

26 February 2025

Luma Apartments,  
Central Way,  
Park Royal,  
NW10

Dear residents,

### **New investigation required after fire engineer suspended**

I have some disappointing news to share with you regarding the EWS1 form we have received for your building. Tri Fire, the fire engineering firm which signed your documents is now being rejected by some lenders if their name is on the document. We now will need to appoint another fire engineering firm to carry out another review and issue a new EWS1 Form. We have provided more detail below.

#### **Background**

As part of the fire safety remediation project undertaken at Luma Apartments in 2021 and 2022, Durkan as the contractor undertaking the remediation work appointed Tri Fire as the fire engineer. Tri Fire reviewed the remediation work as it took place and provided an EWS1 form in March 2022.

Last year the individual who has signed the EWS1 form for Luma Apartments was initially suspended by his professional body, the Institution of Fire Engineers (IFE). There have also been allegations of fraud made and earlier this month the individual has been expelled from IFE.

We understand some lenders have withdrawn mortgage offers on flats where documents have been signed by Tri Fire. We also understand there may be some lenders such as Santander still be offering mortgages where additional information is provided by Landlords about the assessments undertaken, how any remediation work will be funded.

This is an issue affecting many different housing associations and private building owners in the country and is causing strong demand for fire engineers, which are already suffering from a shortage. We are aware that some fire engineers are declining new requests due to demand they are experiencing.

We are in communication with Durkan about this matter and both SNG and Durkan are in the process of approaching fire engineers to clarify timescales to provide a replacement EWS1 form for Luma Apartments. We expect it will be 2-3 months before replacement EWS1 can be provided. I know this will come as difficult news, but I hope you can understand why we must do this, as we must be able to rely on these documents.

#### **Further support**

If you need further support, you can:

The Hive  
22 Wembley Park  
Boulevard  
Wembley  
HA9 0HP

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

#### **A summary of this letter**

The fire engineer from Tri Fire that signed the EWS1 form has been expelled from his professional body (IFE). Some lenders are also withdrawing mortgage offers if Tri Fire has signed fire safety documents.

We will therefore be appointing a new fire engineering firm to provide a new EWS1 form for Luma Apartments.

We will write to you again once we have a new fire engineer and date confirmed.

#### **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.

- 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/>
- Luma Apartments previous letters: <https://www.networkhomes.org.uk/lumabuildingsafety/>
- Get in touch with us on [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) if you have any questions.

Kind regards

Raj Gandecha  
Head of Resident Management (Building Safety)