

## Safety in your building

14 August 2024

Luma Apartments,  
Central Way,  
Park Royal,  
NW10

Dear residents,

### Tiles project progress

You'll know from previous letters that there are some issues with the way that the green tiles are fixed to the wall at Luma Apartments. This has caused some tiles to become loose and is the reason the protective decking surrounding the building entrance needs to remain in place for a little while longer.

### Change in contractor's team

As you'll know from previous letters, we've been working hard to reach an agreement with the contractor Durkan, but this has been difficult and we've not yet been able to agree a way forward. However, the contractor has made some changes and appointed a design manager to finalise the remediation proposals. While this has not yet resulted in an agreement, we're feeling positive that this is a step in the right direction and will hopefully provide the necessary new spurt of energy to get us to an agreement.

### Report by tile manufacturer

Durkan have been working closely with the tile manufacturer regarding various solutions. The facade consultant has produced an options paper which is now being considered by Durkan and the wider design team and SNG. We'll continue to work closely with all stakeholders for the duration of this project.

### Report any concerning tiles to us

We appreciate your continued vigilance and would ask that you continue to notify us if you are concerned about any tiles which you think may be coming loose. You can notify us on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).

### Future work to stairway plasterboards

We would also like to advise you that we have been reviewing the internal reports prepared following our internal compartmentation investigations. It has come to light that the plasterboards in the communal stairway will need to be replaced. This is due to the backing material which makes the wall up being prohibited under new building regulations.

I would like to stress that the walls are safe so there is no need to think otherwise and Durkan have agreed to complete this in the next few months. We will write again once we have a programme of works advising when the works will take place, the duration of the works and any potential impact on residents.

There may be other additional works required and we are working with the Durkan management team to agree and schedule these as soon as practicable possible, and SNG will keep you up to date.

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0300 373 3000

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

We're hoping that we're moving towards an agreement with the contractor, following an options paper being submitted to them by the manufacturer and a new design manager working towards a solution.

#### **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.

#### **A reminder**

Please ensure yourself and your household do not access the decking for any reason as this is a health and safety hazard. Accessing the decking is a trespassing offence.

Once again, I'd like to thank you all for your patience while we work towards a solution. I know this is taking a long time and we appreciate your understanding while we try and get this resolved for you.

**Further support**

- Check our document library for your building's letters and documents – it takes a little while to load: <https://www.networkhomes.org.uk/lumabuildingsafety/>
- 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)