board for a short period of time and you should unplug any sensitive items of electrical equipment prior to this. The light fitting and any external sockets will be stored away from your property and when our works have been completed our electricians will return to reinstate this lighting and sockets. Again, this will require them to temporarily switch off electricity supply at the communal board for roughly 30 – 45 minutes.

Balconies which are recessed will require the timber cladding and insulation to be replaced by new mineral wool insulation and Cedral Click timber alternative cladding. Access to your balcony will not be possible during working hours whilst the works to your balcony are ongoing. These works are expected to last for two to five working days.



Whilst we are working on your elevation, for your security Heras fencing will be clipped to the scaffold in front of your balcony. When we are working on your balcony, we will remove the fencing in the morning to obtain the required access, reinstating this at the end of the working day.

Balconies which project from the building will have their timber cladding replaced with an aluminium alternative which will be Euroclass A2 rated.

Access to these balconies will not be possible during working hours whilst works to your balcony are ongoing. These works are expected to last between one and three working days. Please be assured we will endeavour to undertake the balcony replacement works as quickly as possible to ensure access is returned to you as soon as we can safely do so. For safety and security, Heras fencing will be installed around the outer edge of your balcony.



HOW BALCONIES AND TERRACES WILL BE AFFECTED

The glass-edged balconies which project from the building will have the timber shutter replaced with an aluminium alternative, of similar design.

Access to these balconies will not be possible during working hours whilst works to replace your shutter are ongoing. These works are expected to last one working day.



Podium Terraces - During the erection of scaffolding to your elevation, there will be a period of approximately one to three working days during which no access to your terrace will be possible during working hours, for your safety. The same will apply during dismantling of the scaffolding. Please be assured that all residents will be notified in a timely fashion prior to commencement of works to your terrace. This will provide you with the time required to remove any furniture or personal items.

Fifth-floor terraces – These terraces will have works ongoing to replace the timber façades. Whilst works are ongoing to these areas, access will not be possible during working hours. Access will still be possible in the evenings and at weekends.

QUESTIONS AND ANSWERS

1. What will the working hours be?

Our contractors will be carrying out their works between 08:00 and 18:00, Monday to Friday. Noisy works will only be undertaken between 09:00 and 17:00, Monday to Friday. Only set up and cleaning will occur between the hours of 08:00 and 09:00 and 17:00 and 18:00, Monday to Friday.

Set up and cleaning work includes delivering the materials required to site each day, which will be transported by hoists and manual handling to the required position for the works on that day. Cleaning of the scaffolding will be undertaken throughout the day, and we will check the scaffold and balcony areas at the end of each day to ensure these areas are clean and clear of any materials and dust from our works.

Please be advised that any essential works outside of the times above will be communicated in advance via letter and the Residents' Portal.

2. What will the noise impact be?

Whilst it is impossible for us to promise that our works will not disrupt your daily routine (especially if you work from home or have a shift pattern), we will strive at all times to minimise noise. Our team will be mindful that they are working outside your home and we will endeavour to keep you fully informed during the course of the works.

There will be two hoists on the scaffold to Bree, which will be located between Avery and Bree (pedestrian footpath) and a further two hoists on the scaffold to Cara, which will be located between Cara and Dara. These hoists will be in use Monday to Friday intermittently between 08:00 and 18:00.

Due to the mechanical fixing there will be drilling noise intermittently throughout the working day.

3. Will there be dust?

Some of our works may cause dust. As such, when we are working in the vicinity of your property, we would recommend that during working hours your windows and door remain closed to minimise the chance of any dust or polystyrene particles from our works entering your property. You will be advised by the resident liaison team when we are working on your section of the elevation and on days when we are working in the vicinity of your property we will stick a notice on each of your windows, recommending that you keep them closed to avoid dust entering your property. Your windows can still be opened outside of working hours.

Please be assured that the contractor will do all that they can to minimise the dust during the works and will have industrial hoovers on site which will be used to assist in cleaning our working areas at the end of each day.

