

4 December 2024

We held a resident webinar on Wednesday 20 November. This was for all residents of Grand Union Heights, to go over the upcoming remediation work that will take place to resolve issues we have found within the external wall system. We've included below a recording of the presentation, the slides from the presentation we gave and a round-up of the Q&A session.

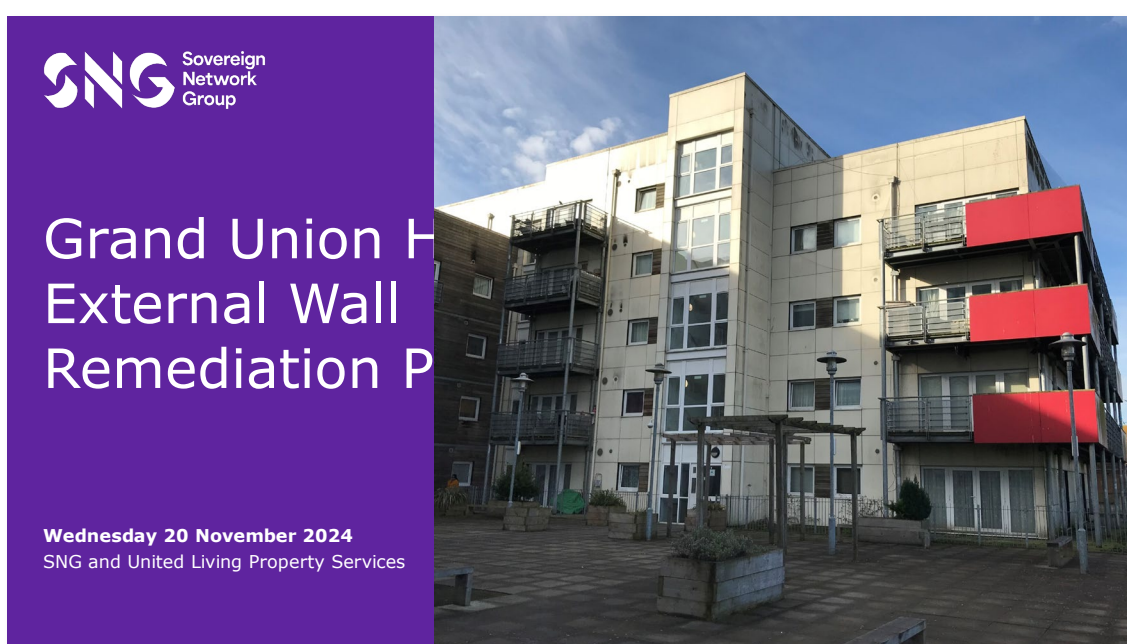
The Hive
22 Wembley Park
Boulevard
Wembley
HA9 0HP

www.sng.org.uk
customerservice@
networkhomes.org.uk
0300 373 3000

Presentation recording

The video of the presentation lasts around 45 minutes. You can view the link to the recording here: <https://www.youtube.com/watch?v=rD7BZr4YZHc>

Presentation slides



Agenda	Presenter
Introductions	Raj Gandecha
Aim of project	Graeme Manley
Project team and overview	Carla Ferrarello
Contractor presentation	United Living Property Services
Fire strategy and safety info	Sam Drinkwater/Cameron Anterkyi
Q&A	SNG team

SNG Project Team



Graeme Manley

Head of Building Safety



Carla Ferrarello

Building Safety Project Manager



Raj Gandecha

Head of Resident Management (Building Safety)



Sam Drinkwater

Resident Management Team Leader



Cameron Anterkyi

Resident Liaison Officer

Aim of Project

- Efficiently carry out remediation works to external walls.
- Carry out the work while adhering to the government's *'Code of Practice for the remediation of residential buildings'*.
- Provide you with an EWS1 form (fire risk certificate) at the end of the project.
- Installation of Sprinkler System within building and minor works within flats.
- Do the above in collaboration with you, with as little disruption as possible.



Grand Union Heights

- Complex building
- Timber frame – no “off the shelf” solution
- Further investigations
- Testing in Belfast of a representative system
- Final design
- Works progressed in March 2024
- Contractual discussions
- Ministry of Housing, Communities and Local Government
- Contract signed with United Living South.



External wall project funding (plus sprinklers and balcony decking)



Contractors & Consultants



- Main Contractor: United Living South
- Supported by:
 - United Living subcontractors
 - Philip Pank Partnership
 - PRP Architects
 - Project Milner
 - Tullys
 - Wintech Facades
 - CHPK Fire
 - Multivista.

Scope of Works

High Pressure Laminate (HPL) Panels – white and red

Timber Rainscreen Cladding

Complex system - various layers

Balcony Decking

Sprinklers



Key Dates:

- Mobilisation:
 - Sub-contractors final design
 - Setup of equipment, welfare facilities likely to start early 2025
 - Scaffold to start thereafter
 - Works to be undertaken in sections
 - Summer 2026 is a projected end date.



