

**Tabriz Court and Shams Court**  
A guide to the proposed work and  
what it means for you

14 March 2024

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## Summary of responsibilities

We want to assure you that ensuring your safety and wellbeing is our top priority. As a housing association, we understand the importance of transparency and clear communication when it comes to building safety.

While the building safety remediation works and the issuance of an EWS1 certificate are the responsibility of the freeholder (HEB Assets), we at SNG have a crucial role in keeping you informed about the ongoing works and what the works mean for you. We will share information given to us by the freeholder carrying out the works and liaise with you to understand any concerns you may have.

## Glossary of terms

- **Aluminium banding** – The grey horizontal band that wraps around the building separating the commercial ground and mezzanine levels and the upper levels.
- **Balconies** – There are two types of balcony at Tabriz and Shams; inset balconies are recessed within the façade and projecting balconies extend past the line of the façade. To the front elevation of Tabriz there are terraces at roof level.
- **Cavity barriers** – A fire-resisting barrier placed within the cavity in the construction of the external wall. The barrier's main purpose is to restrict or inhibit the spread of smoke/flames.
- **External wall system** – The combination of materials used in the external walls of the property. This generally includes the sheathing board, insulation and render as well as fire barriers and associated items.
- **External Wall System (EWS1) form** – A form used for valuation purposes by those seeking to sell or re-mortgage their homes. The form is signed by a suitably qualified professional and is often requested by mortgage lenders. This form is not a statutory requirement.
- **FRAEW** – Fire Risk Appraisal of an external wall system undertaken by competent individuals using PAS9980 code of practice to assess risk and appropriate mitigations for external wall surveys.
- **PAS9980** – Guidance used by qualified individuals on the risk of fire spread via external wall construction. This document informs FRAEWs and EWS1 form ratings.
- **Render** – The cement-based coating applied to the outside of the building.
- **Sheathing board** – A carrier board used to take the load of the proposed external wall system.
- **Soffit panels** – The panels located above inset balconies.
- **Terracotta tiles** – The red coloured tiles on either elevation of the building.

## Summary

This guide is to help you and your household understand the planned programme of work being carried out at Tabriz Court and Shams Court; why the work is being done, how it will impact you, and the improvements it will bring. Surveys were undertaken by the freeholder in line with government guidance. The surveys have identified concerns with the “as built” conditions of the external walls and the freeholder’s appointed fire engineer has advised remediation is required.

When we became aware of the potential issues, SNG installed measures within your block to change the fire strategy to a “simultaneous evacuation strategy”. Below are the steps you should take in the event of a fire.

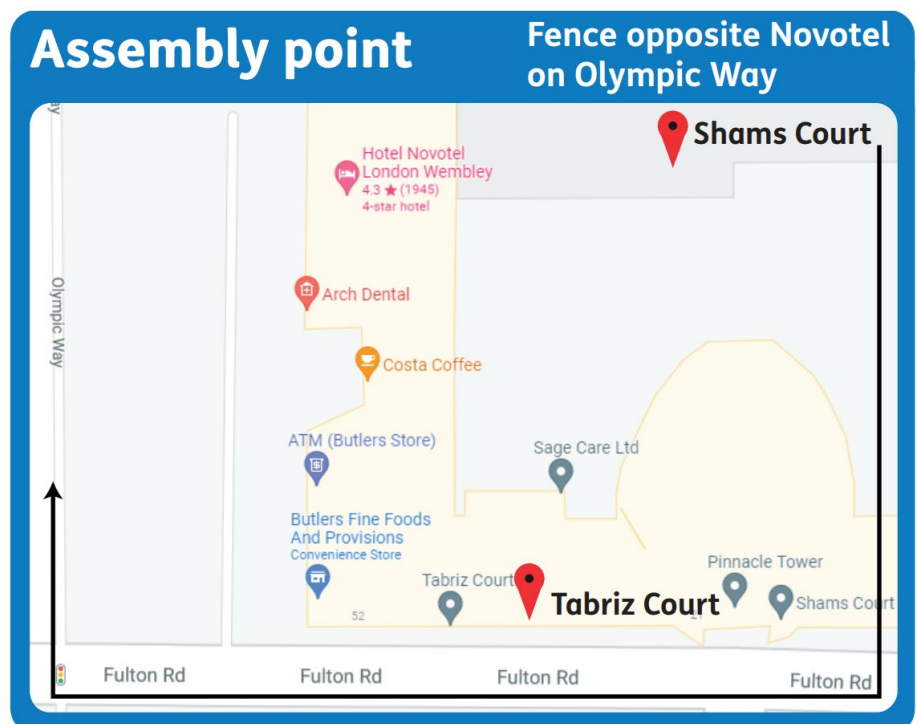
As per our letter in December 2023, we received some information prepared by the freeholder on 4 December 2023, which we reviewed and requested further information through our legal team. This information has not been provided in full, however SNG met with the freeholder in a virtual “without prejudice” meeting on 5 January 2024, where some of our questions were answered and has since met on site to witness works starting in March 24.

