

Sapphire Court Residents' Meeting

23rd February 2026

Welcome and housekeeping announcements

Andy Mackay, Director of Building Safety,
Notting Hill Genesis

Meeting agenda

- Andy Mackay, Director of Building Safety, Notting Hill Genesis
 - Timeline of structural investigations and discovery of issues
- Andy Murray, Divisional Director, Pell Frischmann (Technical Advisors)
 - Building design
 - Explanation of the structural issues identified
 - Remediation considerations
- Andy Mackay, Director of Building Safety, Notting Hill Genesis
 - What are the remediation timeline and next steps?
- Q&A
- Contact details

Block references

Block C Opal Court

Block D Ruby Court

Block E Amber Court

Block F & G Sapphire Court/Lapis Mews

Timeline of structural investigations and the discovery of issues

Andy Mackay, Director of Building Safety,
Notting Hill Genesis

Our approach to building safety

Throughout this situation our guiding principles have been to:

- Put your safety first at all times
- Follow the advice of our Technical Advisors (Pell Frischmann) based on the evidence presented by the original Structural Design Engineers
- Act immediately upon new information received
- Do all we can to support affected residents and keep you all informed
- Work closely with relevant partners, authorities and government bodies

Timeline of building safety investigations

Initial building review

January 2025

- The original Structural Design Engineers notified Notting Hill Genesis of their review of buildings at Stratford Halo
- We started working closely with the original Structural Design Engineers to understand the review process and outputs
- The focus was initially placed on reviews for Opal, Ruby and Amber (C/D/E), though we understand desktop reviews of other buildings were ongoing

Initial relocation

August 2025

- In August, parts of the building façade at Sapphire Court were removed in locations previously advised by the original Structural Design Engineer as areas of concern. This enabled a visual inspection in these locations
- On 19th August the original Structural Design Engineer inspected these exposed areas
- On 20th August the original Structural Design Engineer advised the relocation of residents within the original relocation zone
- NHG initiated this relocation on 21st August
- A technical safety assessment of areas immediately adjacent to the area of concern, was undertaken the original Structural Design Engineers. NHG was advised by the original Structural Design Engineers and our Technical Advisors that other areas of the building could remain in occupation whilst the desktop reviews were completed

Further investigations and secondary relocation

October – November 2025

- On further review of the situation at Sapphire Court, our Technical Advisors concluded that there was an unacceptable level risk to residents in respect of continued occupation of the building.
- The relocation of remaining Sapphire Court and Lapis Mews residents began on 4th November

Restricting access to the building for resident safety

- December 2025 – January 2026
- Scanning of reinforcement within concrete slabs commenced in December; one of the locations confirmed insufficient reinforcement to meet performance requirements.
- As a result:
 - In late December, monitoring devices on the building alerted us that the building was moving.
 - In January the original Structural Design Engineers confirmed they had changed their position on the suitability of the building being occupied (we had already taken the decision to relocate residents)
 - This changed the risk assessment regarding re-access to the building, in turn leading to the changes you have seen in the chaperone service

