

Safety in your building

27 February 2025

Airco Close,
Colindale,
NW9

Dear residents,

New investigation scheduled for Tuesday 1 - Thursday 3 April

Following our letter earlier this month regarding the appointment of Keegan's to carry out fire engineering services, I'm pleased to say we have now scheduled in your building's external wall investigation starting on **Tuesday 1 April** and completing on **Thursday 3 April**.

As we have said previously, given the issues with Tri Fire affecting the whole sector, there is high demand for fire engineering services and so we are pleased to have been able to get this scheduled in not too far away. This will also give us plenty of time to meet with Keegan's regularly while they review all existing documentation relating to Airco Close.

We'll send you a reminder closer to the time of the investigation, as you will likely see operatives on-site. We will need to cut away small sections of the external wall system to carry out this investigation and will put things back the way they were before we finish.

Once we have the report from Keegan's, we will write to you again to let you know what the next steps are. This will take several weeks from the date of investigation, while Keegan's prepare the report and we discuss the findings internally. You can expect to hear from us again in May.

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/>
- 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/aircobuildingsafety/>
- Get in touch with us on customerservice@networkhomes.org.uk if you have any questions.

Kind regards
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A summary of this letter

Our new consultant Keegan's will carry out a new external wall investigation beginning on **Tuesday 1 April**.

We hope to be able to write to you again in May to outline what the next steps are.

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.