

HAND DELIVERED



21 June 2023

To all Residents at Park Heights

SW9 Community Housing
6 Stockwell Park Walk
London, SW9 0FG

Dear Resident

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Shattered balcony panel at Park Heights

I am writing to let you know that a glass balcony panel shattered on Sunday 18 June at Park Heights.

In 2020 during the course of the re-cladding programme, contractors, Hills, replaced all original toughened glass on the Park Heights balconies with new heat-soaked toughened glass panels. The reason for deciding to replace all the glazing panels was because of lessons learnt from Network Homes experiencing similar issues with some toughened glass panels on balconies shattering on a couple of other developments.

Investigations into the causes of toughened glass shattering confirmed that during the production of toughened glass there is a risk of Nickel Sulphate Inclusions developing which are microscopic in size which could at a later date could cause a glass panel to shatter. Nickel Sulphate inclusions were found to normally develop in glass panels between 3-6 years after its manufacture.

Heat-soaked toughened glass is a higher specification than toughened glass. As the name suggests during the manufacturing process of the glass the panels are tested by placing them in a furnace and therefore heat soaked. This process reduces the likelihood of the resulting panel of glass having a Nickel Sulphate inclusion and therefore shattering by up to 90%.

It was reported that the resident from Park Heights whose balcony panel shattered was not at home at the time and therefore any impact damage can be ruled out as a cause of the glass shattering. In order to confirm that a Nickel Sulphate Inclusion in the glass was the cause of the breakage it is necessary to collect all the shattered glass fragments and send them for testing. This involves looking at each piece of shattered glass under a microscope to see if a Nickel Sulphate Inclusion can be found. We will check if all the glass from Sunday's breakage has been retained following the clean up exercise that took place and if so, will arrange for it to be tested at the British Research Establishment.

Heat-soaked toughened glass is designed and is safe for use on residential buildings because the glass shatters into small pieces rather than into shards of glass therefore reducing the risks from the pieces falling onto people. Nobody was injured as a result of the panel shattering on Sunday 19 June.

Thank you to everyone who has been in contact with us about this. I apologise that we did not send a text at the time, however, please look out for further letters, and we will also post block correspondence on the Park Heights page on our website – click on the 'Your Home' tab at the top of www.sw9.org.uk.

Kind regards



Miles Lanham

Director of Customer Service and Operations