Explanation of building design

Andy Murray (Divisional Director) Pell Frischmann

Structural Form

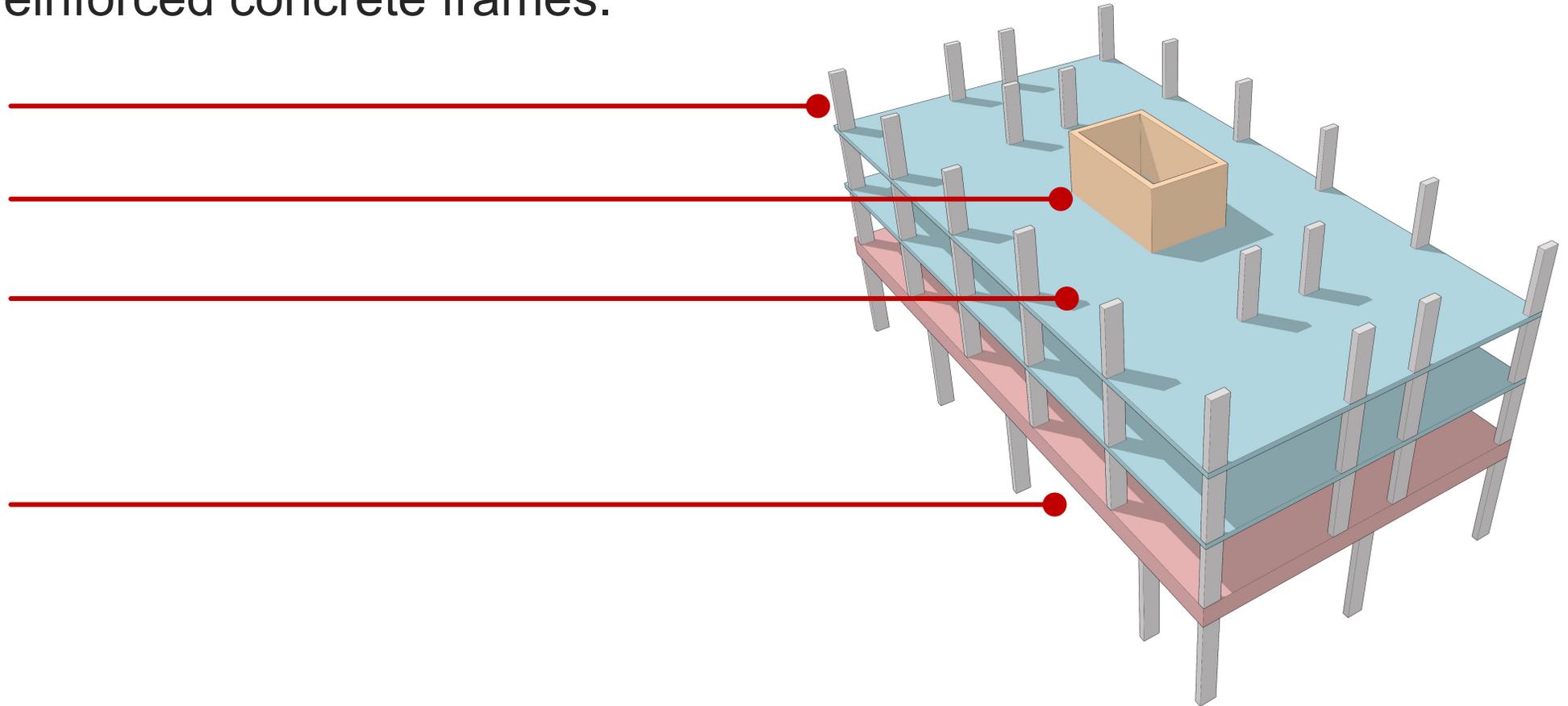
All Blocks are reinforced concrete frames.

