

Safety in your building

21 March 2025

10 Maitland Road and 110 Romford Road,
Manor Park,
E15

Dear residents,

External wall remediation to start Monday 31 March, plus lender letter issued

I'm pleased to say the work to remediate the issues found within your building's external wall system will begin on Monday 31 March. We expect the work to take around two months, but this could be longer if we come across unexpected issues which cause delays. We have included a Guide to Works document below which outlines the work required, what disruption may be caused and some frequently asked questions.

Lender letter

We are now in a position to share a 'lender letter' with you. We have included it below so you can have a read of it, and have also uploaded it as a single pdf document that you can share with lenders here:

<https://www.networkhomes.org.uk/media/22202/20250321-10-maitland-road-110-romford-road-lender-letter-sent.pdf>

Some lenders have agreed to updated guidance on EWS1 forms (forms that certify the risk of a building's external wall system). They have stated that they will be willing to lend on a property without an EWS1 form, if they are provided with an outline of the work required, which includes the start and finish dates, and a fully funded plan. You can read more about this on the UK Finance website here:

<https://www.ukfinance.org.uk/policy-and-guidance/guidance/joint-statement-cladding>.

This means that for those of you looking to sell or re-mortgage, you can get started on that process now and you won't have to wait until the project is completed and you receive an EWS1 form. Of course, this is not a guarantee that a lender will lend on your specific property, however we have seen properties sell already at other buildings where we did not yet have an EWS1 form.

The following lenders have agreed to the updated EWS1 form guidance:

- Barclays Bank
- HSBC
- Lloyds Banking Group
- Nationwide Building Society
- NatWest
- Santander.

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

A summary of this letter

We now expect the remediation to begin on **Monday 31 March** and to take two months to complete.

We have put together a lender letter, which might allow residents looking to sell, staircase or remortgage, to do so before you receive an EWS1 form.

We've included the lender letter on page 3.

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.

- 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/romfordbuildingsafety/>
<https://www.networkhomes.org.uk/maitlandbuildingsafety/>
 - 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)

21 March 2025

To whom it may concern,

10 Maitland Road, E15 4GH and 110 Romford Road, E15 4EH – external wall remediation

Please find the below information relating to the required remediation work to the external wall system at 10 Maitland Road and 110 Romford Road, for the attention of lenders. These are the typical questions asked by lenders when looking at whether to lend on a property which may be affected by external wall issues.

1. Has there been a review of the building, commenting on external wall in relation to fire safety being carried out in accordance with the latest government advice?

Yes, a review has been carried out by a qualified fire engineer, which has identified issues within the external wall system.

2. Did the review result in any remedial works being required to the building?

Yes, work is required to replace timber cladding and cavity barriers.

3. Have the works been completed/commenced?

Work will begin on-site in March 2025 and is expected to complete by June 2025.

4. Will any costs be passed on to the leaseholders?

Leaseholders will not have to contribute to the remediation of the above issues in the external wall system.

5. What is the current rating stipulated on the EWS1 form for this block?

Once the work is completed, the EWS1 form rating will be B1.

6. Who will be issuing the revised EWS1 form when the external works are completed?

The EWS1 form will be issued by fire engineering firm Kiwa. Further information on Kiwa can be found on their website: <https://www.kiwa.com/en/>. The form will be posted on the FIA Portal once it is available: <https://www.fia.uk.com/>.

Kind regards

Graeme Manley
Head of Building Safety

10 Maitland Road and 110 Romford Road: external wall remediation

A guide to works
March 2025



10 Maitland Road and 110 Romford Road: external wall remediation

A guide to works
March 2025



Contents

Glossary of terms	3
Summary	4
Scope of remedial work	7
Working with you in mind.....	8
Frequently asked questions:	9

Glossary of terms

- **Cavity barriers** – A fire-resisting barrier placed within the cavity which is present in the construction of the external wall.
- **Elevation** – A particular wall or ‘face’ of the building.
- **External wall system** – The combination of materials used in the external walls of the property.
- **Kiwa** – An internationally renowned firm of engineering consultants, on this project they will provide fire engineering services.
- **Timber panel** – Timber panels are the area of a curtain wall or screen located between vision areas of windows, which conceal structural columns, floor slabs and shear walls.

