



## North Region Virtual Forum Questions and Answers

Date: Wednesday 23<sup>rd</sup> June 2021

Staff in attendance:

- Daniel Davidson - Housing Operations Manager
- Rachel Dow - Leasehold Manager
- Troy Husbands - Contract Operations Manager, North region
- Ollie levy - Resident Involvement Manager
- Lauren Picton - Partnerships manager
- Radka Allen - Housing Operations Manager
- Nick Trotman - Asset Lead - Planned Investment
- Kindy Bansal-Shah - Head of Building Safety
- Agnieszka Kostus - Resident Involvement Officer

Video Link: <https://youtu.be/UHifmgxSaTM>

### Questions and Answers:

	Question	Answer
1	When will NHG carry out crucial safety assessments on properties to check whether they are safe? (Combustible cladding and missing firebreaks)	Our building safety programme is based on a risk matrix, prioritising those buildings over 18 metres in height or where a risk has been identified. The programme is ongoing and progressing well.
2	If we can prove that there is an "inherent defect in the property" (i.e., missing firebreaks and combustible cladding used) within 6 years of completion of dwelling, I understand we may have a chance to prosecute due to the Defective Premises Act. Is that right?	Typically, the defect liability period with developers is 10 years during which time we will engage with them to ensure any identified defects are remediated.
3	You've carried out assessments on 472 properties. How many remain?	We will be carrying out a further 57 intrusive surveys in 2021/22. Intrusive surveys are prioritised on a risk basis. We continue to review our portfolio to identify where a survey is required, and this will be programmed accordingly.
4	You have 246 EWS1 forms - how many others remain?	EWS1 forms are not a regulatory requirement and are for lending purposes only. However, we are supporting our leaseholders where required.
5	How many bids have you put in for the BSF in total?	We have submitted a total of 38 bids.

6	Slide 3 in the safety section says, "there is more onus on residents' obligations to support the safety of their buildings". What does that mean considering many of us our leaseholders and therefore unable to carry out remedial work on our buildings?	This is referring to keeping the communal areas completely clear as any items left in the communal hallways are a fire risk and have to be removed.
7	Will NHG be carrying out Type 4 surveys for all buildings 18m+?	I can confirm this is the case.
8	How many Building Safety Fund (BSF) bids have been rejected so far? What were the reasons for these being rejected?	To date, 5 applications have been rejected on the basis that BSF do not think they meet the height requirements. We have appealed all 5 and provided documentary evidence to confirm they do indeed meet the requirements.
9	Will NHG pursue the developer if it is found that fire doors were not fit for purpose at the time of build? Will NHG consult with Fire Consultants to prove this? Leaseholders should not be made liable to pay for this if they were not fit for purpose from the beginning.	All will be signed off in accordance with the Regs at the time. At this moment in time in particular, these signs off are more stringent than ever.
10	Kitchen and bathrooms programme -96 homes will be updated. Which 96 homes/development does this apply to?	Residents can ask their housing officers for more details.
11	How often are kitchen/ bathrooms updated?	As a guide it is 20 years for a kitchen and 30 years for a bathroom, but all properties this year came through the housing officer referral process, which is based on the condition of the kitchen or bathroom.
12	Some Properties have had scaffolding taken down after a long time, without any works (e.g., cyclical maintenance) having been carried out. Will tenants be compensated for the inconvenience of having scaffolded up for many months to no purpose?	<p>We can understand the frustration and inconvenience that scaffolding can cause residents and try to avoid using scaffolding unless absolutely necessary.</p> <p>We review all complaints on an individual basis and will offer compensation based on the merit of the complaint and inconvenience caused.</p> <p>If you wish to make a complaint regarding this scaffolding incident, please contact your housing officer or property management officer and we will review the case accordingly.</p>
13	How often should bathrooms, kitchens and electric storage heaters be changed?	As above for K&B's. M&E will advise on storage heaters.
14	Our housing officer has not been around for months and the cover process has not been great. As a resident I felt left not informed	We apologise for any gaps in communication. If the housing officer cannot be reached enquiries can be raised through the portal or Customer Service Centre.
15	How can we access funds to put some plants and flowers in our block?	You would need to discuss this request with your housing officer in the first instance. A joint inspection of the block and grounds may be a good opportunity to discuss this.

		The housing officer can then make a funding application for any improvements agreed.
16	If NHG has bought a building as part of a S106 agreement, does that mean the liability period is 12 years for these buildings?	It depends on exactly what type of NHBC guarantee has been taken out for your building. Please ask your property management officer who will be able to confirm.
17	Will estate managers visit on a regular basis?	Yes, housing officers will be inspecting estates regularly. Most often these inspections are monthly.
18	If one was given a timeline for kitchen/bathroom by Genesis before the merger, will it be honoured?	If you request a referral from your housing officer and the work does need to be done, it should go on to next year's programme.
19	Can you comment on whether blocks should have communal fire alarms or electrical wired fire alarms?	It all depends on the specifics of the blocks (layout, size etc). There is no one answer.
20	When will Rosecrest Court have their fire safety inspection?	The Building Safety Team carried out an inspection during w/c on 12th July 2021. Possible specified fire safety inspections might be carried out in the future.
21	How long does it take to decorate the communal area and the outside of a house? I have lived in my property for 30 years and nothing has been done to the property.	These type of works are part of cyclical/planned works. Your housing officer can inspect and refer your home for further inspection and works if appropriate.
22	Who do we contact regarding redevelopment on our estate?	The housing officer would be the first point of contact for residents. They would be able to check and follow up on any queries with other teams or departments.
23	How do I get on the programme?	Speak to your housing officer if you feel your kitchen or bathroom needs replacing. They can submit a referral to the Regional Assets team.
24	Will residents be involved in cyclical repairs process and have the chance to make recommendations?	Residents can make suggestions through their housing or property management officer.
25	I am registered with the portal but am unable to get answers.	Residents should contact their housing officer in the first instance. If they do not receive a response or they are not satisfied with the response their query can be escalated to the manager or complaint can be made through the portal.
26	There are hairline cracks in the flats due to subsidence or property developments in our area. Who is responsible for remedying this?	It depends on what exactly has caused the issue. If it is in relation to subsidence, an insurance claim would be made. Please liaise directly with your property management officer for more information.
27	How long is the programme?	Until end of March 2022

28	If a leaseholders' parking bay has worn out, do leaseholders have to repaint their bays themselves?	This would depend on the terms of the lease. Please ask your property management officer for clarification on this.
29	Can residents install their own bollards and parking bays?	Again, this would depend on the terms of your lease. Please ask your property management officer.
30	I have been advised that the buildings insurance that we pay for out of our service charge is for external factors only. If we have destruction to the inside of our property not caused by an external factor, how are we covered?	All leaseholders should have their own contents insurance in place for any items inside their property.