

## Safety in your building

11 June 2024

1-26 & 27-38 Coles Green Court,  
Coles Green Road,  
Dollis Hill,  
NW2 7FL

Dear residents,

### Work continuing towards external wall remediation

We last wrote to you to let you know that following our investigation, there is some remediation required to your building's external wall system. It can take some time to get to the point that we're ready to start work on-site.

### Liaising with contractor

We've been in discussions with Bugler, the original contractor that built your building, to see if they will return to put things right. We're in early stages of talks and Bugler have signalled they will return to address any defective work. Some of the work recommended in the assessment carried out is unlikely to be considered defects but material changes, so we will need to carefully consider Bugler's response on these types of issues.

### Funding

Alongside trying to reach an agreement with the contractor, we're also looking at whether we need to make an application to the government's Cladding Safety Scheme for funding. We've been successful in receiving funding from a different government scheme for taller buildings, but as this is a different scheme, we need to make sure we are familiar with the process and eligibility for applications.

### Next steps

As we mentioned earlier, getting to the point where we can start work on-site can take some time. We will continue to write to you to let you know of the process we're making towards that.

### Further support

If you need further support, you can:

- Go to the London Fire Brigade's website, which is offering a free online tool which guides you through a fire risk assessment of your home (home visits are available for more vulnerable residents): <https://www.london-fire.gov.uk/safety/the-home/home-fire-safety/>
- Visit our website where we have a building safety section with lots of information and frequently asked questions: <https://www.networkhomes.org.uk/buildingandfiresafety/>
- View resources which may help: <https://www.networkhomes.org.uk/buildingsafetyresources/>
- Remind yourself of our top fire safety tips, including not using BBQs on balconies: <https://www.networkhomes.org.uk/advice/health-and-safety/fire-safety-top-tips/>
- We understand building safety works can be frustrating and take time to resolve, however we ask that you still treat our staff with respect as they are trying to get the issues at your building fixed. You can read more about how we want to respect each other in our service charter: <https://www.networkhomes.org.uk/your-home/service-charter/>

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[www.sng.org.uk](http://www.sng.org.uk)  
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networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)  
0300 373 3000

#### **A summary of this letter**

We're making good progress in our conversations with your building's original build contractor to return to the building and resolve the issues we've found.

We'll write again soon to keep you informed.

#### **A reminder**

Your building's fire strategy is **stay put**, so you should stay in your home unless you are directly affected by smoke, heat or fire, or are told to evacuate by the fire brigade. There is no communal alarm in the building.

- Check our document library for your building's letters and documents – it takes a little while to load: <https://www.networkhomes.org.uk/colesgreenbuildingsafety/>
- Get in touch with us on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) if you have any questions.

Kind regards

Raj Gandecha  
Head of Resident Management (Building Safety)

#### **Progress at your building**

There's lots of stages until we complete the work at your building. Progress so far is noted in bold text below:

- 1. Identify building as requiring investigation.**
- 2. Carry out an external wall investigation to PAS9980 standard.**
- 3. Issue investigation report determining if there are issues.**
- 4. Establish the scope of the required works.**
- 5. Implement any required interim safety measures.**
- 6. Design the solution to fix the issues found - You are here!**
7. Determine funding source/relevant warranty/insurance.
8. Appoint contractor to carry out the work.
9. Agree start and finish dates for the work.
10. Lender letter issued.
11. Hold a resident webinar to answer any questions.
12. Start remediation work.
13. Remediation work taking place.
14. Remediation work complete.
15. Any interim safety measures stopped.
16. EWS1 form issued – risk rating of building confirmed as low.