

## Safety in your building

17 October 2024

1-55 Calton Court,  
Windsor Drive,  
Hertford,  
SG14 2EG

Dear residents,

### External wall investigations brought forward

When we last wrote to you in March, we told you that we expected to carry out an investigation into your building's external wall system after April 2025. However, we've made really good progress investigating the building's which are a higher priority than yours, so we'll now be able to start investigating some buildings in your priority group this year.

There are 16 blocks within your building's priority group, so you may not be the first to be investigated. You'll next hear from us either:

- Between now and March to confirm your building's investigation date
- **Or**
- In March 2025, with an update on our progress on the buildings in your group.

I hope you now feel assured that we are making good progress on our investigations. If you have any questions, please feel free to get in touch with us on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).

### Reminder on why we're investigating buildings and what happens afterwards

After the Grenfell Tower fire, the government told owners of tall buildings over 18 metres to investigate their buildings and determine if the correct materials had been used, and the construction method/workmanship was appropriate. SNG (then Network Homes) has nearly 100 tall buildings and so it took us some time to be able to investigate all of them, as professionals with the necessary skills are in very high demand, due to the number of tall buildings in the UK and London particularly. We're now moving on to investigate smaller buildings.

Once the investigation takes place, the following will happen:

- Our fire engineer will let us know that no remediation is required to your building's external wall system. They'll then issue an EWS1 form (EWS - external wall system) which certifies the fire risk at your property and can be a requirement of lenders to sell or remortgage.
- **or**
- Our fire engineer will let us know that remediation is required. We will then work to put together a remediation plan, appoint a contractor, determine a course of funding and keep you updated along the way. We estimate it takes about a year to get started on-site. After the remediation is complete, our fire engineer will then be able to issue an EWS1 form.
- If remediation is needed, we will see if we can make an application to the government's Cladding Safety Scheme, which can help to fund some type of remediation work.
- Once a plan for the works has been agreed, start dates are confirmed and a funding plan is in place, we will be able to issue a 'lender letter' containing the information. This can sometimes mean you can sell your home before work has finished and you've received an EWS1 form.

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0300 373 3000

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

We're now beginning to investigate buildings within your priority group, to determine the makeup and materials used in the external wall system.

This is because we finished the group above yours early.

Please look out for a letter with your building's investigation date.

### **Further support**

In the meantime, please familiarise yourself with some important safety information:

- 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/>

Kind regards

Raj Gandecha  
Head of Resident Management (Building Safety)