

4 September 2019



Luma Apartments,  
Central Way,  
London,  
NW10 7FN

Olympic Office Centre  
8 Fulton Road  
Wembley  
HA9 0NU

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

Dear Residents

### **Re: Fire Strategy Changing to Evacuation**

I am writing to advise you of an important change to the fire strategy at Luma Apartments.

**We have reviewed the latest guidance with our fire safety experts Savills and were advised on 3 September that the fire strategy for Luma Apartments should be changed to a total evacuation strategy. This means if a fire breaks out you must evacuate the building immediately.**

### **Background**

We continually review the fire safety of our buildings and following a recent intrusive investigation, we identified some gaps in the cavity barriers behind the external wall cladding which need to be fixed.

Luma Apartments was designed to operate a stay put policy, meaning that unless you are directly affected by a fire you should remain within your home; but until we fix the gaps in the cavity barriers, we've decided the safest thing to do is change the strategy to total evacuation.

### **New fire strategy for Luma Apartments**

The new strategy for Luma Apartments means if a fire breaks out you must **evacuate the building immediately**. This change will take effect from today. We are taking immediate steps to support this change:

- Implementing fire wardens who will be patrolling the block
- The fire wardens will raise the alarm if there is a fire by knocking on doors and using horns
- We have notified the Fire Brigade of this change and invited them to review the arrangements we have put in place

- All fire notices in communal areas will be changed to inform everyone that they must evacuate if there is a fire. Please take a moment to familiarise yourself with this notice.

We also plan to install a system to warn residents as quickly as possible if there is a fire.

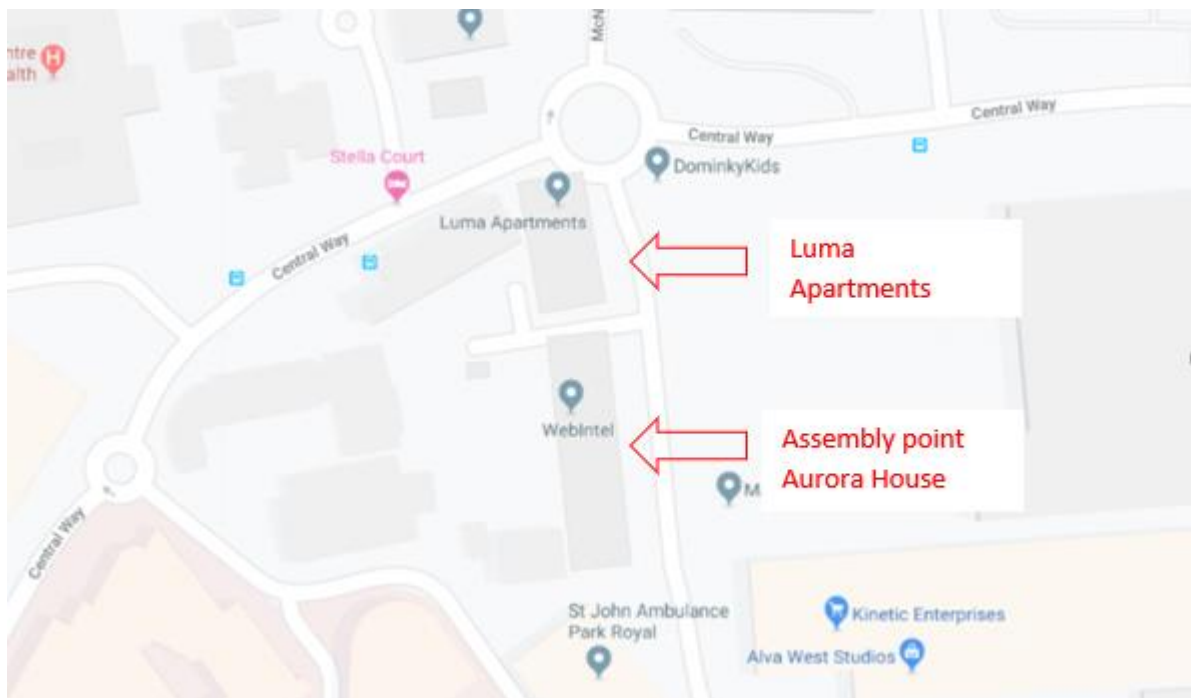
### **What should you do if there is a fire in your flat?**

- Evacuate immediately using the stairs
- Close all doors behind you when leaving your flat
- Tell the fire wardens about the fire
- Call 999.

### **What should you do if a fire warden tells you to evacuate?**

- Follow instructions and immediately evacuate using the stairs
- Do not pack or bring any possessions with you
- Close all doors behind you
- Tell the fire wardens or the Fire Brigade of any family members need assistance to evacuate
- Gather at the assembly point **on the pavement in front of Aurora House**

A location map is below:



### **Ability to self evacuate survey**

It's really important we know about any vulnerability you or your household members have, which may affect your ability to evacuate in an emergency. Therefore, please complete and return the enclosed survey in the pre-paid form.

**Residents meeting**

We are in the process of arranging a residents meeting to discuss this matter further. Details of when the meeting will take place and where will follow within the next week.

If you want to ask any questions then please contact us on **020 8782 4244** or at [firesafety@networkhomes.org.uk](mailto:firesafety@networkhomes.org.uk)

Yours sincerely

A handwritten signature in black ink, appearing to be 'Gerry Doherty', written in a cursive style.

Gerry Doherty  
Executive Director of Customer Services



**Luma Apartments – ability to self evacuate form: September 2019**

Name	
Address	
Contact number	
Date survey completed	

Are you able to hear the fire alarm?

Yes

No

If your answer is NO, please provide details

In the event of an emergency are you able to self evacuate?

Yes

No

If your answer is NO, please provide details

If you are responsible for others within your home, would you be able to evacuate without assistance?

Yes

No

If your answer is NO, please provide details

TO BE RETURNED TO: Laura Jones, Fire & Asbestos Manager, Network Homes, Olympic Office Centre, 8 Fulton Road, HA9 0NU