



www.nhg.org.uk

BUILDING REMEDIATION UPDATE

SENIOR PROJECT MANAGER: Kaira Ellis

Stoke Quay

DATE: August 2026

Dear residents of Stoke Quay,

Thank you to those were available to attend our recent meeting. We would like to apologise for the lack of communication we have been able to share since the last resident meeting in 2025.

Delays

The delays to the programme have been driven by a number of factors, including project costs being significantly higher than initially anticipated, challenges within the procurement process, and the complexity of delivering both external wall remediation and defect rectification works as part of a single programme. We fully recognise that these challenges have resulted in delays and uncertainty for residents, and we understand the impact this has had. We have taken this feedback on board, and we remain committed to progressing the works as efficiently as possible, and communicating going forward, even when there is a lack of update to give.

Whilst we are working to progress the programme, we want residents to be aware that there is significant amounts of detailed survey work, technical investigations, and design development is still required before construction can begin. In addition, the high-rise blocks must progress through the Building Safety Regulator's Gateway 2 approval process, which involves rigorous review and approval of the proposed design and construction plans. The time required to obtain these approvals can add several months to programme timescales, and during this time we are prohibited to start any works before that consent has been granted. As a result, the overall programme is subject to regulatory requirements that are outside of our direct control.

Remediation Plans

Over time, a number of defects and repair issues have been identified across the Stoke Quay estate. The impact of these issues vary, depending on where you live within the development.

The purpose of our programme is to focus specifically on remediation works and the defects that have been identified so far. Following the Grenfell tragedy, there have been significant changes to building safety requirements, and a number of remediation measures must now be undertaken in works of this nature. The primary external fire safety issues identified relate to missing or defective cavity barriers, as well as combustible insulation materials. These materials will need to be removed and replaced with suitable non-combustible alternatives to ensure the buildings meet current safety standards.

This means there is a substantial amount of work that needs to be carried out across the site.

We have now appointed a consultant team which we would like to highlight as a major milestone at this stage of the project. The team includes the Employer's Agent, Architects, Quality Surveyor, Principal Designers, Fire engineers and Structural engineers.

Notting Hill Genesis

Bruce Kenrick House
2 Killick St, London, N1 9FL

Phone 020 3815 0000
Email info@nhg.org.uk



Online, anytime

Check your statements, raise and track repairs,
pay your rent, give feedback and make requests.

**Activate
MyAccount now.**
www.nhg.org.uk

Programme Timeline

Activity	Indicative Timeline
Surveys, investigations, design development	Aug 2026 - Mar 2027
Tender process	Apr 2027 - Aug 2027
Contractor appointment/pre-contract stage	From Aug 2027
Construction to start on site	Subject to regulatory approval and procurement outcomes

Barnard Square and Leven Court

We are exploring opportunities to progress these areas separately where possible. Barnard Square is currently further advanced, as design drawings are already in place from the previous ISG works, which may allow these works to move forward ahead of the wider remediation programme. Additional design work is still required for Leven Court roof terraces works before this can be tendered. However, our intention is to progress both the Barnard Square works and the Leven Court terrace works as early as possible, ahead of the wider estate programme where feasible.

Subject to the completion of the necessary design development, approvals, and procurement activities, we are aiming to tender for the Barnard Square and Leven Court terrace works by the end of 2026. This approach would enable these elements of the programme to progress sooner while work continues to develop the wider estate remediation plans.

Surveys and Investigations

As part of the next phase of the programme, we will be finalising the schedule of surveys and investigations required across the estate during August 2026. These surveys are essential to ensure that the scope of works is fully understood and that the proposed remediation solutions are appropriately designed.

Where access to individual homes is required, residents will be contacted directly in advance to arrange appointments and provide further information about the purpose of the surveys.

Alongside this, an independent peer review of the Fire Risk Appraisal of External Walls (FRAEW) and external wall assessment report is being completed. This review will help ensure that the proposed remediation approach is robust, proportionate, and aligned with the latest building safety requirements and guidance.

Transaction Support

We recognise that some residents may be experiencing difficulties when trying to sell their homes due to lenders' concerns about the planned remediation works. To support residents through this process, we can provide additional information requested by mortgage lenders, brokers, solicitors, or conveyancers. This may include letters of comfort and bespoke letters tailored to specific enquiries relating to the remediation programme.

For residents who are considering longer-term subletting arrangements, this may be possible, subject to the terms of your lease and current tenancy regulations. If you would like to explore this option, please speak to your Property Manager, who will be able to discuss your individual circumstances and advise on the relevant process and requirements.

Notting Hill Genesis

Bruce Kenrick House

2 Killick St, London, N1 9FL

Phone 020 3815 0000

Email info@nhg.org.uk



Online, anytime

Check your statements, raise and track repairs, pay your rent, give feedback and make requests.

Activate MyAccount now.
www.nhg.org.uk

Project Funding

The applications have been made to the Building Safety Fund to support the remediation works, and NHBC claims are being pursued where defects fall within the scope of warranty coverage. However, the remediation programme is not dependent on securing external funding, and the necessary works will proceed regardless of the outcome of these applications and claims. Residents and leaseholders will not be charged for the cladding remediation works.

Fire Safety Position

We want to reassure residents that the buildings remain safe to occupy. All actions identified through the Fire Risk Assessments (FRAs) are up to date and are being managed appropriately. If any additional interim fire safety measures, such as a waking watch, were required, they would already be in place. For those buildings classified as higher-risk buildings, approval from the Building Safety Regulator through the Gateway 2 process will be required before remediation works can commence.