Summary

This guide is to help you and your household understand the planned programme of work being carried out at 110 Romford Road and 10 Maitland Road; why the work is being done, how it will impact you, and the improvements it will bring. Once the remediation is complete, we will issue an EWS1 form (external wall system), which certifies the fire risk of a building's external wall and confirms whether remediation is required. We will also receive a FRAEW (a fire risk assessment of the external wall system) which will be passed on to our Fire Risk Assessor, who undertakes annual assessments of both buildings.

SNG is very mindful of the impact that building work can have on you. We have appointed a team of expert consultants and contractors with extensive experience in this field, and we are committed to minimising any adverse impacts during this essential work, and to being transparent as to the processes involved.

Context of the work

We engaged a Fire Engineer (Kiwa) and a chartered Building Surveyor (John Rowan and Partners) to investigate the external wall system in line with government guidance.

At the time of our surveys, our Fire Engineer issued a report in line with PAS9980 guidance – the methodology to carry out fire risk appraisals of the external wall of multi-storey, multi-occupied residential buildings. A requirement of the EWS1 form is to have an external wall assessment (FRAEW) undertaken in line with PAS9980. An agreed remediation strategy was then formulated in line with the Fire Engineer and the building's original contractor Hill Partnership.

The surveys undertaken identified concerns with the timber panels and missing cavity barriers behind the panels. A remediation scope was developed by the Fire Engineer in line with PAS9980 and on completion of the works, the buildings will receive an EWS1 form with a B1 Rating. An updated FRAEW will also be issued to SNG, which we will be able to share with our Fire Risk Assessor Savills.

What work is required?

In line with our Fire Engineer's requirements, the contractor will remove the existing timber panels and install horizontal cavity barriers in line with the floor slab levels. The timber panel will be replaced with a non-combustible panel called Hardie Plank. We will aim to colour match as close as possible to the original colour. The timber panels to be removed are highlighted (yellow arrow) on the photographs below.



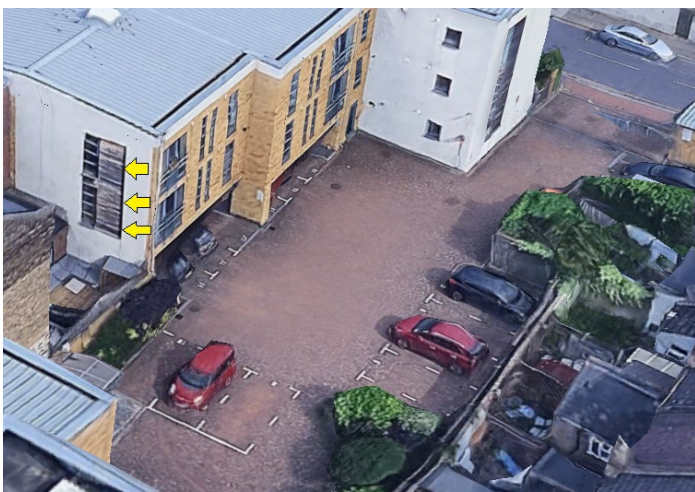
Romford Road Elevation,
110 Romford Road



Maitland Road Elevation,
10 Maitland Road



Maitland Road Elevation,
10 Maitland Road



Car Park,
Access from Maitland Road

Contractor negotiations and project funding

Since becoming aware of the defects, we have been in discussions with the original contractor and our legal representatives. Hill Partnerships will be returning to remediate the cavity barrier issues raised by our Fire Engineer at their cost. You can read more about Hill here: <https://www.hill.co.uk/>.