QUESTIONS AND ANSWERS

At the end of our works, as the scaffold is being dismantled, we will clean windows and balcony doors as we move down the building.

4. Will there be any impact on the pavements around the development?

Yes, in the two locations where the hoists on the scaffold will be located (outside Bree and Cara), there will be the need to create an area of hoarding. This will safeguard residents and members of the public from the operations within the hoarded areas. A traffic management plan and safety procedures are in place to ensure that scaffolding and material deliveries are actively managed to avoid risk to the public and to residents.

During working hours, a pedestrian path will be maintained around each of the areas of hoarding and this will be managed by a traffic management company. Outside of working hours, the pedestrian path will not be available, so residents and members of the public will need to cross the road to move around the hoarded areas.

The hoarded areas will not block access to any of the blocks, nor to the bin stores or bike stores.

5. How will you manage waste?

All materials removed from the blocks will be stored away from the building. We will be removing the materials from site throughout the day and storing them in our off site waste compound prior to their collection by our waste carrier.

6. Will anything be stored onsite overnight?

All our materials will be stored off site in a nearby warehouse. We will arrange delivery to site of the materials required to accommodate our works each day. These will be loaded onto the scaffold.

Please be assured that we will only have the materials delivered that are going to be used that day and no materials will be left on site overnight.

7. What will be the extent of the scaffold?

Full scaffold will be erected to the elevations to enable us to obtain the required access for our works. The scaffolding to each elevation will cover the whole elevation.

QUESTIONS AND ANSWERS

8. How will the scaffold be secured?

The scaffold will be secured at street and podium level by means of erecting hoarding around this area. We will be installing an intruder alarm to the first level as well as installing fire alarms on all levels. The alarm will be monitored 24/7.

To provide additional security to recessed balconies, Heras fencing will be affixed to the inner scaffold poles/uprights in front of your balcony, and projecting balconies will have Heras fencing around the outer three sides. These will be secured by scaffold clips and will remain in place until the scaffold is dismantled. When we are working on your balcony we will remove the fence panel in the morning and reinstate it at the end of the day. Please be assured that we will not access your balcony without prior notification.

You can protect your property by ensuring that, as usual, when you go out, you lock all your windows and balcony door.

The works should not have any bearing on your home contents policy. However, we recommend that you keep your insurance provider updated on the status of the works being undertaken to your block. The development team will provide a short statement of key information for home contents insurers to help you do this.

9. What does the scaffold netting look like?

We will be wrapping the scaffolding in debris netting (fire retardant) which will protect the surroundings from particles or building dust from the façade works. An image is provided below of the type of netting that will be used.

The netting will be affixed to the scaffold by means of cable ties and will wrap the full height of the scaffold.



10. Will my light be obscured?

Unfortunately, the debris netting that encloses the scaffold and the boards used to create walkways on the scaffolding will reduce the amount natural light into your property and will obscure your view. The scaffolding and netting will be in place for the minimum possible time.

Before we commence the final rendering of the external wall insulation (wet works) to the block, we will cover all protruding balconies, including Juliet balconies, windows and window frames, doors and door frames with a blue tinted film in order to protect them from being splattered with render. The film will be applied such that you are still able to open these for ventilation.

QUESTIONS AND ANSWERS

This protective covering will be in place for two to three weeks. However, this may need to be extended, as the above works are weather dependant. Please be assured that we will endeavour to complete these works as quickly as possible.

Once complete the film will be removed and all doors, windows and frames will be cleaned.



11. Will I need to use more heating?

We do not expect that you will experience any noticeable increase in the amount of heating you use within your property. Work is being carefully sequenced to ensure that you do not experience any draughts as insulation elements are removed and replaced consecutively.

12. How long will I lose the use of my balcony/terrace?

The works to your private balcony will take between one and five working days to complete (depending on the type of balcony you have). However, the scaffolding will need to remain in place whilst the remainder of the elevation is completed. Whilst scaffolding is present to your elevation, during the working day you should not use your balcony for safety reasons, but you will still be able to use it in the evenings and on weekends.

