



Ruby, Opal and Amber Court Residents Meeting Q&A 17 September 2026

This document is a record of responses to residents at the online meeting on 17 September 2026, where further information has been provided, we have referenced it here as "Additional notes" in order to be clear.

1. Can we give you the names of the buildings that we're looking at for relocation? Will we get to see them first?

There are around 15 different buildings within East Village in Stratford that we are sourcing properties in. They're all provided by Get Living.

You will be able to see the property. Once we've allocated and lined people up with a flat, we will be in touch with you. But you can view it first, measure it, get a feel for what it's like, and we can arrange that.

2. I do not have cash flow to fund another property. Can I confirm if you will be paying in advance for the move to East Village, similar to Coppermaker Square? Can you explain about rent, deposit, council tax, service charges....

Yes, we can clarify the exact setup will be the same. We are signing corporate tenancies with Get Living, so the tenancy agreements are in NHG's name and that money is being paid, so rent and deposits paid by NHG up front. So those costs won't affect you in that sense. The service charges, again, are included in that.

For the utilities, you will continue to pay electricity bills in line with your normal usage.

If you are moving to the East Village the heat and hot water is provided by East London Energy. It's a communal setup that will be initially in NHG's name. The way that we are signing these agreements means that we will initially take that on, but it will be moved into your individual names as soon as possible. You will only be charged from the date that the account is changed into your name.

Council tax: For East Village (operated by Get Living), we would expect you to pay council tax. However, if your council tax band is higher, we will cover the difference. So, you won't be paying more for council tax than you would have paid at Ruby or Opal. Council tax fees will be based on current calculations for 2026/27.

The principle is that you should not be out of pocket by moving to this longer-term temporary accommodation. So, we would reimburse any reasonable costs you've incurred as a result of this move, beyond your regular everyday living costs.

Additional note: When you move into East Village, we will ask you to sign a decant agreement that has obligations for us both to maintain the property for the duration of your stay.

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3. While we understand timescales are uncertain, can NHG provide an indication of the longest likely programme duration so residents can plan accordingly?

At the moment, we are unable to provide a reliable long-term completion date.

Before a final programme can be confirmed, we need to complete further technical work and engage with the original structural designers, our structural engineers and other specialist consultants. This involves a detailed review of the building and, ultimately, agreement on the most appropriate remediation approach. Because these discussions and reviews are still ongoing, we cannot yet predict exactly when the main programme of works will begin.

Since identifying the structural concerns, NHG, our structural engineers and independent specialist advisers have spent significant time investigating the building to fully understand the issues. During this process, additional areas requiring assessment have been identified. While this has increased the complexity of the project, it also means we now have a better understanding of the building and the work needed to make it safe.

Our priority is to ensure that any solution addresses the issues properly and provides a safe, long-term outcome for residents. We recognise that the uncertainty is frustrating, particularly for those trying to make plans for the future. While we cannot currently provide a definite end date or timeframe, we are continuing to develop the remediation programme and will share further information as soon as we are able to do so with confidence.

[More information on this is in the meeting slides and recording of the online residents meeting](#)

4. We're still currently waiting for the accurate records on service charges from 2023 and 2024. Will you make sure that residents who move out still get their rebates for money they've paid for a service charge if they stop living in the property? I understand it's a full and final when it comes to taking the buyback offer, but this is different. This is a rebate of funds that we have paid, which should be paid back to us. So, I'd appreciate some clarity on what that looks like, please?

This is a good point. We'll take that away as a suggestion we need to follow up and come back to you on this.

Additional information: We can confirm service charges from 2023/24 were shared and the adjustments posted on your accounts. The 2024/25 records of service charges have also been sent, adjustments for this period are yet to be posted to your accounts. We apologise for the delay with this.

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5. What are you doing to improve communication?

We will get together as a team after this meeting to discuss this and go through the feedback. We will prioritise the issues of improving communication amongst the other items you've already requested.

Additional note: Teams have met in the weeks after the meeting and are reviewing future ways to improve our communication, such as using more video messaging and clarifying some of the matters raised at the meeting which remain outstanding.

6. I understand the £1,000 offer for moving from serviced apartments to longer term accommodation, but what is NHG's position on compensation more widely? This will impact me and others who are looking at buyback to know any impact on compensation.