Column

Core

Slab

Transfer slab



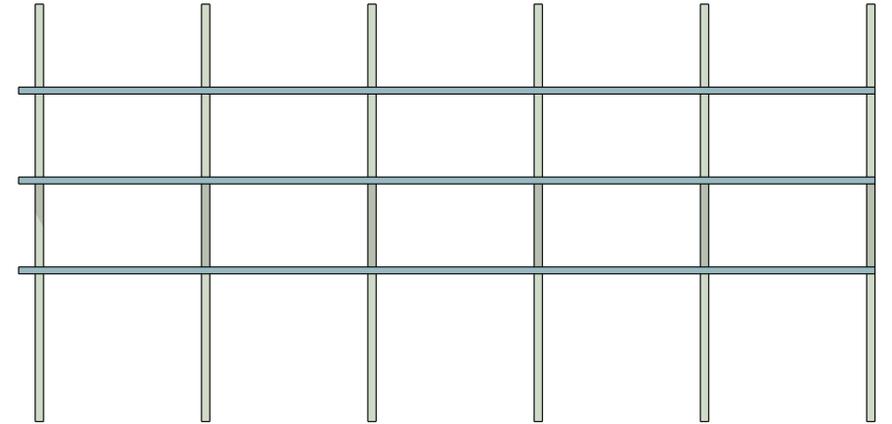
Illustrative purposes only

Technical terms

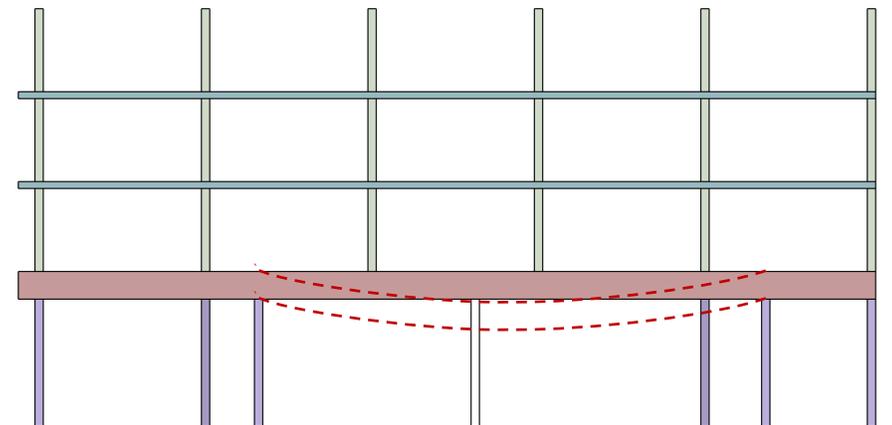
Structural anatomy

- Sapphire Court is reliant on transfer slabs.
- This is not an unusual form of structure for this type of building.
- It is often used to accommodate different floor layout requirements between basement/ground areas to those above such as residential layouts

Vertically aligned



Transfer structure



Illustrative purposes only

What we know about the structural issues identified

Issues identified and contributing factors

- There are a considerable number of locations within the existing concrete structure where the constructed structure does not meet recognised minimum accepted performance requirements
- The advised issues with the structure are due to decisions made by the original design engineers, around geometry and materiality
- It is highly unlikely that they result from external influences such as the bridge work adjacent to the site
- Cracking observed to finishes, whilst unsightly, is highly unlikely to compromise the ongoing performance of the primary concrete structure

Remediation considerations

Remediation context

- Before we can remediate (repair) an existing building structure we need to understand the full nature of the issues identified
- This will then help us to understand what needs fixing and what engineering options may be considered in implementing remediation solutions
- There are a considerable number of locations within the existing concrete structure, where the as constructed structure does not meet recognised minimum accepted performance requirements
- The remedial solution will not be a simple fix. The assessment work and design work for any remediation solution must be meticulous and will be time consuming

What works are being undertaken?

- The original Structural Design Engineers are undertaking on site investigation works in areas they have identified as requiring further investigation.
- It is anticipated that some of this additional information will assist the original Structural Engineers in developing remediation proposals.
- Notting Hill Genesis's Technical Advisors will be supporting the original Structural Design Engineers in developing remediation proposals.

Remediation

- It is our hope the existing building structure can be remediated so residents are able to return.
- As outlined at the previous resident meeting in January, any solution needs to be assessed in terms of:
 - Resident safety and wellbeing
 - Impacts on the residents' experience and building operability
 - Programme
 - Cost effectiveness
- We appreciate this uncertainty is really difficult for residents.