We have tried below to summarise the information provided by the freeholder to date and we are continuing to chase further information on the queries we have raised. When we receive further relevant information, we will share this with our residents.

### Current Fire Strategy

As you are aware, the fire strategy of the building is currently operating a ‘simultaneous evacuation’ strategy. In the event of a fire, sounders will activate within properties, and you should evacuate your homes and meet at the assembly point which is located by the fence opposite the Novotel Hotel on Olympic Way (map below).

There is currently an evacuation manager on site at Tabriz and Shams Court, whose duty it is to undertake hourly patrols of the building, respond in the event of an alarm and monitor the fire alarm panel. They operate on a 24/7 basis and perform duties outlined by the National Fire Chief Council.



## What to do in the event of a fire?

**Fire safety strategy**  

**Your fire safety strategy for Tabriz Court**  
 Simultaneous evacuation - here's what that means:

**If you see fire or smoke, then evacuate by the stairs and sound the alarm (it's at the bottom of the stairs)**



**If you hear the alarm, then evacuate using the stairs**



**If you have to evacuate, leave the building first, and then call the fire brigade on 999**



**Assembly point**  
 By the fence opposite Novotel on Olympic Way, with your back to the shops and car park



**Fire alarm test**  
 Between 10am and 11am every Wednesday



**Our details**  
 customerservice@networkhomes.org.uk  
 0300 373 3000

Example of Tabriz Court information. This is the same for Shams Court.

## Scope of remedial work

The following information has been shared with us by the freeholder.

They undertook surveys of external walls in 2022 with their façade engineer, Buro Happold. The freeholder also appointed Marshall Fire as their chartered fire engineer, who has been advising them of remediation works. The freeholder will appoint Hycgan (the same contractor currently undertaking the works at Pinnacle Tower) to undertake remediation works at Tabriz and Shams.

We are still waiting for an updated programme. In the initial information we received, the contractor programmed to work on one elevation at a time, with some overlap at the start and end of each elevation to allow continuity of works. Ahead of works starting on a particular elevation, the contractor will install a scaffold to undertake the works. This will take place shortly before the works commence on each respective elevation, and the freeholder's initial programme showed scaffold will take approximately two weeks to erect per elevation.

Once scaffold is erected, we understand that the works involve stripping the existing render and insulation system to three of the elevations (Tabriz rear, Shams front and rear), replacing the sheathing board and installation of a new building regulations compliant solution. The freeholder proposes to install CeramaPanel rainscreen panels to external wall elevations, rather than a replacement render system, and has received planning permissions to be able to do this.

On the front elevation of Tabriz Court, the freeholder will erect a scaffold and the tiles will be removed carefully. The same works will be undertaken to remove existing insulation and sheathing boards and replaced with a current building regulations compliant solution. The existing terracotta tiles will then be carefully reinstalled.

Once external wall remediation works are complete, we understand that Marshall Fire will be issuing an EWS1 form and FRAEW in line with PAS9980.

We understand the freeholder has appointed the following parties to oversee the remediation works, and we have requested further information about their responsibilities as part of the remediation contract:

- Hycgan – Principle Contractor
- Broadway Malyan – Architect
- Marshall Fire – Chartered Fire Engineer
- Stroma – Approved Building Control Inspector
- Harris Associates – Structural Engineer.

The freeholder has identified that there will be a Resident Liaison Officer from the contractor, and SNG also has a dedicated RLO:

- Nicholas Sutherland-Payne - Hycgan Liaison Officer  
**020 3770 3546 | 07732 499444**  
[hlo@hycgan.com](mailto:hlo@hycgan.com)
- Petra Dando - SNG Resident Liaison Officer  
**07741 192296**  
[customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

### **Programme**

Further to our letter in late January, the freeholder has identified changes to their initial programme. We are awaiting further information, however the freeholder confirmed that works started to erect scaffold at Shams Court on 1 March 2024.

