



The Residents
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Thursday 22 July 2021

Dear Residents

Luma Apartments – Major Leak update

As some residents may be aware on Monday 19 July 2021 there was a major water leak on first and second floor of Luma Apartments.

Our contractors attended site on this day as an emergency call out and it was identified that the cause of this leak was a loose valve in one of the cupboards.

Since identifying the issue Network Homes can confirm that this has now been resolved and our contractors carried out the necessary repairs on Tuesday 20 July 2021. We have also arranged for all areas that were affected to be deep cleaned.

We would like to apologise to all residents that were affected by this and the inconvenience caused.

We appreciate your support and thank you for your cooperation in working with us to have this resolved.

Your Sincerely

Gerry Doherty
Executive Director of Customer Services
Network Homes