

27 February 2025

Bickleigh House,
Frogwell Close,
N15 6ED

Dear residents,

New investigation scheduled for 12 March due to fire engineer suspension

I have some disappointing news to share with you regarding the EWS1 form for your building. The fire engineering firm which signed your documents is now being rejected by some lenders if their name is on the document. We have now appointed another company Keegan's to carry out a new investigation as we cannot rely on the original document. That investigation is scheduled for 12 March. You can view Keegan's website here: <https://thekeegansgroup.com/>. We have gone into more detail below.

Background

We wrote to you following government guidance that owners of tall and medium height buildings need to investigate their buildings' external wall system to determine if the construction method and materials met new government regulations. We went through a rigorous procurement process to appoint a selection of fire engineering firms to carry out the necessary investigations, known as a FRAEW – Fire Risk Appraisal External Wall. Buildings were then issued with an EWS1 form – External Wall System – which determined the fire risk of a building and if remediation was required.

In your building's case, we appointed an organisation called Tri Fire to carry out the investigation and sign the EWS1 form. At the time of their appointment, Tri Fire demonstrated that they had the requisite qualifications to sign off an EWS1 Form, with an Incorporated Engineer (IEng) of the Institute of Fire Engineers producing and authorising reports. Tri Fire were also on the Homes England list of Approved Engineers. The individual who signed the form claims that his signature was misused by Tri Fire. As such, we are not able to rely on this form any longer provided by Tri Fire.

We understand some lenders have withdrawn mortgage offers on flats where documents have been signed by Tri Fire.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 and how any remediation work will be funded.

Due to these circumstances, we have made the difficult decision to reinvestigate your building's external wall system. 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, and your safety is our priority.

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/>

The Hive
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Wembley
HA9 0HP

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

A summary of this letter

Following the expulsion of a fire engineer by his professional body, we no longer have confidence in the documents his firm Tri Fire has signed for us. Some lenders are also withdrawing mortgage offers if Tri Fire has signed fire safety documents.

We have appointed Keegan's to carry out another investigation which is scheduled for date.

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.

- 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/your-home/my-building-documents-and-newsletters/?Search=bickleigh&Category=&Updated=>
- 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)