Tabriz Court, we understand, is subject to the Building Safety Act as it is a building above 18m in height. We received communication from the freeholder that the works must have approval from the regulator before they can commence. We're not able to provide Tabriz Court residents with an accurate picture of how long it will take to get this regulatory approval as we do not control this application.

At present we do not have a revised programme, detailing start dates for the various activities, however we are pushing the Freeholder for a copy. Once an accurate programme has been shared with us by the freeholder, we will share with you.

### **The stages of works:**

The Freeholder has explained to us that there are various stages to the works. These were presented to the SNG team on 5 January 2024. This meeting was "without prejudice", which means off the record, so while we can share information as agreed in that meeting, we cannot provide any further details.

### **Insulated Render Elevations**

**Stage 1:** Erect the scaffold.

**Stage 2:** Removal of all render and insulation beneath.

**Stage 3:** Removal of the Magnesium Oxide panels beneath the insulation and the existing timber framing around windows and doors.

**Stage 4:** Installation of new non-combustible FibreCement boards, new supporting brackets and waterproof membrane around windows, breather membrane, fire barriers and non-combustible insulation.

**Stage 5:** Installation of new Ceramapanel rainscreen cladding panels.

### **Terracotta Tile Elevations**

**Stage 1:** Erect the scaffold.

**Stage 2:** Removal of terracotta tiles and the support framework for the tiles.

**Stage 3:** Removal of the Magnesium Oxide panels beneath the tiles, Breather membrane, insulation, timber battens and the timber framing around doors and windows.

**Stage 4:** Installation of new non-combustible FibreCement boards, supporting brackets around windows and doors, waterproofing membranes, breather membranes, fire barriers and non-combustible insulation.

**Stage 5:** Installation of new supporting framing system and reinstatement of existing terracotta tiles.

### **Balconies**

**Stage 1:** Removal of soffit panels to balcony and installation of new non-combustible aluminium panels.

**Stage 2:** Removal of balcony decking and replacement with building regulations compliant aluminium decking.

## **Working with you in mind**

The freeholder has confirmed that their contractor will ensure all access and exit routes are maintained and not blocked off as part of access measures. We will work with Hycgan throughout the course of works to make sure this is the case.

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

Children often aren't aware of the dangers associated with construction sites, which can lead to injury. 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.

## **Condition survey**

Before any work is undertaken directly outside of your property or home to remove insulation, the freeholder confirmed at our meeting in January 2024, that pre-condition surveys of your property will be undertaken. This will focus only on the internal walls of your flat which are part of the external wall system. A record of the condition of your terrace/balcony will also be recorded.

We understand these surveys have now been completed. Thank you to all our residents for attending to undertake these works.

The freeholder has noted that all due care will be taken throughout the work to avoid any damage to your home. We have however been made aware of potential damage that may be caused to plasterboard surfaces around your windows. When carrying out similar work activities on Pinnacle Tower, the contractor has identified a small percentage of flats where internal damage was caused. Please be reassured that in the event of any damage caused by its work, this should be addressed at the contractor's expense, provided a pre-commencement survey has been undertaken prior to work and the contractor was at fault.

### **Frequently asked questions:**

Following our without prejudice meeting with the Freeholder on 5 January 2024, we have endeavoured to summarise the questions and responses. As noted, there are several queries where we are still awaiting a response from the Freeholder. Further to our meeting with Hycgan, we have put together the below FAQs for you, that you can reference as the works progress.

Should you have any questions not answered below, SNG's RLO team can be contacted on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) or call Petra Dando (RLO) on **07741 192296**.

#### **External Work**

##### **1. What will the working hours be?**

Hycgan has informed us that it will be carrying out their work during the hours of 8am and 6pm, Monday to Friday. They have advised they would like to undertake non-noisy works on a Saturday in line with Brent Council restrictions. Noisy work will only be done between 9am and 5pm on weekdays. Set-up and cleaning may occur outside of these hours.

##### **2. How long will this project take? Once the repair work has been complete, how long will it be before we receive the EWS1 form?**

The timescales provided above in the programme section above are indicative and are based on a current programme provided by Hycgan.

