

Safety in your building

1 November 2024

Townsend Mews,
Stevenage,
Hertfordshire,
SG1 3BQ

Dear residents,

Information on your building's freeholder

We recently received some resident enquiries regarding work being done by Redbrick to other blocks neighbouring Townsend Mews. We thought it would be useful to write to everyone at Townsend to clarify.

SNG is your building's freeholder

Redbrick manage the other blocks and wider estate surrounding Townsend Mews. SNG is the freeholder of 110-155 Townsend Mews, and we manage our own block independently. This includes provision of a Fire Risk Assessment (FRA) and any external wall assessments. Although Redbrick may not have carried out an investigation of the external walls on their blocks, we have done so for 110-155 Townsend Mews.

External wall assessment completed

An external wall assessment was identified by Savills as a requirement, as part of the FRA. We have completed this external wall assessment, and the initial report has identified issues within the external wall system. We are waiting for a final version of the FRAEW (External Wall FRA) from our Fire Engineer and it is likely we will need to undertake further surveys to better understand the extent of remediation required.

EWS1 forms

It is likely that an EWS1 (external wall system) form will be required for the sale of your property, regardless of the building's height. An EWS1 form certifies the risk level of a building and states whether remediation is required. While official guidance does state that EWS1 forms are not required for buildings below 18 metres, in practice we have seen one requested for smaller buildings many times. At present an EWS1 form with a positive rating cannot be issued until remediation works are completed, which are currently being investigated further. We do not tend to issue EWS1 forms where we know the building will not receive a passing rating.

Once we have more information and a clearer timeline, we will ensure all residents are kept informed.

Further support

We work on a three-month update basis, so you can expect to hear from us every three months or sooner if we have something confirmed which we need to tell you.

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/>

The Hive
22 Wembley Park
Boulevard
Wembley
HA9 0HP

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

A summary of this letter

Townsend Mews is not connected to the freeholder of the surrounding buildings.

SNG has carried out our own investigation into your building.

A reminder

Your building's fire strategy is currently **simultaneous evacuation**, which means you must evacuate if you hear the fire alarm, even if you think it is a false alarm.

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

Kind regards

Raj Gandecha
Head of Resident Management (Building Safety)