

Address

Contact: Timber Frame Homes
Email: **TimberFrameHomes@barnet.gov.uk**
Date: 13 March 2024
Reference: Timber Homes – Letter 2

Dear **insert name**,

Re: insert address

We are writing in follow up to the first letter we sent you about fire safety works on your timber frame home. Thank you to all residents who have contacted us in response. We have updated the FAQs to address the questions we have received from homeowners, which are enclosed with this letter. The FAQs have also been updated on our website: <https://www.barnet.gov.uk/fire-safety-timber-framed-homes>.

We will update these FAQs on a regular basis to ensure we are answering the questions that homeowners have about the fire safety programme we have started.

We have received lots of questions about when the surveys on freeholders' homes will take place; these are anticipated to start in May 2024. As previously advised, once we know the results of these surveys, we will be able to provide more details about the exact work that may be required to your property. This does not mean you are agreeing to have any works completed; the purpose of the survey is to assess whether your property has any Category 1 hazards following an assessment under the Housing Health Safety Rating System and, if so then what remediation works, if any, are required.

We plan to hold drop-in sessions once the results of the surveys are known but understand many of you may wish to discuss your concerns with us before this, which we can do on a 1-2-1 basis. This can be in person or via email or telephone. Please do contact us by phone or email to arrange this.

Email – TimberFrameHomes@barnet.gov.uk
Telephone Number – 0208 359 5348

If you would like to meet us with your freeholder neighbours who have the same construction as yourself, then we would also be happy to arrange this at a time convenient for you. Online meeting rooms such as MS Teams work well in this case.

Your local councillors have been listening to concerns and are eager to help support you during this time. They are committed to your safety. If you would like to speak to them individually or as a group of residents, then please do get in contact via the above email address or phone number.

If you have any questions that are not answered by the FAQs, or the correspondence you have so far received, then please do contact us on the above phone number or email address. Please note that we may not be able to answer specific questions about your individual property at this time until we have had the opportunity to survey your home.

If you have not yet made contact, here is a reminder of the next steps which are highlighted below:

Next steps

Please contact us on TimberFrameHomes@barnet.gov.uk / 0208 359 5348 by 22 March to:

- confirm that you have received this letter.
- confirm your contact details and the address of your property.
- register your interest in Barnet Council organising these works for you.
- discuss any concerns you may have about the work or the ability of anyone in your household to exit your home in the event of a fire.
- register your interest in a drop-in session.
- let us know if you would like us to provide you smoke detectors and with help to install them.

It is important we hear from you. If we do not hear from you, we will continue to try and reach you, including by home visits.

Yours sincerely,

Timber Frame Homes Team
London Borough of Barnet