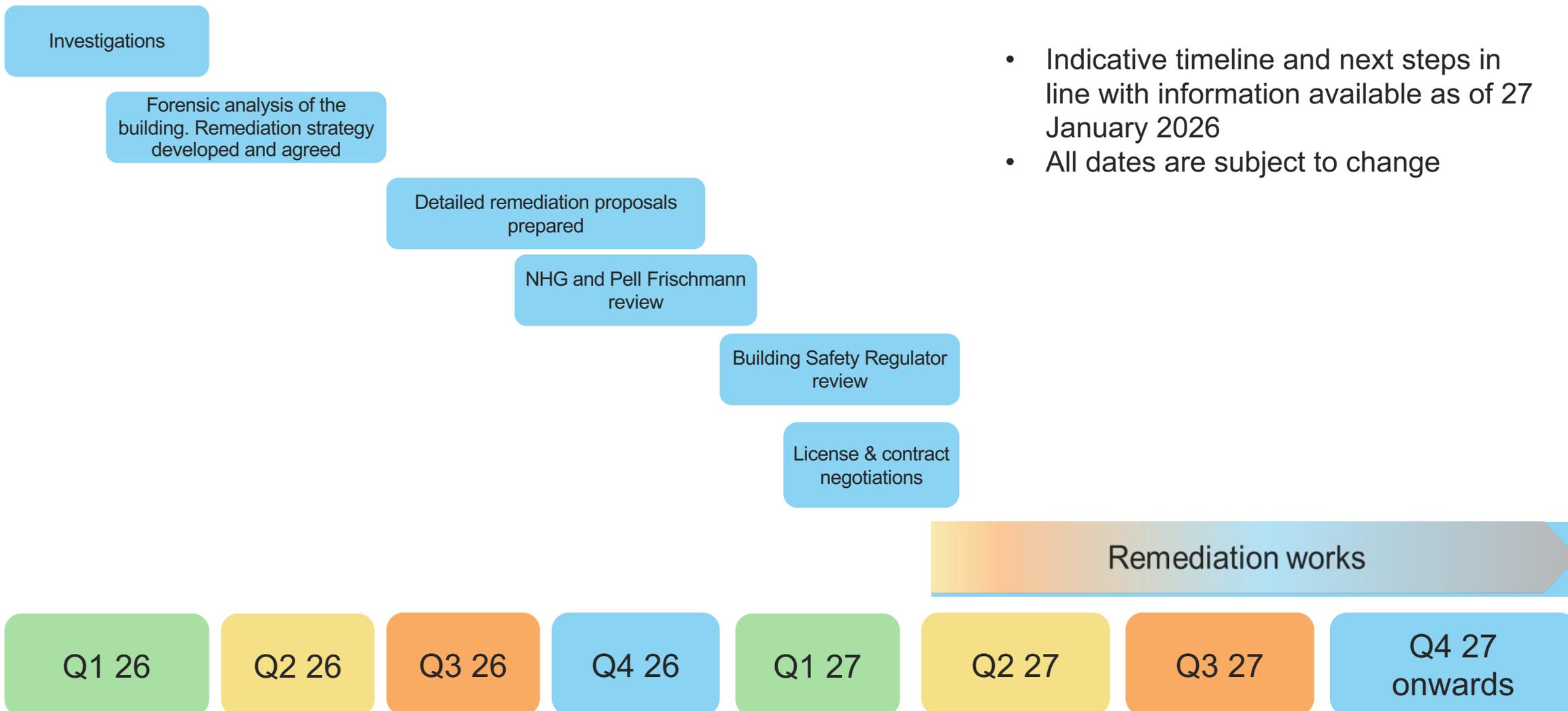
Remediation timeline and next steps

Andy Mackay, Director of Building Safety,
Notting Hill Genesis

Remediation solution assurance

- If remediation is completed we will seek independent certification and assurances to ensure the adequacy of the remediation works:
 - The remediation works will be designed to meet the requirements of building control
 - The building is a 'High Risk Building' as defined under the Building Safety Act 2022. Any remediation proposals will therefore require building control approval from the Building Safety Regulator
 - Notting Hill Genesis will be seeking independent warranties for the design and installation of the remediation works. We will also seek assurances regarding the performance of building structural components that have not been altered as a consequence of the remediation works

Indicative timeline for remediation



- Indicative timeline and next steps in line with information available as of 27 January 2026
- All dates are subject to change

Remediation next steps

- Surveys have continued in Sapphire Court with further areas of the external wall removed on the elevations that face Amber Court. These locations revealed further cracking for which remote monitoring has been installed
- The original Structural Design Engineers are working on further surveys of the building to expose more areas of the superstructure. This is to allow them to understand the condition of the building and inform next steps
- Residents whose homes are affected by the need for further surveys have been contacted by the Building Safety Team
- We have begun working with the original Structural Design Engineers and our Technical Advisors to develop the appropriate remediation strategy

Q&A and how to contact us



Q&A

How to contact us

Speak to your dedicated NHG staff member

Stratford Halo 24-hour hotline

0203 815 0333

Email

- Sapphire Court residents: 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

