

Erith Park

Balcony Safety Information

Answering your questions

Here you'll find answers to the questions that you asked us when we met on 11 June 2024. We've also included information about keeping in touch with us.

Balcony safety

Why has it taken so long to share the summary of the findings from the independent specialist safety assessment?

We have been liaising closely with our contractor and co-developer at Erith Park, Wates, who commissioned a second independent report on the glazing. This is a highly technical area to consider, and there are only a few experts in the country who cover balcony glazing, hence why the process is taking time. We have had a verbal summary, but we now need to go through the specialist reports to verify overall findings and fully understand responsibility and risks.

Is my balcony safe?

Your safety is our number one priority. We take seriously our responsibility to act on the initial recommendations of safety reports to help mitigate any risks associated with the balconies.

These reports suggested that if a glazed panel were to shatter on your balcony – and this is a particular risk for small children and pets – there is a risk of a fall from height. Should a breakage occur, there's also the risk of falling glass harming people below.

Our independent experts are happy that you can return to using your balcony, but they advise a common-sense approach to responsible use:

- You should always monitor young children who are using the balcony.
- Please immediately report any cracks or damage that you notice on your balcony glass (in the same way that you would not leave any cracks or damage unattended on a car windscreen, because they can quickly spread). Please call our Customer Support Hub on 0800 678 1221 to let us know about any damage that you've spotted. Please do not use your balcony until we have come out to inspect it.
- Avoid stacking heavy outdoor items/ garden furniture against your balcony glass.

**Who will have to pay to make it right?**

We are not able to understand responsibility yet. This is because we need to interpret the findings of the specialist reports.

As partners at Erith Park, Orbit and Wates are continuing to work closely to provide a solution.

What is happening regarding compensation for loss of space?

We need to interpret the findings of the specialist reports so we can understand responsibility and possible solutions.

Available support**What support can Orbit provide us in this situation?**

We know that this is an unsettling time for you and your household. As an Orbit customer, you have access to our wide-ranging package of support services, Better Days. More information can be found on our customer website orbitcustomerhub.org.uk/help-support or you can talk to us on 0800 678 1221.

Keeping in contact

We hope that this provides you with the answers to any questions you currently have, but if you wish to discuss anything in further detail, please email us at PropertySafetyProjectsTeam@orbit.org.uk.