At present the only way compensation is paid to leaseholders is if someone were to sell their property via the enhanced terms that means that there's payment above the value. So, this is a form of compensation. I think you are asking what if that doesn't happen? What form of compensation occurs for those not selling?

It's a reasonable question, because at the moment there is no statutory model for us to use in these circumstances and there is no other 'compensation' offer available. I can commit to us taking this away and reviewing the position, but we will need to get the right advice and guidance first so this may take some time.

Additional information:

To clarify if you are not already engaged in the buyback and are moving from your serviced apartment into other accommodation while you wait to return to your home, you will qualify for the £1000 payment we are offering to acknowledge the disruption of having to move again.

There is no guarantee that anything else or more can be provided at this time.

7. The service charges we're paying are covering the building remaining safe and being accessible. Does that mean that it's covering the costs associated with the waking watch service?

No, the costs of the chaperone service are not part of the service charges. Nor are the costs for the security for the building and the operatives that stand outside as part of that security.

8. Can I understand what the situation is with Ovo please? We are still paying as they would not allow us to close the account.

This should not be the case. There is a [template letter on our website](#) that can be used for this. It's a generic one for quite a few utilities providers. You should not be paying for this twice.



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9. Why did NHG set up sundry account in our names for the deposit for private rental without any communication or written agreement?

This was done in specific circumstances where residents have found their own accommodation. NHG have provided that deposit, so taken on the risk for residents for damages to properties, lose their deposit, and then we would be reimbursed for it. It's not something that would be classed as arrears or service charge or rent arrears, so we wouldn't be taking any action on this. We apologise the policy wasn't made clear at the time and we are talking to residents individually on this.

10. If the East Village flats are not suitable for us, could we find one ourselves and cover the difference? Do you have a specific budget in mind for each type of flat?

Yes, we're open to a conversation. We can share more with you about East Village and the costs. If you can find something that meets your needs for the same price, we're paying that is fine. You've got to be comfortable with it and make sure it meets your needs.

11. When will the lifts be fixed?

We understand it has been frustrating for residents trying to access their home with lifts being out, we're sorry it has taken so long. The repair should be complete on Monday next week with a minimum of one lift in action for every block.

Additional note: We are pleased to confirm there are working lifts at Ruby, Opal and Amber Court. We apologise for the inconvenience this has caused residents.

Buybacks

1. Will the deadline for enhanced buyback be extended?

We're open to conversations now on the buyback with all residents and also to extending that deadline in line with our estimation of when the works are going to be completed. If it's something you're interested in, we'll have the conversation with you anytime; please let us know.

We understand as the timelines have changed people might change their mind and that is completely understandable, just let us know and we are happy to talk to you about buybacks.

Additional notes on buyback offer:

2. Can I now start the Buyback process if I've not already done so?

Yes - In light of the recent update in respect of the remediation of the buildings we do invite anyone who is interested in a Buyback but has not expressed an interest previously to come forward and talk to us. We would ask that you contact us by **23 October** if you are interested. We will be able to explain the process to you and arrange a valuation for your home. Once you have received your valuation and formal offer in writing, we ask that you return the Offer Acceptance Letter within two weeks should you wish to accept.

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3. Will the enhanced Buyback offer deadline to complete my sale be extended?

The deadline for the completion of a sale under the enhanced offer was originally set as the 31 December 2026 and this date is now extended to the 31 January 2027. As per our previous commitments we will review requests for extensions beyond the end of January based on individual circumstances - we have already engaged with some residents and agreed extensions where their personal circumstances have supported this decision. For anyone newly expressing an interest in the buyback we will agree a reasonable target date for the completion of your buyback with you.

4. I'm currently staying in a serviced apartment – if I'm doing the buyback will I still have to move?

At present, we do not expect residents who complete their sale by 31 January 2027 to require relocation. However, those completing after this date may need to move to East Village or another accommodation provider. The Buyback Scheme was introduced not only to support residents in securing a permanent move but also to help NHG reduce temporary accommodation costs. We will continue to consider the specific needs and circumstances of each household wherever possible, but the extended remediation timeline means we are unable to continue using serviced apartments on a long-term basis.