We should note, based off experiences on similar projects where SNG has appointed the contractor, delays can occur on remediation projects and the timescales provided by Hycgan should only be seen as provisional. Our experience of remediation projects is that delays are likely given issues may arise that could not have been foreseen from limited investigations. It may be that an unforeseen issue arises which is localised to one area and as such the team need to agree a remediation solution. Given the pressures on the construction industry we are also seeing longer lead in times on materials. We will provide quarterly updates to you on progress, based on what the freeholder is communicating to us.

Our experience with EWS1 forms, is that it takes approximately 6-8 weeks to receive an EWS1 form from a fire engineer once external wall remedial works on a building have been completed. We should warn that there are significant pressures on Fire Engineers at present and we are sometimes experiencing longer timescales.

##### **3. What will the noise impact be?**

Hycgan has informed us that noisy works are being limited between 9am – 5pm on weekdays. The works will include installation of scaffold, removal of existing wall systems and reinstatement



of a new system. Certain work activities will cause noise disruption, such as installing scaffold, cutting through the existing insulation, impact drilling of the new board and support bracketry. This will be intermittent throughout the working day. We have asked the contractor that they are mindful that they are working outside occupied flats and we will try to work with the contractor's RLO throughout the course of the works.

**4. Will there be dust?**

Some of the work may cause dust, particularly when cutting the existing insulation. When the contractor is working on your building, we would recommend that during working hours your windows remain closed to minimise any dust entering your property. We are informed that the contractor will do all that it can to minimise the dust during the work and as such will have industrial hoovers on site which will be used to assist in cleaning working areas at the end of each day.

**5. Where will the contractor's site office be located?**

We understand Hycgan's storage facilities are sited on the neighbouring land to the rear of Shams Court and their site office is in the commercial units beneath Tabriz.

**6. Will there be any changes to the bin collections?**

You should continue to use the bin store as usual. We are informed that the bin store will be accessible as normal. We will monitor this throughout and raise any concerns to the freeholder.

**7. How will you manage contractors' waste?**

We understand there will be a secure skip located in the rear site behind Shams.

**8. What will be the extent of the scaffold?**

We understand that scaffold will be erected on an elevation-by-elevation basis and will take place approximately two weeks before the physical removal of the external wall system takes place. A full scaffold will enable Hycgan to obtain the required access for the work. We expect the rear elevation of Shams court to be scaffolded first in March 2024.

**9. Will there be any impact on the pavements and roof gardens around the development?**

The existing roof gardens will remain closed throughout the course of the works for our resident safety. Access and exit to the blocks will be retained but you should exercise caution as you walk around the development.

**10. Will there be any alterations to parking?**

We are informed that access and use of the underground car park will not be affected.

**11. How will the scaffold be secured?**

We are informed that there will be an alarm on the scaffold which is monitored 24/7 in case of any activations. You can protect your property by ensuring that you lock all your windows and balcony door when you go out. The work 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 project.

**12. What does the scaffold netting look like?**

We understand that the contractor will be wrapping the scaffolding in fire retardant debris

netting which will protect the surroundings from particles or building dust from the facade work. The netting will be fixed to the scaffolding by cable ties.

**13. Will my light be obscured?**

The debris netting that encloses the scaffold and the boards used to create walkways on the scaffolding will reduce some of the natural light getting into your property and will obscure your view. The scaffolding and netting will be in place for the minimum possible time. SNG have requested that the contractor use a light-coloured netting to maximise natural sunlight into your properties.

**14. Will I have increased heating costs?**

We do not expect that you will experience any noticeable increase in demand for heating your property because of the works. If any residents have questions or concerns around this, please contact our RLO.

**15. What can I do for ventilation in the summer?**

You will be able to open your windows for ventilation purposes. However as some of the work will create dust we strongly recommend where possible, that windows remain shut. However, there will be some redirections due to the nature of these works and residents will be informed as the works progress.

**16. Will I be able to use my balcony/terrace during the work?**

It is likely use of the balconies and terraces may be restricted throughout the project. Resident safety is our number one concern, and we want to ensure residents are safe during the works. We have flagged our concerns to the contractor regarding limiting balcony use and await their response once scaffold designs have been confirmed. Once the scaffold design has been completed, our resident liaison teams will meet with you to discuss.

**17. Can I stay in my property during the work? Is it safe for my children to be in the property during the work?**

Yes, you can continue to live in your property for the duration of the work. During the façade work, it is safe for you and your children to be in your property. When the contractor is working on your block there will be some noisy work which may cause some disturbance, but not to the extent that hearing protection is required.

