

Safety in your building

12 December 2024

Bircherley Court,
Railway Street,
Hertford,
SG14 1RL

Dear residents,

Building safety remediation works required to your building

We wrote to you earlier this year about carrying out an investigation into your building's external wall system. Since carrying out our investigation, we have been liaising with our fire engineer and they have now issued a Fire Risk Appraisal of External Walls (FRAEW) report for your block. Having gone through the findings, regrettably the fire engineer has identified that localised remedial works in the external wall system at Bircherley Court.

The fire engineer has confirmed to us that these external walls do not require interim safety measures such as waking watch or additional fire alarms. Therefore, the **fire strategy at Bircherley Court can remain as stay put**.

Next steps

We have notified the original contractor Hill that built Bircherley Court about the preliminary finding of the FRAEW, as they may have some contractual liabilities in respect of the external walls. It is usually in the interest of all parties, including residents, if the original build contractor returns to rectify issues.

In our experience these discussions with contractors can take many months and in complex cases more than a year before remediation starts. Our aim is to expedite this so remediation work can take place as quickly as possible for your peace of mind.

We'll not be able to issue an EWS1 form until after we have completed the remediation work. An EWS1 form (EWS – external wall system) certifies the fire risk at a building and can be a requirement of lenders to sell.

We will look at whether your building is eligible for the government's Cladding Support Scheme, which can help to fund some external wall remediation work. We will need to pursue the original contractor before any application for government money can be approved.

We will arrange for the building's fire risk assessment to be updated and also notify Herts Fire and Rescue Service and the building insurer.

Dedicated website page

We've created a dedicated webpage on our website where we will post all Wood Court updates. We'll keep texting them out to you, but you'll be able to see all updates together on our dedicated page: <https://www.networkhomes.org.uk/bircherleybuildingsafety/>. We will also put posters up around the block with a QR code linking to the website.

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

Following your building's investigation last year, we have reviewed the fire engineer's report. They have stated that some remediation will be required to the external walls. No interim safety measures are required.

We have notified the original contractor and in discussion regarding the findings. We'll update you regularly going forward.

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.

Further support

- Go to the Herts Fire and Rescue 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.hertfordshire.gov.uk/services/fire-and-rescue/request-a-visit-from-the-fire-service/request-a-visit-to-your-home-or-school.aspx>
- 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/>

If you have any questions, please get in touch with us on customerservice@networkhomes.org.uk.

Kind regards

Raj Gandecha
Head of Resident Management (Building Safety)

Progress at your building

There's lots of stages until we complete the work at your building. You can see what stage we're at in bold below:

- | | |
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| 1. Identify building as requiring investigation. | 9. Agree start and finish dates for the work. |
| 2. Carry out an external wall investigation to PAS9980 standard. | 10. Lender letter issued. |
| 3. Issue investigation report determining if there are issues. | 11. Hold a resident webinar to answer any questions. |
| 4. Establish the scope of the required works. | 12. Start remediation work. |
| 5. Implement any required interim safety measures. | 13. Remediation work taking place. |
| 6. Design the solution to fix the issues found – You are here! | 14. Remediation work complete. |
| 7. Appoint contractor to carry out the work. | 15. Interim safety measures stopped. |
| 8. Determine funding source/relevant warranty/insurance. | 16. EWS1 form issued – risk rating of building confirmed as low. |