

# Remediation meeting for Opal, Amber and Ruby Court

Wednesday 20 May 2026

# Welcome and housekeeping announcements



**Claire Hibbitt**

Director of Corporate Affairs, Notting Hill Genesis (Chair)



**Jenny Murphy**

Interim Director of Planned Investment and Building Safety, Notting Hill Genesis

Pell Frischmann  
EST 1926

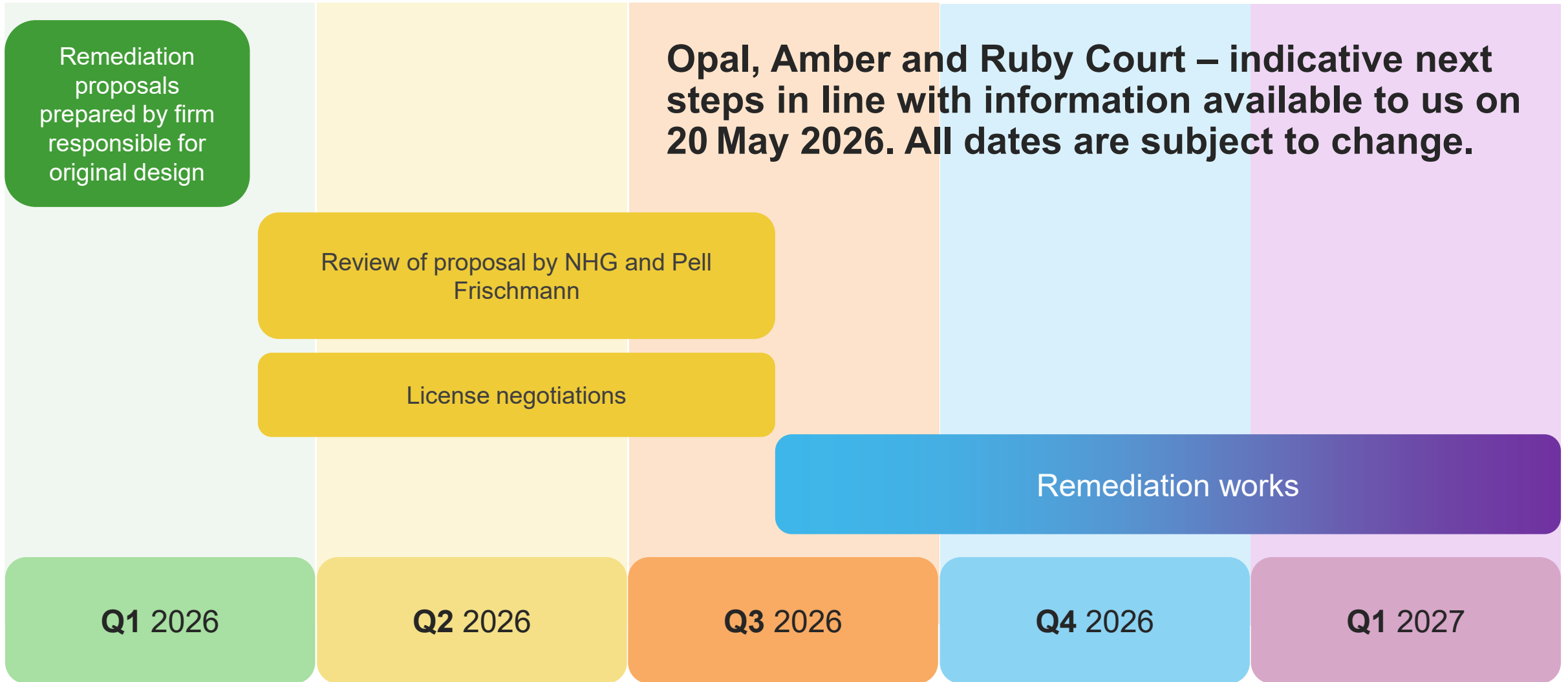
**Andy Murray**

Divisional Director, Pell Frischmann (Technical Advisors)