Likelihood of delays

SNG has been carrying out large scale, complex remediation projects for over five years. In our experience, projects of this size and complexity run into unforeseen issues which can **significantly push back the completion date.**



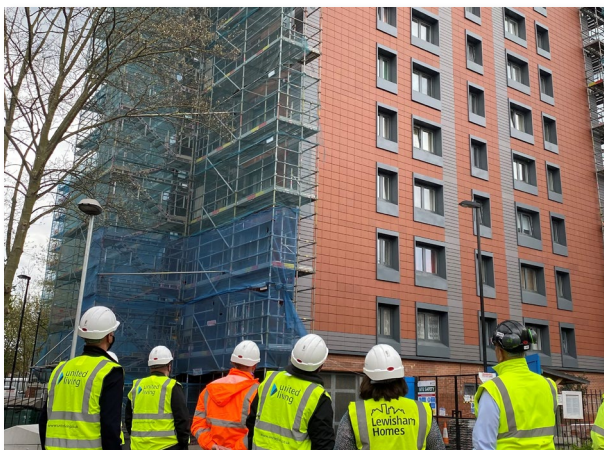
Delays are very likely.

Programme estimated completion date:

- The 'official' completion date provided by the contractor based on **issues that we know about now**
- Small contingencies built in for things like weather, delivery delays, operative numbers
- Doesn't build in large contingencies about unknown issues

SNG's estimated completion date:

- We'll be working hard to try and achieve the programme date
- But we think our estimate is more realistic, based on our experience at other sites. We want you to keep this in mind, so you have a more accurate picture of what to expect.



Disruption to residents

- There will be some disruption throughout the project, but we'll do everything we can to reduce it:
- **Working hours:** Monday to Friday, 8am - 5pm.
- **Noise:** At times there will be some noisy work. Noisy works after 9am
- **Dust:** As we remove materials, there may be some dust.
- **Light:** We will use light coloured, translucent netting.
- **Podium:** Restricted use of podium.
- **Terraces:** working with the contractor to minimise disruption, however Terrace use likely to be reduced significantly to allow for contractor access.
- **Evacuation management:** On-site briefed to complete regular patrols.
- **Balconies:** Residents with balconies will be contacted individually when decisions are made around access. Likely to be extensive disruption.

Grand Union Heights



Resident Webinar 20th November 2024

unitedliving.co.uk

Who are united living property services?



Net zero retrofit

Delivering whole house retrofit to reduce carbon emissions and create healthier homes

Building safety

Working on existing buildings to ensure building safety and compliance standards are achieved

Planned maintenance

Delivering planned maintenance services to occupied properties to enhance property quality and longevity

Responsive maintenance

Delivering essential and emergency repairs to ensure residents are provided with a fully-functioning safe home

Damp and mould

Undertaking investigations and delivering design solutions that ensure safe and well-maintained homes, free from damp and mould

Voids

Providing end-to-end solutions for void properties, tackling homelessness, reducing costs, and ensuring quality homes for occupants.

unitedliving.co.uk

Who is the United living team?



Ed Morgan
Operations Manager



Adam Head
Commercial Manager



Dee Costello
Customer Experience Manager



Lorraine Pearce
Senior Resident Liaison Officer

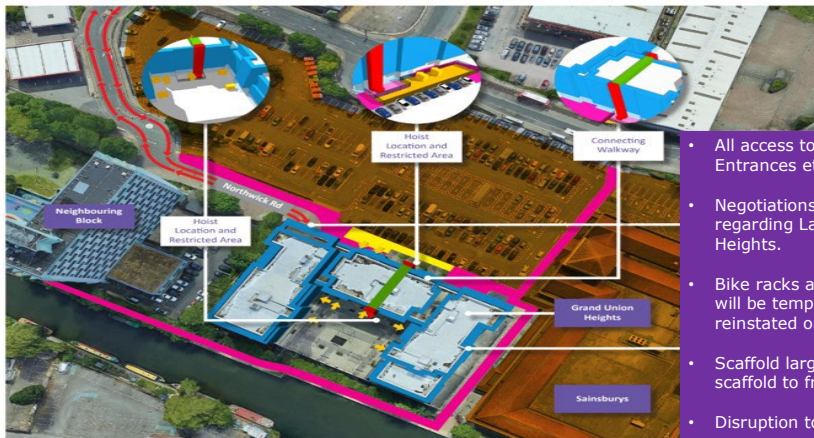
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What will we be doing?

- Erection of scaffolding that surrounds the building
- Undertaking testing and surveys to the building to inform our designs and strategies
- Sequentially removing the existing cladding and insulation and replacing with a new build-up and cladding board.
- Installing new Cills to all external windows and doors.
- Removing the existing balcony decking and replacing with Aluminum system.
- Investigating the roof system.
- Installing a new internal sprinkler system.