Thank you

Appendix
Building structure supporting
technical information
by Pell Frischmann

Nomenclature

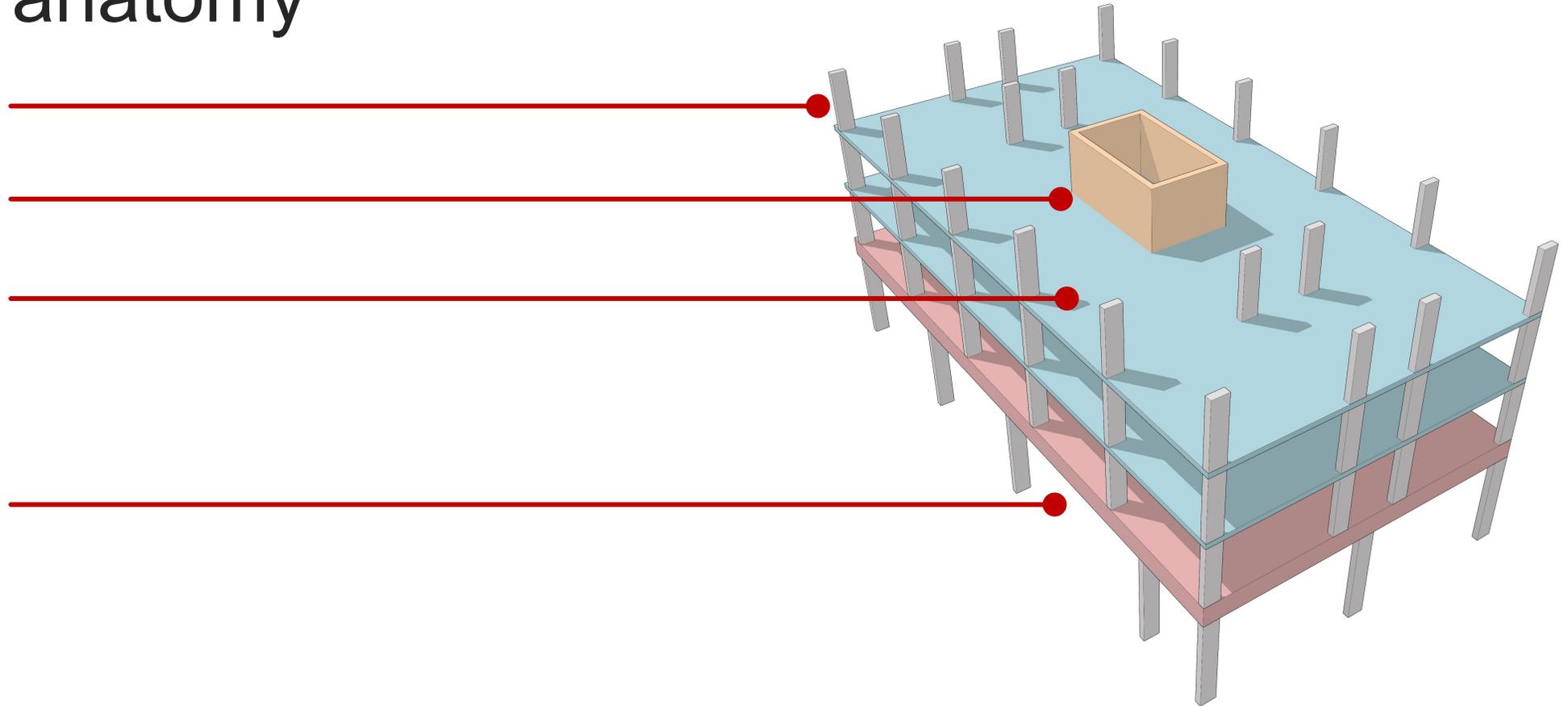
Structural anatomy

Column

Core

Slab

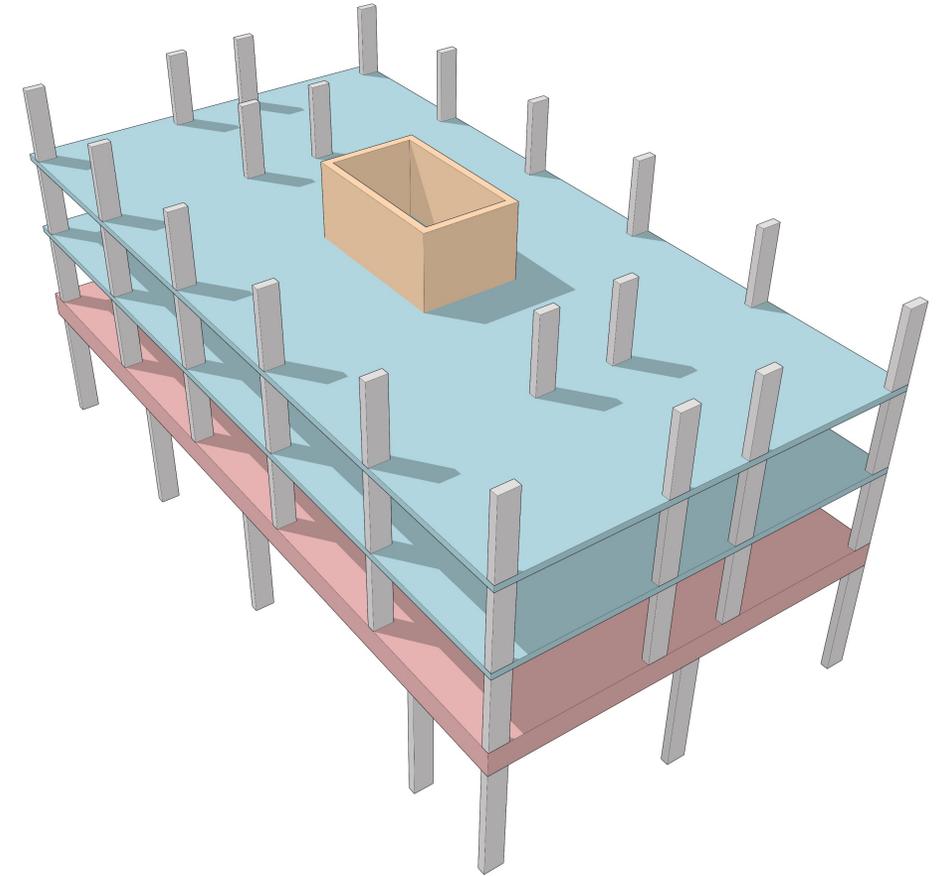
Transfer slab



Sapphire Court – Lapis Mews

Structural anatomy

- All Blocks are reinforced concrete (RC) frames.
- They rely on vertical columns supporting horizontal concrete slabs.