Glass balcony balustrades will be protected by fire retardant Correx.

13. What can I do for ventilation in the summer?

When we are working in the vicinity of your property, we would recommend that during working hours your windows/door remain closed to minimise risk of any dust or polystyrene particles from our works entering your property. You will be advised by the resident liaison team when we are working on your section of the elevation and on days when we are working in the vicinity of your property, we will stick a notice on each of your windows, recommending that you keep them closed to avoid dust entering your property. Your windows can still be opened outside of working hours.

When we are not working in the vicinity of your property, you will be able to open your windows as normal both within and outside working hours.

When work is ongoing to your balcony, access will not be available to you for up to five working days for your safety. At the end of each day, once works have been completed you will be able to use your balcony door to ventilate your property.

QUESTIONS AND ANSWERS

14. Is it safe for my children to be in the property during the works?

During the façade works, it is safe for you and your children to be in your property. When we are working on your block there will be some noisy works which may cause some disturbance, but not to the extent that hearing protection is required.

When there is scaffolding to the podium courtyards, children will not be able to play in these areas during working hours for safety reasons. Normal access in the evenings and at weekends will still be possible.

15. Will I need to close all my blinds and curtains?

As scaffold goes up you will start to see movement around the scaffold. For your privacy we would recommend that you keep blinds and curtains closed first thing in the morning, opening these once you are dressed.

16. Are all operatives security checked?

DBS checks are undertaken for all site operatives and this is strictly enforced. Lawtech will control access to the working areas.

17. What happens if I am on holiday?

We will work with you prior to you going on holiday and any access required will be scheduled before you go on holiday. This will enable us to move forward with our programme in your absence.

18. Are these works coordinated with the internal works?

The internal works to your property will be undertaken separately from the external façade works (or may have already been undertaken.) The nature of the works means that the two projects cannot align fully to run concurrently. However, the teams are working together to ensure all areas are fully addressed and disruption is mitigated.

19. What sort of sign-off will be provided?

We will liaise with the Building Control Approved Inspector throughout our works to ensure that all works are compliant and meet relevant Building Regulations. A completion certificate for all four blocks will be issued at the end of the project.

A robust QCQA (Quality Control/Quality Assurance) process will be followed throughout the project. This is controlled by the design and quality manager who has 25+ years' experience, primarily within external refurbishment projects, including cladding removal/replacement

QUESTIONS AND ANSWERS

projects. He is supported by his QCQA site technicians who will work closely with our site managers throughout the project.

Royal London has also appointed an expert team of façade and fire consultants who will be inspecting and signing off the works. Upon completion of the works a set of operation and maintenance manuals and health and safety file will be provided to the building manager.

A copy of this communication will be shared with Probyn Miers.

20. What sort of certification will we get?

The works being undertaken to the façade will be certified as complete and compliant with the relevant Building Regulations by a Building Control Approved Inspector. Your NHBC latent defects insurance for the façades will also be extended to begin an 8-year term from the completion of the works.

21. Is the interim fire safety strategy still relevant?

Yes, the interim fire safety strategy, including roving fire wardens on a 24 hour, 7 days a week basis will continue as a precautionary measure until such time as all remedial works are complete.

22. Does this affect re-mortgaging/selling my property?

Advice suggests that you should be able to re-mortgage your property or extend your current fixed rate mortgage arrangement with your existing lender. However, the valuation of residential properties over 18m in height is an industry wide issue at present and new advice and guidance is being regularly issued. Our aim is to secure an A2-rating on the EWS1 form upon completion of the remedial works, which will make re-mortgaging and selling easier.

23. Will these works cost me anything?

No, the cost of these works will not be recharged to residents.

24. How long will this project take in total?

We estimate that the project will have a total duration of 16 months. However, it is possible that Covid-19 restrictions may result in delays to this timeframe. You will be kept updated of progress and any changes to the timeframe.