**18. Will you need access to my property during the remediation work?**

At the outset the contractor will need to undertake a schedule of condition survey within your property. A representative from SNG will accompany the contractor when this takes place. Works will need to be undertaken on balconies and terraces as noted above.

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

As scaffolding 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.

**20. What happens if I am on holiday?**

We will work with you and the freeholders prior to you going on holiday and any access required will be scheduled before you go on holiday.

**21. What sort of sign-off will be provided?**

Hycgan has appointed Stroma Building Control to undertake building control works on this project. We have asked for further clarity on the extent of their appointment and will update in due course.

**22. What sort of certification will we get?**

The work being undertaken to the façade will be certified as complete and compliant with the building regulations by an approved Building Control Inspector for Shams Court. The Building Safety Regulator will need to sign off works on Tabriz Court as it is over 18 metres. If you are a leaseholder, we expect you will receive an EWS1 form for mortgage and selling purposes 6-8 weeks after completion. However, as these works are not being undertaken by SNG, we cannot guarantee these timescales.

**23. Why will the buildings not be re-rendered?**

This decision has been made by the building freeholder and it will impact all elevations which are currently rendered. We understand the decision has been made given the current condition of the render and its appearance through weathering.

**24. Will the rainscreen panels have any impact on the thermal performance of the building?**

Any replacement system will be required to meet building regulations. We are awaiting further details from the freeholder on the revised performance of the system.

**Fire Strategy**

**1. Is the fire strategy still relevant?**

Yes, the 'simultaneous evacuation' strategy will continue throughout the course of the work. The contractor has been notified about the strategy. The evacuation manager will continue working in the building on a 24/7 basis until our fire risk assessor confirms they can be removed.

**2. What should you do if there is a fire in your flat, you hear the fire alarm, or the fire warden tells you to evacuate?**

If there is a fire in your flat or the fire wardens raise an alarm you should:

- Evacuate immediately closing all doors behind you as you leave your flat.
- Leave the building using the nearest staircase. This will be shown on the fire signage within your block. Do not use the lift.
- Call 999.
- If the fire is in your flat, you should alert the evacuation manager so they can raise an alarm or press the manual call points on the final exit.
- If you are responding to an alarm raised by the evacuation manager, you should follow their instructions.
- Tell the fire wardens and Fire Brigade if any members of your household need help to evacuate.
- Gather at the assembly point which is located by the fence opposite the Novotel Hotel on Olympic Way. Wait at the assembly point until you are told by the lead fire warden to return home.

**3. What is the role of the evacuation manager?**

An evacuation manager is currently operating within your building, on the advice of our fire

engineer and further to the guidance of the National Fire Chief Council (NFCC). The main duties of the evacuation manager are to:

- Patrol the building regularly to ensure escape routes are clear and external areas are left free from combustible items.
- Monitor the fire panel.
- Respond to any communal detectors being activated.
- Manage the evacuation process if detectors in flats or call points on building exits are triggered.
- Respond to faults on the system and arrange maintenance contractors to attend to remedy.

#### 4. How long will the evacuation manager be required?

During the remediation work, we will continually work with our Fire Risk Assessor to understand requirements for the evacuation manager. We will undertake Fire Risk Assessments at key milestones throughout the remediation work, the first being once the existing external wall system is removed.

#### 5. What will happen once work is completed?

We will continue to review the position with our fire risk assessor, but our intention is that when work is complete, the building will return to the way it was operational prior to introduction of an evacuation manager.

#### 6. How will the building work affect the fire strategy?

There will be no change to the fire strategy during the work. All escape routes will be maintained, and in the event of a fire you should use either of the fire escapes and proceed to the assembly point.

### Resident Communication

#### 1. How do you anticipate keeping us up to date with the work and its progress?

We will aim to meet regularly with the Freeholder and send regular updates on the progress of the project. We'll shortly be putting up QR code posters round the block which will take you to a dedicated page on our website where you can view all the previous communications we have sent. We will upload all new updates here as well as texting them out to you. Please get in touch with us if you aren't receiving those text messages.



**SNG** Sovereign Network Group

# SCAN ME

to get the latest info on Tabriz Court and Shams Court, and building safety



or visit  
[www.networkhomes.org.uk/TabrizShamsBuildingSafety](http://www.networkhomes.org.uk/TabrizShamsBuildingSafety)

**New updates regularly**

We send out text links to our building safety updates.  
Not getting them?  
Email us at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

Please note, we share information we receive from the building owner who is responsible for the remediation project.