- The slabs are typically what is termed as 'flat slabs' meaning they are self supporting and not reliant on beams providing vertical support.
- The buildings are stabilised against wind using concrete walls, clustered around vertical circulation locations such as staircases and lifts.

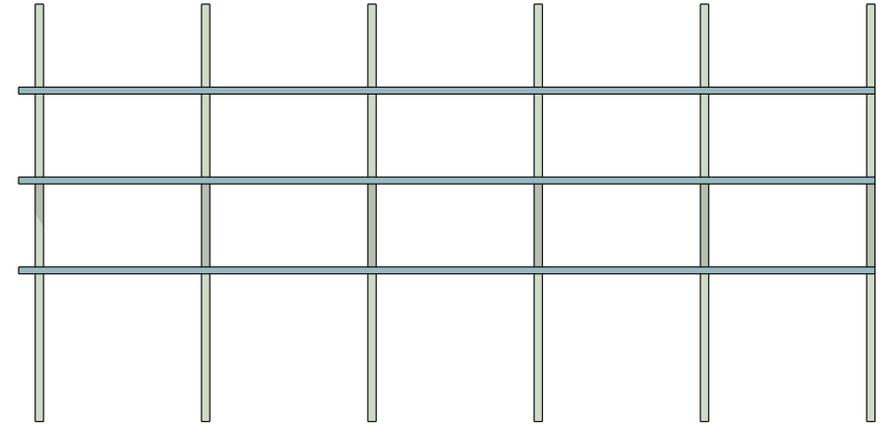


Nomenclature

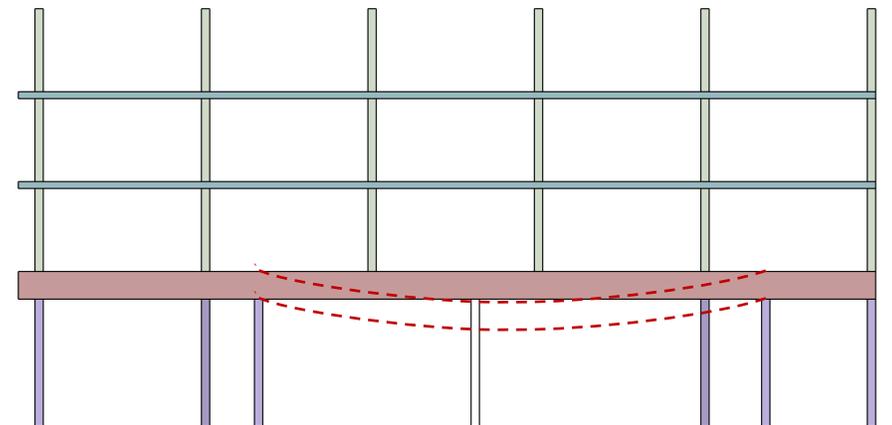
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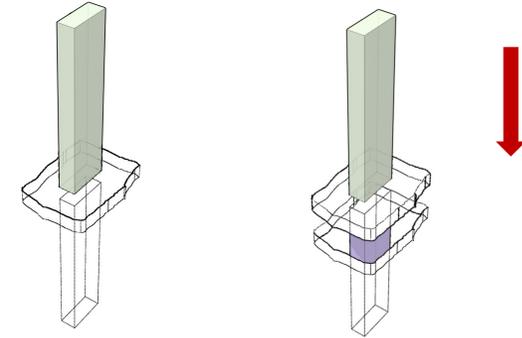


