

**BUILDING REMEDIATION UPDATE****HEAD OF REMEDIATION:** Petronila Osodo**Oak Square****SENIOR PROJECT MANAGER:** Jo Knight**DATE:** June 2025

Dear residents of Oak Square,

Firstly, we would like to thank all those who were available to attend our online resident meeting Wednesday 14th May. The presentation shared at the meeting was sent out to all on Monday the 12th May.

This meeting covered the MVHR works and the works required to the external wall. We also discussed the resident decanting plans, and matters related to the estate as a whole.

The housing team have provided some updates regarding the estate itself, followed by the residents questions from the resident meeting. We have also shared followed by the communication plan moving forward.

Housing Team Update

Please accept our apologies if the recent SMS sent regarding keeping the windows closed came across as abrupt. That was certainly not our intention. Due to the limitations of SMS, the message had to be kept brief, but we appreciate your understanding. We had chosen to send a text message, as we needed a quick way to communicate with all the residents of Oak Square.

We would also like to respond to the query raised about the recent security concerns involving non-residents in the Oak Square area. The incidents reported to us have been passed on to the police. To help keep our community safe, we kindly ask that you report any suspicious activity directly to the police and share the CAD or crime reference number with us. This enables us to coordinate with the Safer Neighbourhood Team to increase patrols in the area. Please do not hesitate to give us a call or visit the onsite office if you need to talk to us.

We have also been informed that individuals have been seen on the scaffolding. Please note that the scaffolding is alarmed at ground-floor level, which suggests access may be occurring from balconies. We have asked Higgins to install additional cameras to improve surveillance and security, and this is in progress.

There was a report of a BBQ tray left unattended for over a week and not picked up by the cleaning staff. We apologise for this oversight and have passed the matter on to the cleaning team for immediate attention.

A resident has raised a question regarding the SVC gardening charges. The current year's budget for gardening is £1,800 for the whole estate. Our contractor, Chequers, attends the estate every two weeks to maintain the grass areas not obstructed by the scaffolding, specifically the beds in both courtyards, and the big plant pots outside the metal barrier.

Finally, regarding the ongoing water ingress in the car park: late last year, we identified the source as natural spring water. We have carried out waterproofing injections at the affected points in November 2024, and most recently last week, and we continue to monitor the area with bi-weekly inspections. Please let us know if you have additional concerns and we will be happy to take them on board.

Decant Licenses & Relocation Programme

A round table meeting was had on Wednesday the 4th of June between representatives of NHG and the RTA along with their respective legal advisors. This meeting was positive, and actions have been taken away for NHG to address over the coming weeks.

We would like to inform you that the information regarding the scheduling of the temporary decant is not ready to share at this time. We are still in the process of finalising the details and apologise that this has not been included in this current update. Thank you for your patience, and we will provide the relevant information in the next 2 weeks.

Compensation Response

Residents should expect to receive individual letters regarding compensation in the next 21 days in relation to the MVHR works.

Communication Plan and Contacts

Meeting Details	Location	Date	Time
Written Update	Sent via e-mail	11 th July 2025	-
Residents meeting	Via Microsoft Teams	3 rd September 2025*	6pm – 7pm

*Details will be shared at least 24 hours prior

If you have any questions or queries before the meetings arranged above, please speak your usual NHG contacts below, and we will get back to you.

Estate Operations Manager	Valentina Ciaccio	OakSquare@nhg.org.uk
Housing Officer	Ailsa Allison	Ailsa.Allison@nhg.org.uk
Housing Officer	Dominik Chlebowski	Dominik.Chlebowski@nhg.org.uk
Relocations Officer	Cam Kunyeda	Cam.Kunyeda@nhg.org.uk

Yours Sincerely,
 Petronila Osodo
 Head of Remediation- Building Safety



Resident Questions

Q1. What is the current status of the decant licenses and relocation process?

Answer: The decant license process is progressing, and discussions are ongoing among the relevant parties. Cam is the main point of contact for updates on the relocation order, and a written update will include the schedule of affected flats.

Q2. What does “Phase One” refer to in the building works?

Answer: Phase One refers to the Acacia elevation levels 1, 2, and 3, above the shops fronting Stockwell Green. We added the block names to the presentation slides that were sent round following the meeting making the works easier to track.

Q3. Who should residents contact for relocation support?

Answer: Cam is the relocation officer and should be contacted for any relocation-related queries. We want to encourage residents to reach out to Cam if they have any questions or queries at any point regardless of when their move has been planned, we are happy to start gathering the relevant information to facilitate the move at your convenience.

Q4. What measures are being taken to address noise and disruption from construction?

Answer: We expect works of this nature to be somewhat disruptive. We advise residents to raise specific concerns due to any disruption with the resident liaison officer who will be able to provide an on-site resolution.

Q5. How is cleaning being managed during the construction period?

Answer: The cleaning frequency has been increased due to the current feedback. We apologise that a barbecue tray was left in the communal area, as this should be removed swiftly. This was addressed with the cleaning team, and we will continue with monitoring this service. Please continue to report any issues that you come across.

Q6. What is being done about the broken intercom system?

Answer: We are aware of the intercom issues and the occurrence of these issues, and this has been escalated internally. A long-term solution is being explored by the NHG M&E team. We will keep you updated on our progress.

Q7. What actions are being taken regarding antisocial behaviour and scaffolding safety?

Answer: We are aware of the reports of antisocial behaviour and unauthorised access and use of the scaffolding, and we are taking these reports seriously. These concerns are being discussed and monitored with Higgins and the security team.

Q8. What is the status of the car park flooding issue?

Answer: Higgins have implemented drainage solutions, and they are working with neighbouring properties to investigate the root causes. A sump pump has also been installed to mitigate flooding.

Q9. What support is available for residents moving in with friends or family?

Answer: We have previously advised that we will be offering that packing assistance and the storage will be provided within the relocation pack. If you feel that you have a lot of items that will need to be stored, please get in touch with Cam as soon as possible so that we can understand volume and what arrangements will need to be made.