Site Logistics plan



- Key
- Block Access Points
 - Construction Traffic Route
 - Public Walkway
 - Scaffolding
 - Sainsbury's Store/Car Park
 - Hoist Locations
 - Welfare & Storage
 - Connecting Walkway
 - Site Compound

- All access to Car Park, Bin Store, Entrances etc. will be maintained.
- Negotiations ongoing with Sainsburys regarding Land at front of Grand Union Heights.
- Bike racks at the front of the building will be temporarily removed and reinstated on completion
- Scaffold largely on podium areas, some scaffold to front of building.
- Disruption to Podium area.

Resident engagement

- ULPS will develop/align their Resident Engagement Strategy with Network Homes Ltd, prior to work commencing at Grand Union Heights, to include:
 - Compliance with GDPR/sign-posting to privacy notice
 - A 'Meet the Contractor' event prior to work
 - Security, photo ID; visits by appointment
 - Allocating a site-based Resident Liaison Officer (RLO), who will be your primary point of contact
 - Engagement with stakeholders/wider community
 - Tailored Service plans - additional support for residents as required
 - Ongoing liaison via your RLO to include: regular visits, coffee mornings, evening surgeries & newsletters
 - Resident Information Packs prior to work commencing and Resident Satisfaction Surveys on completion.

Fire safety strategy



SNG Sovereign Network Group

Your fire safety strategy for Grand Union Heights
Simultaneous evacuation – here's what that means:

If you see fire or smoke, then evacuate by the stairs and sound the alarm (it's at the bottom of the stairs)



If you hear the alarm, then evacuate using the stairs



If you have to evacuate, leave the building first, and then call the fire brigade on 999



Don't get caught out! You should evacuate even if you think it is a false alarm

Assembly point

The corner of the Peppermint Heights site by Ealing Road and Northwick Road, opposite from the garages



Fire alarm test
At 3pm every
Wednesday



Our details
customerservice@
networkhomes.org.uk
0300 373 3000

Fire Strategy:

- The fire strategy will continue to be simultaneous evacuation - **new assembly point**
- If you see fire or smoke, sound the alarm by pressing a manual call point
- Evacuation manager on site 24/7
- **Everyone must evacuate if they hear the alarm**
- Alarm test Wednesday at 3pm.

- Balcony clearing
- Bulk refuse
- Keep emergency exits clear
- Reporting anti-social behaviour.

SNG Sovereign Network Group



Safety information

- Don't access the scaffolding for any reason
- Keeps windows and doors secure, especially when scaffolding is erected
- Dispose of cigarettes safely
- Ensure you and your household know how to exit the building safely in the event of an incident
- Stay off balconies when they are closed for safety reasons
- Keep each other safe by thinking regularly about safety
- Report any safety concern to the site office or to SNG
- In an emergency dial 999.

19 Grand Union Heights - External Wall Remediation Project

SNG Sovereign Network Group

FAQ's and Next Steps:

Contact details

- Network Homes RLO team:
Buildingsafetyteam@sng.org.uk
- Cameron Anterkyi - Resident Liaison Officer:
020 4512 5791

- United Living
- Lorraine Pearce - Senior Resident Liaison Officer
Lorraine.Pearce@UnitedLiving.co.uk

- Emergency out of hours:
SNG: 0300 373 3000
United Living: 01322 660226
- Dial 999 in an emergency

We'll send out the slides within two weeks, a recording of this presentation, plus answers to all the questions asked.

We aim to send the 'Guide to Works' document before Christmas.



FAQs

We received several questions which covered the same areas so have not included repeat questions.

Costs

How much is this project estimated to cost? And who is expected to cover the costs?

This is a multi-million-pound project to repair the issues found at Grand Union Heights. The Government has approved our application for support from the Building Safety Fund for our Leaseholders. Therefore, there will be no costs passed on to leaseholders (see potential except in question below) or tenants for the work we will be carrying out. SNG will also be contributing to the project cost.

Is the government funding also going to cover all costs for leaseholders who are now renting the property out? Is any further action required from our side?

SNG (formerly Network Homes) are not able to recover any costs from our residents related to the remediation of the external wall system at Grand Union Heights. We sought government funding and external wall remediation costs will be covered by SNG/government funding for all our individual tenants, individual qualifying leaseholders, including individual leaseholders who rent out the property. A qualifying leaseholder, under the Building Safety Act, is someone who on 14 February 2022 had the following conditions:

- your property was your main home
- you owned no more than three UK residential properties in total
- For more information on qualifying leaseholders, you can check the government's advice: <https://www.gov.uk/guidance/leaseholder-protections-on-building-safety-costs-in-england-frequently-asked-questions>.

