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**BUILDING REMEDIATION UPDATE  
BAKERSFIELD ESTATE**

**SENIOR PROJECT MANAGER:** Jo Knight  
**PROJECT MANAGER:** Daven Hinkson  
**DATE:** May 2025

Dear residents of Bakersfield Estate,

We apologise once again for postponing our recent meetings. As mentioned in our emails, we felt the updates were not substantial enough to proceed with the meetings and have developed this written update instead. Reports of the recent works are being finalised and will need reviewing, so we will issue a new meeting date shortly.

In this brief update, we will provide the outcome of the investigations so far and clarify the reactive works (how we will address the need to remove the secondary escapes). We have also included some feedback from our recent survey and a recap of the project's purpose.

**The safety of every flat is very important and also has an impact on the safety of the flats around them. This means that we need all residents to work with us to ensure the safety of your home, and your immediate neighbours by allowing us to complete these upcoming works.**

**Project Updates:**

**Investigation Phase: Scanning, Structural and Material Investigations**

Thank you to all residents for facilitating the first phase of the project. We scanned 146 of the 148 flats over 7 weeks and completed all 5 structural investigations. We also cut out sections of the ceiling material from the walkways for analysis.

We apologise once again for the inconvenience caused by the noisy works and the manual process of setting appointments. Our communication did not meet the standard we promised. We have reviewed this and will seek to make improvements for future phases at Bakersfield and other projects.

We will also ensure clear communication to minimise any confusion or concerns regarding appointments and other aspects.

We are awaiting the results and analysis of the intrusive surveys within the next few weeks. The plans and models from the scanning will be ready by the beginning of June.



**Notting Hill Genesis**

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

Phone 020 3815 0000  
Email [info@nhg.org.uk](mailto:info@nhg.org.uk)



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## **Reactive Works: Secondary Escapes and Compartmentation Issues**

As shared previously, the secondary escapes are no longer suitable and need to be officially removed from use (decommissioned). This includes both internal escapes (19 flats) and balcony escapes.

To do this, we need to complete works to ensure early warning of fire and smoke within each property (alarms with detectors in each room) and ensure the stairway is protected (internal doors). This is required in every property, including leasehold properties and will not be service chargeable.

A further assessment of the existing doors in each property is required as some will meet the specification, but this unfortunately cannot be determined by the scans that were recently completed.

Work is also required to ensure separation between flats within the risers (a shaft which travels the height of the building which contain water pipes, electrical wiring and waste pipes). This is a larger piece of work and may be separated from the items above so it can be completed effectively.



## **Recap: Project Purpose**

The project aims to ensure the safety and compliance of Bakersfield Estate with the Building Safety Act 2022. This involves developing a Building Safety Case, addressing fire safety issues, and gathering accurate data on the building's construction. The project was initiated prior to the fire incident in November 2024, which further highlighted the need for improved fire safety measures and remediation works.

## **What We Are Doing**

- **Investigations (completed, awaiting results):** Scanning properties, conducting structural tests, and performing intrusive surveys to gather data.
- **Reactive Works:** Decommissioning secondary escapes, installing fire alarms, and ensuring internal doors protect stairways.
- **Remediation works:** To be confirmed once investigation results are analysed, although we now know that works are required to the window panels (spandrels) and fibrous material (wood wool) on the ceilings of car ports and walkways.



## **Why We Are Doing It**

The goal is to comply with the Building Safety Act 2022, ensure early warning of fire and smoke, protect escape routes, and support the 'Stay Put' evacuation strategy. We expect enhanced fire safety measures, compliance with safety standards, and require cooperation from residents to facilitate the works.

## Communication Survey Results

We recently issued a survey regarding our communication and the impact of the investigations. We have only had 6 responses so far and the results show that most people feel the updates are detailed, informative, with an appropriate tone but some responses were strongly opposed to this. We want more residents to complete this, it takes only a few minutes as it helps us identify issues and improve how we proceed with the project. The survey can be accessed using the link: <https://bit.ly/bakersfield-comms>

The survey also asks for feedback on the process and experience of the scanning appointments. We recognise the booking process was quite manual and we have looked for an alternative solution for future use. In the main, the team were seen as friendly and professional and the length of the appointments were as expected, however timekeeping and overall experience was not as positive. The results so far have been shared with Higgins, and we will all work to improve.

