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BY EMAIL AND POST

All Residents
Bakersfield
Crayford Road
London
N7 0LU

Date: 11 December 2025

Dear Resident,

**Building Safety Remediation Update
Clarification regarding internal and balcony escapes (secondary escapes)**

We want to take this opportunity to reiterate and confirm our message regarding the permanent closure of internal and balcony escapes within properties.

All residents must ensure that flat entrance doors are used as the main and only exit in the event of an emergency.

Since the fire incident in November 2024, we received advice from the Fire and Rescue Service (LFB) and our fire surveyors. We have communicated this to all residents in previous communications and has been the guidance to residents since January 2025 via meetings and written communications.

To support this guidance, we have conducted investigations and designs to permanently close and remove the internal and balcony escapes. The works required for this will further enable residents to leave your property quickly and safely if needed. Until then, we encourage residents to keep internal doors closed for added safety.

There are 2 phases of works to complete this permanent closure:

- **Phase 1: Reactive works – alarms**
 - Millwood are booking appointments directly. Works begin on Monday, 15 December.
- **Phase 2: Reactive works – passive**
 - Higgins will complete these works. The start date is yet to be confirmed.

These are explained in further detail in the below document, issued via email on Friday, 5 December 2025.

Information is found on the microsite which can be accessed using the link: <https://bit.ly/bakersfieldresidents>. If you have any questions or queries, please submit these questions via the QR code below or using the link <https://bit.ly/b-bs>.

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**BUILDING REMEDIATION UPDATE
BAKERSFIELD ESTATE**

SENIOR PROJECT MANAGER: Jo Knight
PROJECT MANAGER: Daven Hinkson
DATE: December 2025

Dear residents of Bakersfield Estate,

We apologise for the delay in communicating further regarding the reactive works in November. We have been working to finalise the best approach to proceed with the works in a timely and efficient manner.

We had previously indicated that all the reactive works would be completed together. On review, we have taken advice to split the works further into

1. 'Reactive works – Alarms'
2. 'Reactive works – Passive'.

Reactive works – Alarms

We will begin installing alarms in the coming weeks. Our contractor, **Millwood**, will carry out these works. Once completed, we will submit a retrospective application for building control approval to the Building Safety Regulator (BSR).

Why this is important:

This first step will improve your safety by providing additional early warning in the event of a fire inside your flat. Temporary alarms will also be installed in the riser, alerting all connected flats if smoke or fire is detected there until the passive works (detailed below) are completed. This will help you leave your property quickly and safely if needed. We appreciate your cooperation in providing access.

Appointments & Access:

- Millwood will contact residents directly to arrange appointments starting **Monday, 15 December**.
- Some appointments may be available during the holiday period.
- Each appointment will take a full day to remove existing alarms and install the new system.
- You can remain in your flat during the works.

Reactive works – Passive

These works include:

- Replacing internal doors
- Removing redundant pipework and cables from risers
- Resolving compartmentation issues

These will follow after a standard BSR application for building control approval, which we aim to submit early in the new year. **Higgins** will manage and carry out these works.

Why this is important:

These improvements will **remove the secondary escape routes entirely and improve protection to your main exit (front entrance door)** in case of fire. Until then, we encourage residents to keep internal doors closed for added safety.

Appointments & Access:

Once approval is granted, Higgins will arrange appointments. We will share more details as we progress.

Main works

Higgins and our consultants are continuing to plan and design the main scope of works. This will require a separate BSR application for building control approval. We will provide updates on milestones and timelines as soon as possible.

We are still on track to contact specific residents shortly after the new year who will need to temporarily move out (decant) during part of these main works. We understand this may cause concern, and we want to ensure we can answer all their questions once planning and design elements are complete.

General Fire Risk Awareness


Our operations team and fire risk assessors are visiting NHG buildings to assess and address fire safety concerns in line with updated regulations and fire service guidance. This is specifically important for Bakersfield considering the fire and the works required to improve resident safety. This work complements the safety measures we are implementing, to prevent fire from spreading, ensure early warning and maximise resident safety. Please review the attached fire safety document for more details. Heran will also share updates through her normal communications.

Next Steps

- Millwood will contact residents or landlords directly to arrange alarm installation appointments.
- We will provide further details on the main works and planned start dates once regulatory approvals are in place.
- Please monitor the microsite for additional information and updates.

Contacts

Microsite Link: <https://bit.ly/bakersfieldresidents>

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	Property Management Officer	Heran Tefera	heran.tefera@nhg.org.uk
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Yours sincerely,

Daven Hinkson - Project Manager