

# Building and fire safety update

## Ark Royal House

### Current position

Whilst we don't have a specific update for you right now, rest assured we've completed our investigation and are now finalising the materials needed to complete this work.

Everything remains on track, and we really appreciate your patience.



### Update of proposed works

What's involved to complete the work within your home?

- We'll disconnect the boiler flue from the inside of your property
- A stainless-steel sleeve will then be slid into the boiler flue opening, the original boiler flue will then be reinstated through the stainless-steel sleeve
- Next, we'll finish off the area around the flue and carry out a full 26.9 gas check to ensure everything's safe and compliant.

### Next steps

Once the order is placed, materials typically require 4 – 6 weeks for delivery.

There's a possibility that we may need to make some boiler flue openings slightly larger, where this is the case, it will be assessed on an individual basis.

We'll then arrange appointments with each flat. The expected length of time for each appointment is 2 to 3 hours. However, if the engineers decide more time is required then they will let you know prior to starting the work.

We'll be in touch within the next 2 weeks, with a further update.

## Any questions?

We've a number of ways to get in touch visit [www.vividhomes.co.uk/contact-us](http://www.vividhomes.co.uk/contact-us)  
If you've any questions regarding fire safety, please email [firesafety@vividhomes.co.uk](mailto:firesafety@vividhomes.co.uk) or phone 0800 652 0898



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# Frequently asked questions

## Ark Royal House

### **I am selling my flat can I have an EWS1?**

We have the current B2 rated EWS1, and we can supply this to you. We can also provide a support letter upon request.

### **Why was another survey required?**

A fire engineer with a company called Tri Fire, who has been expelled from the Institution of Fire Engineers (IFE). This is relating to issues with professional conduct over fire risk assessments. The actions of this fire engineer at Tri-Fire have caused a nationwide issue affecting many landlords and housing associations. We no longer use Tri Fire for assessments, but some buildings were previously assessed by them. Although the IFE says these assessments remain valid, we're re-assessing all such buildings with a new provider to avoid potential issues.

### **Why did the EWS1 get downgraded?**

PRP highlighted issues with some of the vertical barriers and the best course of repair was to do works around the cavity wall and the flues.

### **Will current rating impact/delay the sale of my flat?**

That's dependent on your mortgage provider, however we'll try to progress the works as fast as possible and can provide a support letter also.

### **Is my flat unsafe until the proposed work is completed?**

No, interim measures have not been needed, and your home is safe.

### **Do all flats have to be remediated?**

Yes, it's important that all homes have work required done.

### **What if I or another neighbour does not want this work to take place?**

These works are important to help keep everyone in the building safe, and we're keen to work together with all residents in a positive and supportive way. We appreciate your co-operation and, where needed, we'll follow the appropriate fire safety regulations (set out in the Fire Safety Order) to ensure everything is completed properly.

### **When all the work is complete, will we then receive a B1 rating?**

Yes, to ensure the repair method is safe and appropriate, we've involved the fire engineer to review and approve the proposal. Their input helps us move forward with confidence and care.

### **How long will it take to complete this work, for the building?**

Approximately 3 weeks (dependent on getting access to flats).

### **How long will it take to receive an updated EWS1 once all work is actioned?**

After the works are completed PRP will need to reattend to ensure they are content with the work. They will then need to complete a new EWS1.

### **Who is paying for this remedial work?**

VIVID are paying for the remedial works.

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