Illustrative purposes only

Nomenclature

Structural behaviour

Punching shear – vertically continuous columns

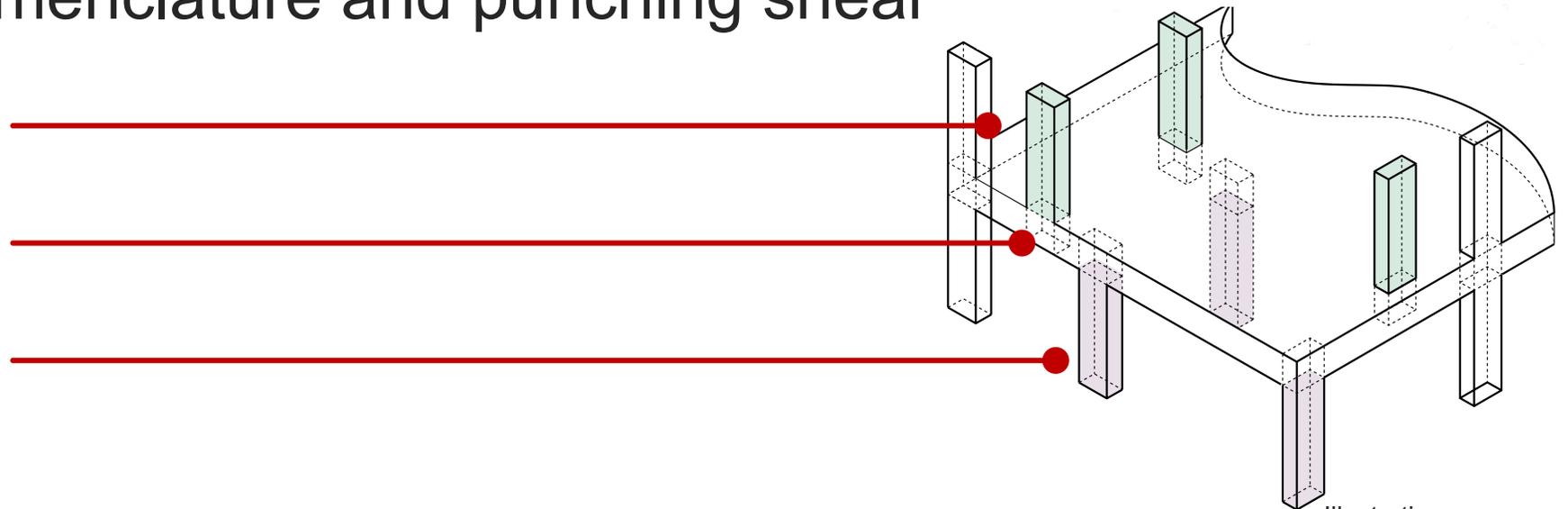


Transfer slab nomenclature and punching shear

Planted Column

Transfer slab

Supporting column



Illustrative purposes only

Nomenclature

Structural behaviour

When designing buildings structural engineers are generally concerned about the following structural behaviours.

- Bending – how much something bends
- Shear – shearing actions
- Deflection – how much something moves
- Robustness – limiting disproportionate collapse