# Meeting agenda

- Introductions
- Update on programme timeline
- Update on actions and current work
- Requirements for propping solution - context
- Propping solution - detail
- Chaperone service
- Questions

# Update on programme timetable



# Update on actions and current works

- The original structural design engineers provided a design drawing pack in February 2026 for review. This was reviewed by PF.
- PF have agreed (as independent technical advisors) to the original structural design engineers' approach to remediation.
- However, there were nine additional areas, within the basement car park, where PF had identified structural performance concerns, based on the information provided by the original structural design engineers, which were not included in the design solution.
- These areas have been under review over the last few weeks. The outcome is:
  - One of the areas have been demonstrated as not requiring intervention.
  - One of the areas have been demonstrated as not requiring intervention subject to confirming there is no evidence of distress.
  - Seven areas are being designed for and the position on cost to be agreed.
  - Current expectation is that the inclusion at this stage should not present a major delay for delivery as they will be within existing areas of design but to be worked through.

# Update on actions and current works

- PF are progressing their wider assurance review to ensure the solution is fit for purpose and this is expected in June.
- However, it should be recognised that this independent review may highlight performance concerns that had not previously been identified by the original structural design engineers.
- In anticipation of a positive outcome from this review, NHG can give the formal go-ahead and agree the final licence position with the original structural designers to begin works.
- However, should further remedial works be identified, as a result of this independent review, the impact on the future reoccupation programme will be assessed and communicated with you.
- We are also considering how a phased return to occupation may work based on the programme, meaning some residents may be able to return home before all works are completed.