Please ensure if you are a leaseholder of Grand Union Heights, that you share all updates on the remediation with the tenants living in your property. You can direct them to the dedicated Grand Union webpage for updates, but please forward on any you receive as well. The webpage can be found at <https://www.networkhomes.org.uk/guhbuildingsafety/>.

Design

What is the colour of the deck for balconies? How long will design take to be finalised? Will residents have a say?

We have not yet finalised the design for the balcony decking. This will be confirmed by the contractor's specialist sub-contractor before installation. We are aiming for a similar colour to the existing timber decking; however, the material will need to be non-combustible in line with the current Building Regulations.

We are not able to offer residents a choice on the cladding design as the solution must comply with the planning permission we have for the project and the materials used within the large-scale fire test. The final design that is being undertaken is from the Contractor's specialist sub-contractor who is finalising the fixing of the new system to the original building.

Start date and duration

How long is the work honestly expected to last? As residents building works have always taken much longer than expected

These types of projects are extremely complicated and in our experience at other buildings, can overrun. One potential reason for projects overrunning is the discovery of new defects, that have not been yet identified through removal of the existing cladding. Should further issues be found, they will require further design work to identify a remediation solution. In the presentation above, we have provided the expected completion date shared with us by the contractor, which is Summer 2026. However, given the delays we have experienced at other projects, we want to help residents have realistic expectations of how long the project will take. So, we have also included our estimate for completion, which is Summer 2027.

Should we receive an official start date of the work? We've been told this for over a year now and talks have been since Grenfell. If I'm honest with no actual date it just sounds like more talk.

We have still got a few design elements to agree, and we need to agree a licence with Sainsbury's for Site Welfare Facilities to be placed onto the land outside Grand Union Heights. Once we have all these issues resolved, we will be able to provide a more specific start date. At the moment, we estimate an increased presence on site on-site early 2025.

EWS1 forms/lender letter

When/how long after completion of the works can we expect the EWS1 form to be available?

We normally receive a EWS1 form (fire safety certificate) 6-8 weeks after the works have completed.

Is there an equivalent of EWS1 form which can be issued to help with the mortgages until the work is completed?

We can issue a lender letter, which can sometimes be accepted by lenders if the leaseholder wants to sell, remortgage or staircase, and means not having to wait for the EWS1 form at the end of the project. We can only issue a lender letter when we know the start/completion dates, funding agreements, and scope of works. Once we've got the required agreement in place with the Ministry of Housing, Communities and Local Government, we will be able to share.

Safety

How safe are we at this present moment?

We have worked with our qualified Fire Engineer at all times and followed their guidance to ensure the safety of our residents. Our fire risk assessor Savills, the London Fire Brigade and our building insurer are all aware of the issues at Grand Union Heights and have been consulted from an early stage.

Grand Union Heights is currently operating with interim fire measures as outlined by our fire engineer. The building's fire strategy is operating as a simultaneous evacuation strategy and we have a 24/7 evacuation manager on site, patrolling, monitoring the fire alarm panel and supporting in the event of a fire incident.

We have followed the guidance of the National Fire Chiefs Council (NFCC) and installed a fire alarm and detection system within each flat, which is monitored by our evacuation manager. This system comprises heat detectors in each room overlooking the external wall system and has sounders to alert residents of a fire event. We can monitor these sounders remotely to see if the battery is running out, if there is a fault or they have been tampered with.

Residents are asked to cooperate with us should access be needed to carry out maintenance works to the detection system. In the event of sounders sounding, residents are reminded to evacuate the building and proceed to the assembly point outside Peppermint Heights. Evacuation managers are present on-site, patrolling and supporting in the event of an incident.

Other issues

Some features on balconies will be removed such as birds stop netting, will this be replaced by SNG at the end of work?

Yes, when the work is complete we will work with our colleagues in the Neighbourhood team to replace the bird netting. We hope to improve on the current netting situation when we install it at the end of the project.

As residents we have a lot of other issues surrounding the building. Will these issues be addressed also?

If you have other concerns about issues at Grand Union Heights, which are not related to this remediation project, please get in touch with our customer service team in the usual way. Contact details are on the first page of this document.

Will you be adding insulation? As it is extremely poor at GUH.

The existing insulation in the external wall system will remain in place. We will also be adding additional Rockwool insulation as a fire prevention method during the project. As we are not removing the existing insulation from the external wall system, the levels of thermal performance will not worsen as a result of the works.

Balconies

During the works, we will need balconies to be kept clear of items. This is because we will be replacing the decking on balconies and will not be able to remove or store your items. If you need to speak to us about your items, get in touch with us on customerservice@networkhomes.org.uk.

You also shouldn't be storing anything flammable on your balcony – please remove any items which could contribute to the spread of fire.