

14 October 2024

Luma Apartments,  
Central Way,  
Park Royal,  
NW10

Dear residents,

### **Trial on tile solution results expected before Christmas**

We've written to you before about the situation with the tiles on Luma Apartments and that we are finding it difficult to make progress. We are mindful that the crash decks have now been up for some considerable time and do appreciate that this must be very frustrating. We are doing everything in our power to try and resolve this situation with Durkan, which has appointed a new team to work with us to try and reach a resolution.

### **Trial of possible solution**

We conducted a trial on a possible solution to fixing the tile issue last week and we expect the results to be available in final format before Christmas. We will update you once we know more.

### **Internal surveys**

Durkan has also come forward and engaged with SNG to conduct internal fire door and compartmentation surveys and we are currently reviewing these reports and agreeing a scope of works to resolve these issues. Work is also required to the main stairwell at Luma Apartments and SNG will write in due course to explain what is required and when.

### **Glazed panel replacement**

The glazed panels to the front of the building were damaged during the original works. One panel has been replaced, however two were delivered to site broken and will be replaced in due course once the replacements have been manufactured.

### **Notify us of car park use**

Please let us know what car parking space they either own or have a right to use it would be very useful for us when planning the future works. Please email us with your contact details, car parking space number and location.

We would like to take this opportunity to thank all residents at Luma apartments for their ongoing understanding while we negotiate with Durkan a suitable resolution to the external wall issues, it is very much appreciated.

Please check our document library for your building's previous letters: <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)

The Hive  
22 Wembley Park  
Boulevard  
Wembley  
HA9 0HP

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

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

We had a trial of a possible solution to the tile issue last week and expect the results before Christmas. We'll update you when we know more.

#### **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.