Stoke Quay - Microsite

It was previously shared with residents that a dedicated microsite would be created dedicated to Stoke Quay Building Safety Remediation works. This will serve as a central hub for information, updates and documentation throughout the remediation process. This can be accessed via the following link <https://www.nhg.org.uk/places/information-for-residents-at-stoke-quay/>

Contacts for direct enquiries

Dee Hopkins remains your Estates Operations Manager and your main point of contact. Dee will liaise with us to answer any concerns or questions you may have.

Next resident update

In line with the 6-8weeks communications commitment, the next update is due in October. From the feedback we received during the meeting, we have committed to improving responsiveness and resident engagement. This feedback will be reviewed by senior management as part of our ongoing commitment to improving how we engage with residents throughout the programme.

Where possible, we will aim to respond to resident emails within five working days and ensure that enquiries are directed to the appropriate teams for action.

Kind regards

Kaira Ellis

Senior Project Manager

RESIDENT QUESTIONS

1. What is the current status of the resident microsite?

Answer- The microsite is currently live and has the previous updates that we have shared. We appreciate that due to the lack of updates we have had to share little progress had been communicated. Moving forward, the microsite will be updated as project milestones are reached and will be the main database for project information.

2. Why has communication been so poor?

Answer- We accept that communications had been inadequate recently and we apologise for the impact this has had on residents. Throughout the development of this programme, progress has often been dependent on information from external consultants, fire engineers, and other specialist

Notting Hill Genesis

Bruce Kenrick House

2 Killick St, London, N1 9FL

Phone 020 3815 0000

Email info@nhg.org.uk



Online, anytime

Check your statements, raise and track repairs,
pay your rent, give feedback and make requests.

**Activate
MyAccount now.**
www.nhg.org.uk

advisers. This has resulted in periods where there were limited meaningful updates available to share, and in some instances, this led to longer gaps in communication than we would have liked. Moving forward, we will provide regular project updates every six to eight weeks, which will also be published on the project microsite. Where there are significant developments between these scheduled updates, we will communicate these with residents as soon as possible. Emails will remain the primary method of communication, along with in person meetings. We are also reviewing our mailing list to ensure everyone is included in future communications.

3. Will leaseholders be charged for the remediation works?

Answer- The remediation, structural and planned safety works currently being discussed will not be recharged to leaseholders. Normal service charges and routine repairs remain separate.

4. Why aren't local contractors being used?

Answer- As a housing association, we are required to procure contractors through approved frameworks and in accordance with public procurement regulations. These processes are designed to ensure fairness, transparency, value for money, and that contractors have the appropriate capacity, expertise, and accreditations to deliver complex remediation and building safety works. While this procurement approach can limit our ability to directly select local contractors, successful principal contractors may still choose to engage local subcontractors and suppliers where appropriate. Our priority is to ensure that suitably qualified and experienced contractors are appointed to carry out the works safely, efficiently, and to the required standards.

5. Can residents get compensation or rent relief for unusable balconies?

Answer- We will seek legal advice on this and will provide a formal response once we have been able to review the lease position.

6. Is Stoke Quay being sold to another housing provider?

Answer- Stoke Quay is not currently part of any disposal programme. Notting Hill Genesis are reviewing its stock based outside of London, but there is no current intention to transfer Stoke Quay homes.

7. What is being done about boarded-over balconies and overheating?

Answer- We acknowledge and understand the effect that the loss of balcony access is having, especially during warmer months. We have committed to reviewing the properties affected and as part of this process, we will consider whether any alternative solutions may be available to reduce the overall impact, in line with building safety requirements and the wider programme.

8. Why can't the highest-risk buildings be prioritised? (Avalon Court)

Answer- The order in which works are delivered is influenced by a number of factors, such as the completion of surveys and design work, contractor mobilisation and logistics, regulatory approvals, and the requirements of the Building Safety Regulator. All buildings are being assessed and progressed simultaneously wherever possible to ensure the programme moves forward as efficiently as possible.

9. Will all blocks start at the same time?

Answer- The design work may progress across all buildings at once. It is usual for construction works such as this to be phased. the contractor will ultimately determine the most practical sequencing of works across the estate.

10. When will EWS1 certificates become available?

Answer- The favourable EWS1 rating would be available after the necessary remediation works are

Notting Hill Genesis

Bruce Kenrick House

2 Killick St, London, N1 9FL

Phone 020 3815 0000

Email info@nhg.org.uk



Online, anytime

Check your statements, raise and track repairs, pay your rent, give feedback and make requests.

Activate MyAccount now.
www.nhg.org.uk

complete and signed off. As the works progress and we get close to completion. We will keep you updated on its issuance.

11. Will residents need to move out during works?

Answer- For most of Stoke Quay, currently, we do not expect residents to move out during works. Barnard Square may be different due to the nature of the proposed works, though further surveys are needed before a definite position can be reached.

12. Can service charges be reduced given the current situation?

Answer- service charges are largely influenced by factors such as insurance premiums, energy costs, and requirements arising from building safety legislation. These costs have increased significantly across the sector in recent years and are a key driver of service charge levels.

However, estate-specific service charges have not been subject to any significant increases as a result of the remediation programme itself. While we are unable to make any commitments regarding reductions to service charges, we recognise the concerns that residents have raised, particularly given the disruption and uncertainty they have experienced.

This feedback will be shared with the Service Charge Team so that they are aware of residents' concerns and can take them into consideration as part of their ongoing work and review.

Notting Hill Genesis

Bruce Kenrick House
2 Killick St, London, N1 9FL

Phone 020 3815 0000
Email info@nhg.org.uk



Online, anytime

Check your statements, raise and track repairs,
pay your rent, give feedback and make requests.

Activate
MyAccount now.
www.nhg.org.uk