110 Romford Road: We have applied for the Government’s Cladding Safety Scheme (CSS) funding for addresses at 110 Romford Road, and our application has been approved. As part of the funding requirements, we will provide monthly progress updates to Homes England, who manage the scheme, to track the remediation works. The CSS will fund any works that have been identified on the building for leasehold properties and SNG will pay the associated costs for the replacement and installation of the timber panels on other properties.

10 Maitland Road: As 10 Maitland Road is under 11m, there is currently no funding available for this

building under the CSS. Despite this, we want to reassure residents that no costs will be recharged to them for any of the works carried out at Maitland Road. Therefore there will be no cost to residents for the remediation required.

Project Team

The project team will consist of:

Hill Partnerships – Main Contractor



Kiwa – Chartered Fire Engineer



John Rowan and Partners – Contract Administrator and Clerk of Works.



Scope of remedial work

Project timeline

The work is due to commence on **Monday 31 March** and will take approximately **two months to complete**.

Although we have been advised that the remediation works will take approximately two months to complete, there is the potential for delays. Based on our experience from previous remediation projects, unforeseen issues can arise that may impact the timeline. However, we will work diligently to mitigate any potential delays and will keep you updated on any changes to the schedule as the works progress.

Project sequence

The project will be undertaken in the following steps:

Step 1: Site setup

Hill will establish their site setup in the first week, including welfare facilities and a skip, which will be placed in the car park. No parking bays will need to be lost to accommodate these facilities, however, some bays will be suspended to allow for the erection of scaffolding. Residents whose bays are affected will be contacted to discuss arrangements and facilitate an alternative parking location. Additionally, a schedule of condition will be recorded to ensure that no damage is caused to communal landscaped areas.

Step 2: Erection of scaffold to provide the required access to the timber panels

The scaffolding will be installed on elevations with the timber panels. As above, some parking bays will be suspended for the scaffolding to be put up – we will contact affected residents.

Step 3: Removal of the timber panels

A number of flats have the timber panels as part of their external wall, and due to the nature of the works, there is a possibility that damage could occur to the internal lining of your flat. To manage this, we will need access to your flat before the works commence to carry out a schedule of condition on the walls. This will involve taking photos to document their current state. If any damage is caused during the works, we can refer to these records and request the contractor to carry out the necessary repairs. We will identify the flats where timber forms part of the external wall and make contact with those residents to arrange a convenient appointment for the schedule of condition to be carried out.

Step 4: Install suitable cavity barriers behind timber panels

The Fire Engineer has determined a horizontal cavity barrier needs to be installed behind all areas which have the timber panels. Hill will remove the timber panels. After the timber panels have been removed, Hill will install the horizontal cavity barriers. The Fire Engineer will inspect the cavity barrier and confirm it has been installed correctly.

Step 5: Install Hardie Plank panels to replace the timber panels

Once the fire engineer is happy with the cavity barrier installation, Hill will install the Hardie Plank which will replace the timber panels.

Step 6: Remove scaffolding

We'll put right any landscaping areas based on the surveys we carried out.

Working with you in mind

SNG and Hill will work hard to protect residents during the course of work. Some groups, such as disabled people, elderly people, and children, require special attention during any building work and we are very mindful of these needs.

Children often aren't aware of the dangers associated with construction sites, which can lead to injury. In addition to the safety measures being put in place, we would appreciate your co-operation in reinforcing messaging aimed at preventing children entering the areas of work. Please be vigilant and should you see anyone where they should not be, please inform a member of our team immediately.

Safety signs will be displayed around the site during the work and working areas will be segregated by physical barriers. If you have any safety queries or concerns then please contact us via customerservice@networkhomes.org.uk.



Frequently asked questions:

1. What will the working hours be?

Our contractors will be carrying out their work during the hours of 8am and 6pm, Monday to Friday. Noisy works will only be undertaken between 9am and 5pm. Set-up and cleaning may occur outside of these hours.

