

Safety in your building

29 January 2025

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Dear residents,

New fire engineer to be appointed, new investigation required

I wanted to provide you with an update on the external wall situation at your building, as I know many of you have been waiting patiently for further news. I am disappointed to say that we do not have positive news to share. There will be a delay to progress at Airco Close, as we need to carry out a new investigation into the external wall system, with a new fire engineering company.

Why do we need a new investigation and fire engineer?

The previous investigation was carried out by an organisation called Tri Fire. Adam Kiziak of Tri Fire was sanctioned by The Institute of Fire Engineers last year and reliance on TriFire reports have been called into question as a result. Investigations into other matters at TriFire are ongoing. In light of the new development (and given we need to have confidence in the outcome and official report from your external wall investigation, and we can no longer say that in this case) we consider there is no other option but to survey again. We will also be using another organisation when carrying out work.

Taking this step should also prevent any mortgage lenders rejecting the EWS1 form or PAS9980 assessment produced once works are complete.

As a reminder, an EWS1 form - external wall system – is a form which certifies the fire risk of a building's external wall system. And a PAS9980 assessment is the standard of investigation carried out which results in the form. Obtaining a satisfactory EWS1 can be a requirement of lenders to offer a mortgage on a building and it can stall the process if you plan to remortgage or staircase (buy more shares in your home) but do not have the form.

Next steps

We have therefore taken the difficult but necessary decision to appoint a new fire engineering firm to carry out a new investigation. I know this will come as frustrating news as it will mean you are further away from feeling safe in your homes, and remortgaging or selling if that is something you would like to do. I hope you can accept our apologies for this situation, but I also hope you can understand why we can no longer rely on the original investigation.

We will now focus on appointing a new fire engineering firm and must ensure we carry out the necessary due diligence. We are expecting to confirm the new engineer within the next fortnight and will write to you to share the dates for new investigations.

A summary of this letter

Due to various issues at the Fire Engineering firm employed by SNG, we no longer have confidence in the firm or the report they have produced for us.

We have also heard reports that mortgage lenders are refusing to offer mortgages where an EWS1 form has been signed by the previous fire engineer.

We take your safety seriously and therefore will be appointing a new fire engineering firm to carry out a new investigation into your building's external wall system.

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. There is no communal alarm in the building.

Further support

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/>
- 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 dedicated webpage for your building's letters and documents: <https://www.networkhomes.org.uk/aircobuildingsafety/>
- 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)