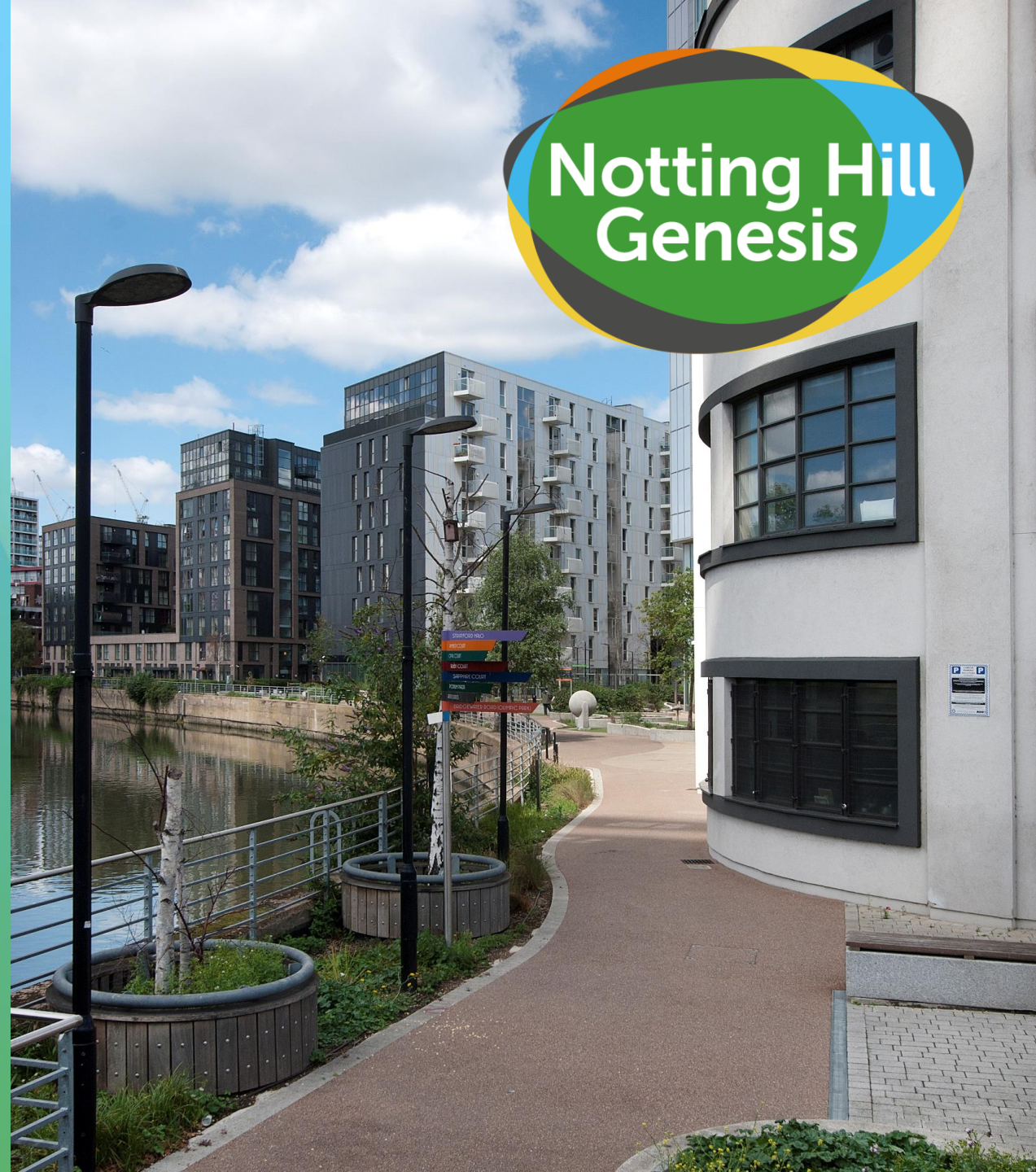


# Welcome

Sapphire Court and Lapis Mews  
Residents Meeting  
17 September 2026



Notting Hill  
Genesis



# Update

**Victor Da Cunha**  
Chief Customer Officer



# Sapphire Court and Lapis Mews Building Safety update

Matthew Cornwall-Jones  
Chief Homes Officer

Notting Hill  
Genesis



# Remediation update

- It is still our hope the existing building structure can be remediated, but if it's possible, it's highly likely your homes will not resemble the ones you left.
  - What we now know is this will not be a simple remediation scheme
  - We are currently looking at 2 options, both of which involve significant works and timeframes
  - Any remediation scheme will likely comprise hundreds of supporting structures, supports to columns and strengthening of slabs which will require the building to be fully vacated and stripped back to the concrete frame.
- We understand this uncertainty is difficult and we want to address this now by helping residents find a new home.

# Remediation update

As outlined at previous residents meeting, any solution needs to be assessed in terms of:

- Resident safety and wellbeing

We are not able to guarantee resident safety without major works

- Impacts on residents' experience and building operability

Now we know the refurbishment works are extensive, it's clear residents will not be able to return to their homes for years

- Programme

We're still working on the best way to take design forward given the extent of issues

- Cost effectiveness

We won't know the actual costs of each option until they are fully designed

# Next steps

- Continue to work with structural engineers towards understanding what a workable fix for the building might look like given the extent of issues at Sapphire Court.
- Support residents to move out of this period of uncertainty and find new permanent homes.



# Q&A



# Get in touch

**Speak to your dedicated NHG staff member**

- Financial support and moving assistance
- Face to face appointments / Home visits available
- Access to independent support from Newman Francis



**Stratford Halo  
24-hour hotline**  
0203 815 0333



**Email**  
[hotline@nhg.org.uk](mailto:hotline@nhg.org.uk)



**Stratford Halo  
Residents Hub**  
located in the  
reception of Halo  
Tower  
(10am till 2pm  
4 days a week)



**Website** including  
regularly updated  
FAQs section  
[www.nhg.org.uk/stratford-halo-updates](http://www.nhg.org.uk/stratford-halo-updates)

**Thank you**