

Will the December deadline for the enhanced offer also be extended by the same period as the June deadline, ie by two weeks?

We extended the deadline to 15 June because access restrictions in May meant that valuations could not be made.

We are not planning to amend the December deadline by the same amount of time, but this will remain subject to review in line with commitments openly made at this meeting and the previous buyback meeting. NHG remains committed to reviewing the deadlines as and when new information becomes available and in response to resident feedback.

Is NHG still preparing a separate package to recognise disruption from the decant, or is it off the table?

NHG does not have an agreed position on 'compensation' in respect of the resident experience about the structural issues at Stratford Halo. This remains under consideration. The enhanced buyback offer includes a sum of 10% or 7.5% uplift on the red book value of the home and covers all costs associated with the relocation. Leaseholders need to consider if they believe this uplift meets their expectations in terms of a final settlement. Completing on the sale of your home back to NHG does include an agreement not to take further action against NHG.

If we're having trouble selling the flat because of the remediation works, could we lease it out or let it for private rental?

NHG did allow shared owners to let their flats during the previous cladding remediation works. The same circumstances do not apply in this scenario and therefore NHG will not alter from the terms set out in your lease. Previously, while it was still safe for residents to remain in their homes, there was no prospect of being able to sell until an EWS1 Certificate could be issued following the completion of the cladding works. In this case, NHG's offer of a buyback gives residents the ability to move on from Stratford Halo should they wish to, and our provision of alternative accommodation means they will not be affected by the additional disruption of remediation works

Once the structural issues have been remediated, we do not anticipate that that history of structural issues would have any impact on your ability to remortgage or sell your home. However, there is very little experience of post-structural remediation across the housing industry to refer to. We do have examples from our building safety programme where, post-remediation, we did not become aware of lending or sales difficulties. We

believe this is because we were able to demonstrate that these buildings are safe to occupy and we intend to provide the same reassurance on your homes at Stratford Halo.

If remediation delays are announced, will buyback deadlines be amended by an equivalent timeline?

Buybacks deadlines will not necessarily be extended by the equivalent period. NHG remains committed to considering the impact of the deadlines on the buyback offer, as well as individual and exceptional circumstances. We will continue to review on an ongoing basis, alongside monitoring the progress of sales, the market and the remediation.

What is the duration of the non-enhanced buyback? Is that until remediation is completed and how does that work?

If your buyback completes after you've been told you can return to your flat, or after 31 December 2026 (whichever comes first), the buyback offer will still apply, but the incentive payment will no longer be payable so the purchase price will revert to the full market value of your share of your flat only, together with NHG's capped goodwill payment to cover your expenses.