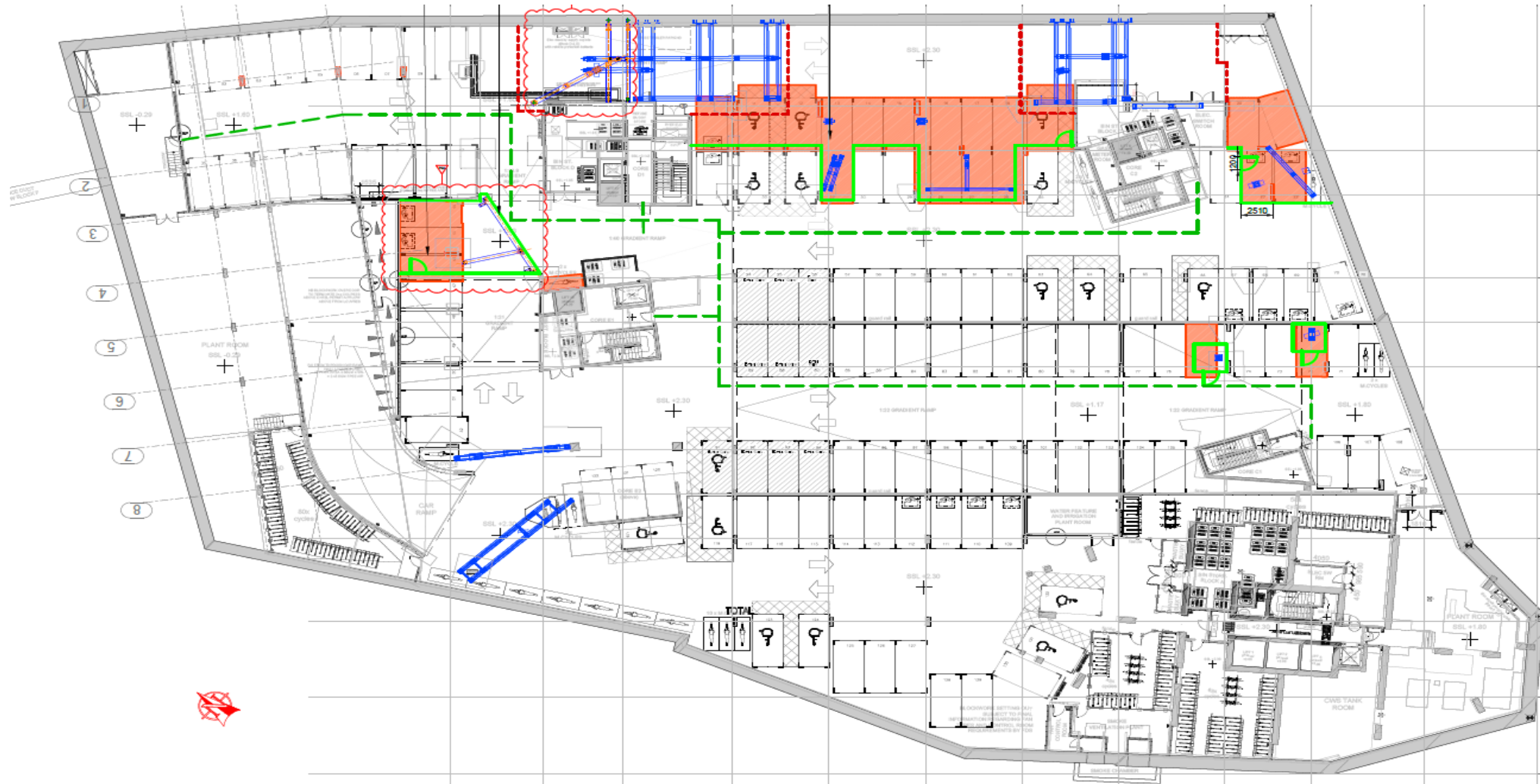
# Update on actions and current works

Action	Status	Next steps
Contract and licence negotiations	Ongoing and underway	Continue
Coordination works with services required for install of propping design	This is now complete for all clusters except one which is almost at completion	Complete sign off for current design. Once new areas are designed for this will need to be undertaken for these areas
On site surveys w/c 16 March investigations to the contig wall and pile caps	Delayed due to licence for the surveys and incorporation of additional areas, however surveys commenced 11 May	Surveys ongoing, outputs to be reviewed. These surveys are being extended to cover the eight locations mentioned in the previous slides however, as noted, design is being progressed in parallel. These surveys will fit around existing chaperone appointments where appointments are booked

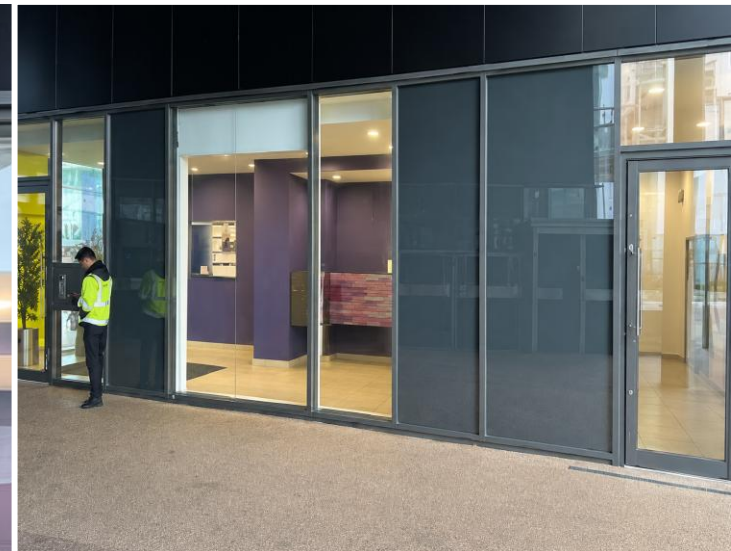
# Requirements for propping solution - context

- As set out in February's meeting, the propping solution must have the capacity and capability to support column loads permanently i.e. there is no requirement for any further intervention and ongoing monitoring for this specific issue.
- However, we accept that a solution that introduces steel beams in areas such as the car park, is not in line with the original design intent for the buildings and is a change to the building.
- It also means that NHG faces the loss of rental car park spaces and introduces columns in areas they didn't previously exist.
- The majority of propping is within the car park, however there are three locations requiring propping within the buildings (as per current design).
- It may be the case that there is a more optimal solution which would reduce the loss of space in the car park; however this would result in the need for further works and is, at this stage, uncertain and could potentially cause further delays to residents being able to return home.
- The next slides detail where the props are proposed in the current design.
- We would like to invite residents to reflect on this and will be asking for your feedback.