8. Please rate your level of agreement with the following statements regarding your recent scanning appointment:

Strongly Agree Agree Neutral Disagree Strongly disagree

The booking process was easy and straightforward.

My appointment started on time.

The duration of the appointment was as expected.

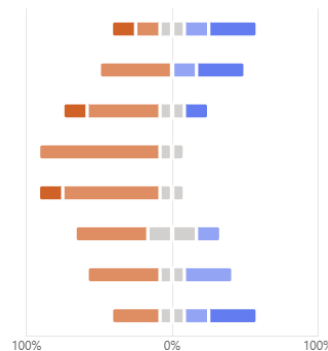
The onsite team was professional.

The onsite team was friendly and approachable.

I received clear instructions and information from the onsite team.

I am satisfied with the overall experience of my scanning appointment.

I would recommend this service to others.



## Communication Plan

Our biggest challenge is to present the project information in a way that is understandable whilst being detailed and transparent. With that in mind, the microsite has now been launched, which will allow us to do both. This can be accessed using the link: <https://bit.ly/bakersfieldresidents>.

We will confirm the date of the next meeting for later this month, once we have received feedback from the results of the surveys and are able to confirm the next stages of the reactive works.

In the meantime, please do not hesitate to get in touch with us and send any questions you have prior to our meeting which we can address the in the meeting.

Please submit these questions via the QR code below or using the link <https://bit.ly/b-bs>.



Building Safety Manager

Property Management Officer

Housing Officer

Amir Miah

Heran Tefera

Vikki Edington

[amir.miah@nhg.org.uk](mailto:amir.miah@nhg.org.uk)

[heran.tefera@nhg.org.uk](mailto:heran.tefera@nhg.org.uk)

[vikki@foliolondon.co.uk](mailto:vikki@foliolondon.co.uk)

Yours sincerely,

Daven Hinkson- Project Manager

## **Resident Questions**

- Q1. What is the purpose of producing a model of the building using the data from the laser survey?  
What will the model of the building be used for?  
Will the model be shared with the fire brigade to assist them in the event of another fire?  
What remediation actions following the laser survey is NHG considering?**

The scans will be used to create floor plans for our safety case and a 3D model, which allows us to better manage and understand the non-standard building layout. This is also the foundation for developing a digital twin that can be used by emergency services digitally.

The results of the structural tests will help our structural engineer determine if remediation measures are required and what steps need to be taken. This will take into account any impact that subsidence has had on the buildings, and we will communicate this once the results have been received and reviewed. We will take advice from the structural engineer on the results of the structural survey to determine any additional remediation actions. This will be in addition to works to the window panels (spandrels) and the fibrous (wood wool) material in the ceilings of car ports and walkways.

- Q2. Will the laser measure survey also identify any issues with subsidence?**

The architect and structural engineer are aware of the history of subsidence and any issues identified will be shared. Separate inspections may be necessary as it may not be able to identify these. If there are any concerns or evidence of subsidence, please inform your property manager.

- Q3. Is NHG considering improving the fire escape balconies/ installing new fire escape staircases?**

No. The secondary escapes will be decommissioned as advised. They are no longer fit for purpose as they cannot be monitored or maintained, and residents may risk running into the source of the fire or be locked inside a neighbour's property. All parties have advised residents will lose valuable time using these escapes so we will not be improving or reinstating these.

- Q4. Is NHG considering a full redevelopment of the estate including demolition of current buildings? Is NHG considering compulsory purchase of the leasehold flats to enable remediation and/or redevelopment works?**

No, NHG are performing this remediation project and at this stage we are determining the level of works required and how this will be undertaken. Once we have this information, we will share it with residents.

- Q5. How long is the full project expected to take?**

We do not currently know the full length of the project due to the nature of the investigations. Once we have this information, we will share it with residents.

- Q6. Have you identified the flats where intrusive investigations will take place and notified the residents?**

Yes, 5 properties were identified for the intrusive investigations, and these have taken place and residents were notified.