

To: Vista residents
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17 October 2024

Dear Resident

Follow up to residents meeting of 19 September 2024

You will recall that at the above residents meeting, I gave the undertaking to report back to residents on how Quintain and SNG had responded to the roof leak, which had affected a number of flats over a protracted period of time.

Phillip Mears, our Investigations Manager, assisted me with compiling this response. A significant amount of correspondence and repair records were reviewed including those from Quintain. Reports from a number of residents were also taken into account.

Repair responsibilities between ourselves and Quintain

Quintain are the freeholders of the building. They are responsible for the maintenance and repair of the external and communal elements of the building – roof, windows, communal entrances and communal areas.

Repairs required to individual flats are the responsibility of the leaseholder, shared owner or, in the case of a social tenant, SNG.

Where there is a suspected roof leak, our responsibility to our tenants, shared owners and leaseholders, is to ensure the matter is brought to the attention of Quintain as promptly as possible, and then to monitor the situation to ensure that they take the appropriate action to resolve the leak.

Timeline of events that have a bearing on this matter.

The timeline below starts from November 2023, because at the September 2024 residents meeting, residents commented that they had been experiencing leaks from December 2023 onwards.

11 Nov 2023 – Flat 1104 reported to our contact centre that mould was appearing and coming through the cracks behind the front door and along the skirting in the bottom corner.

14 November 2024 – One of our operatives visited Flat 1104. A report of their findings was passed to the Team which deals with damp and mould cases. Regrettably, the report was not acted on. The matter was subsequently investigated and dealt with through our complaints procedure.

11 December 2023 - Flat 1205 reported what they believed to be a roof leak which had caused staining to sections of the wall and ceiling. One of our roofing contractors subsequently attended in March 2024 and reported back that it appeared a previous contractor had dealt with a blocked outlet on the roof and that consequently, the flat had not experienced further staining.

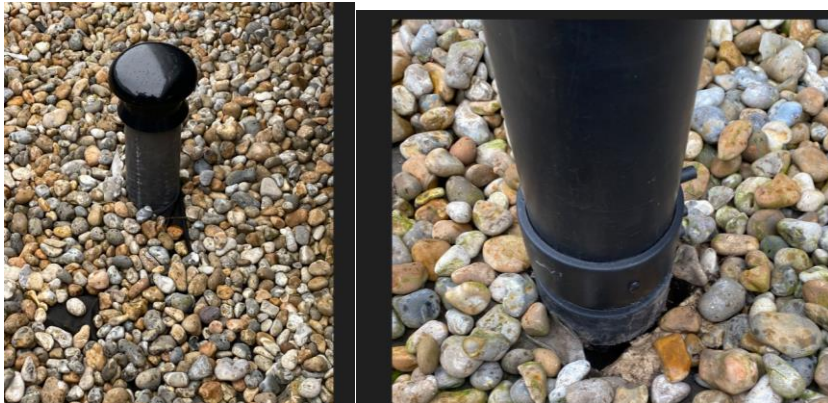
31 January 2024- Flat 1105 - reported damp and mould in the hallway and cupboard. On 1 February we sent a handyperson to assess the situation and followed this up by sending out a plumber in mid-February. The plumber carried out a number of internal checks but was unable to identify any internal leaks.

19 February 2024 - SNG contractor attended 1104 and reported back that 1104 and the flat above 1205, were experiencing leaks which they suspected were coming from the roof.

20 Feb 2024 - Our Repairs Team contacted Quintain to report a possible roof leak.

26 February 2024 – Quintain acknowledged the email, which they had referred to their technical people for review.

Following the above reports, Quintain state that they installed mushroom vent cowls to the tops of the vent pipes that protrude from the roof. Example photo below (left) showing vent pipe with cowl fitted . A cowl allows air to escape without letting in rainwater or debris.



21 March 2024 – Residents meeting – 1104 and 1205 reported that they were experiencing leaks when it rained which was causing damage inside their flats. We agreed to contact the flats affected and to follow up with Quintain.

5 April 2024 – Neighbourhood Officer, Tom Furnell contacted Quintain, and reported that 3 flats, 1104, 1105 and 1205 had reported that they were experiencing roof leaks. He asked that the issue be investigated.

7 April 24 – Quintain responded stating that suspected leaks were the responsibility of SNG to triage. They recommended that we arrange for our contractor to inspect the roof to confirm whether there was a suspected roof leak, before referring the matter to Quintain for further investigation.

10 April 2024 - Comments from the contractor inspection of 19 February referred to above, involving 1104 were fed back to Quintain. Quintain asked for more information. Had there been any further reports since 19 February?

10 April 2024 – SNG Repairs Team confirmed to Quintain that we could provide photos showing wet patches within flats affected by the leak.

15 May 2024 - Quintain reported that following a roof inspection by one of their contractor's, they had identified that areas on the roof, where vent pipes were located, required water proofing. Please see photo above (right), which indicates a slight gap where the pipe enters the roof.

17 May 2024 - Tom Furnell updated a resident affected by the leak, on the current position.

24 May 2024 - We asked Quintain for a progress report, concerning when the work would be carried out.

28 May 2024 – We chased Quintain for an update.

10 June 2024 – Further chaser was sent to Quintain.

11 June 2024 - Quintain replied stating that they were hoping to carry out the work by the end of the week.

19 June 2024 - Quintain reported that the water proofing works had been completed. Quintain confirmed that every pipe on the roof has been sealed with acquapole, a substance that creates a waterproof membrane.

We were hopeful that the work carried out on 19 June had resolved the leak. Regrettably, this proved not to be the case, because subsequently, residents reported to Tom that they had experienced further leaks.

15 July 2024 - Tom Furnell reported to Quintain that residents of the top floor were reporting further leaks following periods of heavy rain.

23 July 24 - Tom chased Quintain for feedback and an action plan.

29 July 2024 – Quintain confirmed that a further roof inspection had been completed at day and that they were arranging for a roofing consultant to attend 12 August.

9 September 2024 – Follow up works were carried out to the roof. The works involved, lifting the paving slabs that sit on the roof above the pipework. The pipework was then checked and it was found that there was a leak in one of the joints. This was repaired and resealed.

11-12 September 2024 – Following the above works, water testing was carried out within a number of flats. No further leaks were detected at the time or subsequently.

Next Steps

Following the 19 September residents meeting, we arranged for the flats between floors 8 and 12 to be inspected in order to identify the remedial works required within each flat. Most flats reported that they were not affected by the roof leak. A total of four flats were identified as requiring some remedial works or redecoration. We will be liaising with Quintain next week so that the work can be scheduled in.

Conclusion

It is unfortunate that the early reports received in November and December were not dealt with as well as they should have been. If they had been, we may have been in a position to bring the matter to the attention of Quintain sooner than proved to be the case.

From February onwards however I consider that we dealt with the matter appropriately, in raising reports to Quintain and following up with them on a regular basis to ensure Quintain continued to treat the matter as a priority.

Finally, I can confirm that a copy of this letter has gone to the flats which were affected by the leak and to Barry Gardiner MP.

Yours sincerely

A handwritten signature in black ink, appearing to be 'GD', enclosed in a thin black rectangular border.

Gerry Doherty

Executive Director of Operations (London & Hertford)

CS - Executive Director