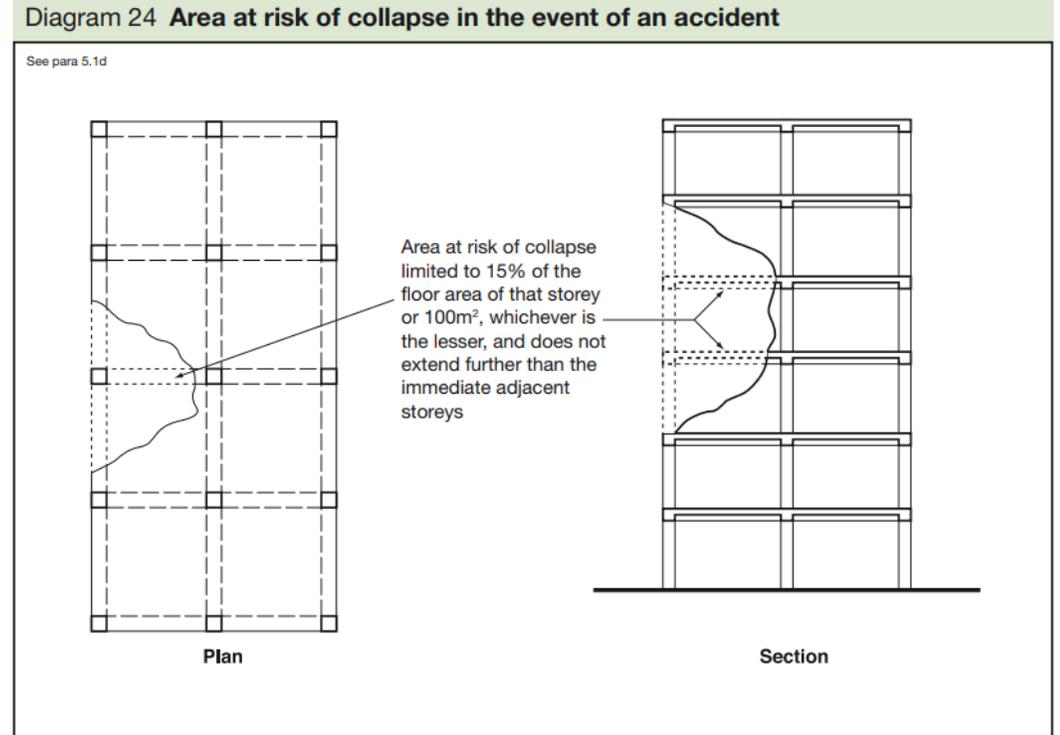
Nomenclature

Structural behaviour

In the event of an accident/structural failure the global collapse of structures is limited by designing the structure against what is termed as disproportionate collapse.

This involves ensuring that the building structure is both vertically and horizontally tied together adequately.

Alternatively critical structural components, known as 'Key elements', are designed for accidental loading resulting from gas blasts, vehicle impact etc.

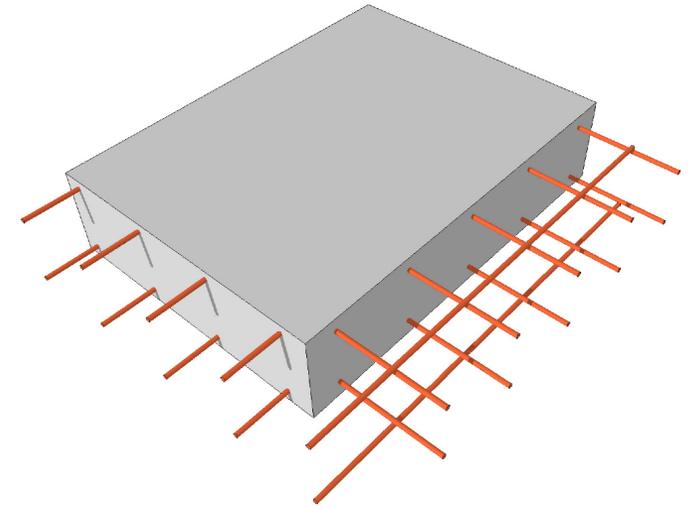


Materiality

Reinforced Concrete

- Concrete is good in compression (being squeezed)
- Concrete is poor in tension (being bent and stretched)
- Steel is strong in tension

Combining the two materials creates a material which is strong under compression and tension

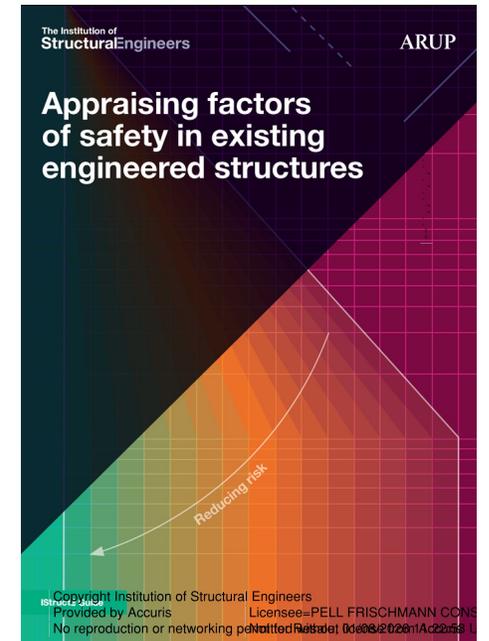


Advised Performance Concerns

Sapphire Court

How did NHG's technical advisors determine that the building was no longer safe for occupation?

- This was based on the evidence provide by the original structural engineer.
- Additionally, structural performance concerns were assessed against a technical paper published by the Institution of Structural Engineers 'Appraising factors of safety in existing engineered structures'. This demonstrated that continued occupation of the buildings represented a very high (unacceptable) risk.



Structural Performance

Design Approach and Utilisation

Structural Engineering is based on design codes which outline:-

- Recommended approaches to design (for that material)
- Typical load allowances
- Recognised material properties for each material
- Factors of safety to applied to the applied loads and material properties

A structure which meets its performance requirements is one where the applied design forces do not exceed 100% of its design resistance.

A structure which does not meet its performance requirements is one where the applied design forces exceed 100% of its design resistance.