



Safety in your building

24 April 2023

Cipher Court,
Flowers Close,
Dollis Hill,
NW2

Dear residents,

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk
customerservice@
networkhomes.org.uk
0300 373 3000

Completion of work to Cipher Court balconies and soffits

I'm pleased to say that we have now completed all of the balcony refitting work ahead of schedule. The last part of the work to complete the remediation to soffits will be done next week and the week after.

We'll be on-site for a few more days as we remove site facilities and materials.

Caring for the new balcony decking

The manufacturer advises regular cleaning to keep the decking in a good condition. Please see the advice from their guidance below:

- **Cleaning:** Periodic cleaning with mild soapy water and a very-soft plastic bristle brush or sponge will remove dust and keep decking looking its best. Avoid abrasive natural fibre brushes
- **Protecting the product:** To limit the chance of product getting scratched, ensure no exposed metal comes into contact with boards (e.g. by opting for plastic or natural material furniture)

Report any issues to us

If you think there is an issue with the work done to your balcony, please report it to us as soon as possible. It will be able to be inspected and/or resolved much quicker if Guildmore are still on site.

You can get in touch with us to report any issues on:

- Guildmore site contact Costel Filipescu: **07535 357779**
- Network Homes Resident Liaison Officer Cameron Anterkyi: **0204 512 5791**.

Any other problems can be reported in the normal way on customerservice@networkhomes.org.uk.

Combustible items on balconies/terraces

You'll have recently received a letter from my colleague about making sure no combustible items are on balconies/terraces where they could help fuel a fire spreading across the external wall. Please ensure you take the time to look at your items and get in touch with us if you are unsure. You can read that letter here: <https://www.networkhomes.org.uk/media/17127/langhorne-place-balcony-letter-april-23-v2-final.pdf>.

Again, I'd like to thank all residents of Cipher Court for their understanding of why this work had to be carried out and for their cooperation as we have been doing the work.

Kind regards
Raj Gandecha
Head of Resident Management (Building Safety)

A summary of this letter

Balcony remediation is now complete.

Soffit remediation will be completed in a couple of weeks.

Please report any concerns about balcony work to us as soon as possible so Guildmore can take a look before they leave the site.