Set up and cleaning work includes delivering the materials we require to site each day, and this will be transported by manual handling to the required position for the work on that day. Although housekeeping will be undertaken constantly throughout the day, we will check the scaffold at the end of each day to ensure these areas are clean and clear of any materials and dust from our work.

2. What will the noise impact be?

While it is impossible for us to promise that our work will not disrupt your daily routine (especially if you work from home or have a shift pattern), we will always strive to minimise noise impact. Our operatives will be mindful that they are working outside your home, and we will endeavour to keep you fully informed during the course of the work.

3. Will there be dust?

Some of our work may cause dust, therefore we would strongly suggest that you avoid drying laundry on your balconies while work is in progress. When we are working on your block, we would recommend that during working hours your windows remain closed to minimise any dust entering your property. We will do all that we can to minimise the dust during our work.

4. How will you manage waste?

We will have a secure skip located in the car park of the building.

5. What will be the extent of the scaffold?

Scaffold will be erected to all the timber panel areas to enable us to obtain the required access for our work.

6. How will the scaffold be secured?

The scaffold will be secured and there will be an alarm which is monitored 24/7 in case of any activations. You can protect your property by ensuring that you lock all your windows and balcony door when you go out. The work should not have any bearing on your home contents policy, however we recommend that you keep your insurance provider updated on the status of the project.

7. Will any entrances be closed?

Scaffolding will be erected at the entrance of 110 Romford Road to access the timber; however, the entrance will remain open for customers to use.

8. Is it safe for my children to be in the property during the work?

During the work, it is safe for you and your children to be in your property. The works are focused solely on the timber panels. The contractor will have all health and safety precautions in place, however, please always exercise caution when walking around the estate during the course of the works. If you have any concerns please report to Cameron, the resident liaison officer for this scheme. His contact details are at the end of this document.

9. What sort of certification will we get?

An EWS1 form with a B1 rating will be issued once the works are completed. An EWS1 form certifies the fire risk of a building and determines if remediation is needed.

10. When will the EWS1 be issued?

We expect the Fire Engineer to issue the EWS1 form 6-8 weeks after the work has completed.

11. Is a B1 rating on the EWS1 form sufficient for mortgage providers?

A B1 rating is sufficient for lenders.

12. Will this work cost me anything?

No, the cost of this work will not be re-charged to residents.

13. How long will this project take?

We estimate that the project will have a total duration of two months and finish in June 2025. You will be kept apprised of progress and developments to the timeframe.

14. Will the lifts be out of action?

The lifts will not be affected during this project.

15. Will the stairs remain accessible during the works?

Yes, the stairs will remain accessible.

16. Is it best to wait to sell a flat until after the EWS1 form has been handed out? Rather than after the lender letter?

We are unable to advise, please speak to a financial advisor. We have issued a lender letter, which you can find here: <https://www.networkhomes.org.uk/media/22202/20250321-10-maitland-road-110-romford-road-lender-letter-sent.pdf>

17. Will there be any compensation to residents in the form of a reduced service charge?

There will be no compensation or reduced service charge.

18. Will the fire strategy change?

No, your fire strategy is **Stay Put** and it will remain the same for the duration of the works.

19. How can I get in touch with SNG and Hill?

A dedicated Resident Liaison Officer (RLO) will be assigned to this project. They will be your primary point of contact for any concerns or questions during working hours. We will also provide regular updates through newsletters, emails, and on-site notice boards. You can reach them at:

- **SNG**
RLO team: Buildingsafetyteam@sng.org.uk
Cameron Anterkyi, Resident Liaison Officer: **020 4512 5791**
- **Hill Partnerships**
John Alexander, Site Manager: **07966 317866**
- **Emergency out of hours**
SNG: **0300 373 3000**
Hill: **0800 032 6760**
- **Dial 999** in an emergency.