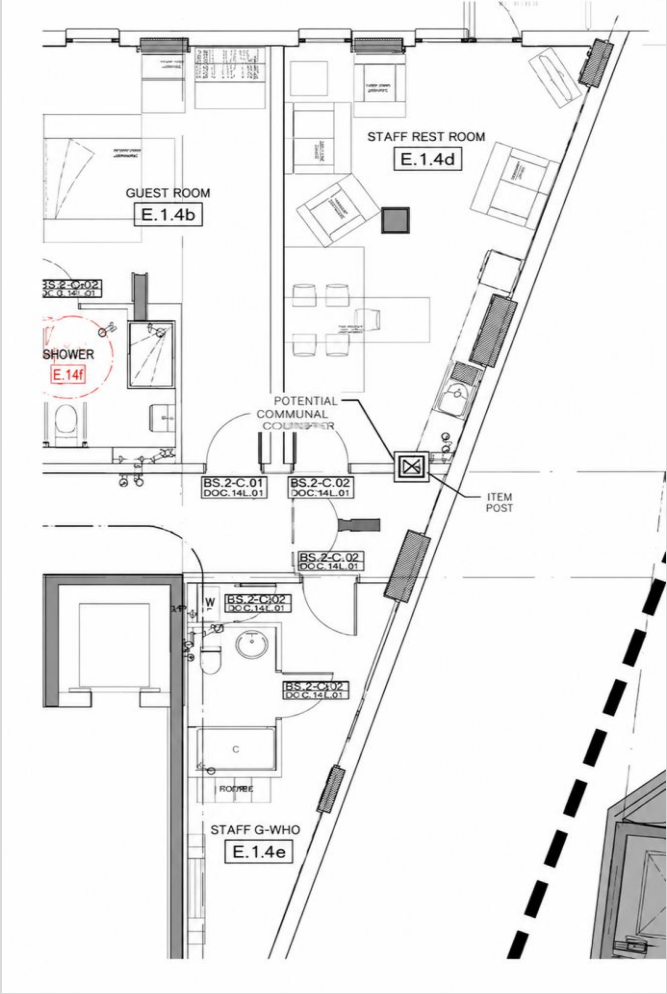
# Basement area



# Opal Court entrance



# Amber Court entrance



# Reflections

- We'd like to invite your reflections or immediate questions.
- We have allowed some time for this now but will circulate a feedback form after the meeting to capture any feedback.
- If residents would find it useful, we are also happy to offer some drop-in sessions to take feedback and allow space for individual conversations.
- We are really keen to get your views, particularly on areas of concern and impact.

# Chaperone changes - reminder

- We are proposing to consolidate the current zones into a single zone per block. To start from **Monday 1 June**. This would mean
  - All properties within each block will fall under one zone.
  - Access will be granted to one property at a time.
  - The timeslot duration will increase from 30 mins to one hour and service operating hours will remain unchanged (as listed above).
- **Ruby and Opal Court chaperone hours:**
  - Monday 10 am – 5 pm
  - Tuesday 10 am – 7 pm
  - Wednesday 10 am – 5 pm
  - Thursday 10 am – 5 pm
  - Friday 10 am – 5 pm
  - Saturday 10 am – 6 pm
  - Sunday 10 am – 6 pm

# Q&A



# How to contact us

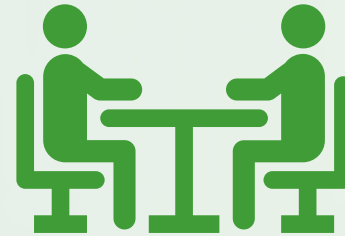
Speak to your dedicated NHG staff member



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



**Email**  
Opal, Ruby and  
Amber Court  
residents:  
[hotline@nhg.org.uk](mailto:hotline@nhg.org.uk)



**Stratford Halo**  
**Residents Hub**  
located in the  
reception of Halo  
Tower



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

**Thank you**