

## **STRATFORD HALO RESIDENT Q&A: FOLLOW UP TO 27 JAN MEETING**

**This document captures the questions raised by residents on 27 January 2026. Answers may change in future as issues are kept under review: up-to-date answers can be found at the Stratford Halo microsite [www.nhg.org.uk/stratford-halo-updates/](http://www.nhg.org.uk/stratford-halo-updates/)**

### **When were you first told of the issues?**

*We were initially contacted by the structural engineers responsible for the original structural design of the estate in February 2025, as they were carrying out a desktop review of projects designed by URS (a firm whose work they are now responsible for) in response to the requirements of the Building Safety Act. This desktop review indicated that further investigations would be needed. Those investigations were carried out, and temporary propping was identified as a solution. The exact nature of the propping solution requirements evolved as more information came to light and further investigations were completed. We recognise how frustrating it has been waiting for the plans to be finalised.*

### **You mentioned temporary measures for Sapphire Court, but they never happened. Why?**

*We fully understand residents' frustration that we have not yet been able to set out a remediation plan: we have aimed to provide you with the information we have, as transparently as we can. At the time we informed you of the temporary propping plans for the areas of concern originally identified at Sapphire Court, we were working on the basis of a proposal put forward by the original structural engineers. Further information and investigations carried out since then have identified more widespread issues, and thus the proposals have needed to evolve. As you are aware, further investigations remain underway at Sapphire Court.*

### **It seems as if you have been prioritising Ruby, Amber and Opal over Sapphire Court – is this true?**

*Our priority is ensuring the safety of all our residents no matter which block they live in, and to get you back into your homes as soon as we safely can. The issues at Sapphire Court are distinct from those at Ruby, Amber and Opal Courts. At this time, the plan for remediation at Ruby, Amber and Opal Courts is clearer than for Sapphire, and the structural engineers are continuing to develop designs for Ruby, Amber and Opal Courts. Further investigations at Sapphire Court are ongoing.*

### **Why have the structural engineers changed their mind over their safety advice?**

*Advice is always given based on the information held at the time, and the structural engineers' understanding of the building and safety issues has changed through the investigation process. In addition to the firm responsible for the original structural design of the estate, NHG has engaged Pell Frischmann as our independent third party advisers who have been assisting us in reviewing the information received.*

*We are therefore not able to speak to if, when and why engineers may take a different view but this is usually due to the information that they obtain through the course of their investigations or the passage of time, which can impact the risk associated with a decision.*

*In the interest of your safety, we need to act on information when we get it and so will always review a decision which might previously have been taken in light of updated information when we receive it. At Sapphire Court, further investigations were conducted which gave rise to*

*updated information; informed by this and the information we were given at that time, NHG had to take the difficult decision to relocate residents.*

### **Why did you tell us we were safe for months and then suddenly give us five hours to leave?**

*We know that moving with such short notice is incredibly distressing and disruptive, and it's something we would never ask of our residents unless we are given advice that gives us no other choice. Your safety is our first priority. Wherever possible, we want you to be able to remain in your home – however, when it comes to safety, we have had to make difficult decisions often at short notice.*

*The structural engineers had, for some months, assured us that their analysis indicated that it was safe for residents to continue to occupy the affected buildings. When we received updated information that it was no longer safe for residents to remain, we had to act to relocate all residents, to keep you safe. We understand that the experience of this from your point of view was very sudden and abrupt.*

### **Who will have to sign off the building as safe?**

*We are working with Pell Frischmann, a third-party structural engineer, who are providing independent oversight for the remediation work. The building is a High-Risk Building as defined by the Building Safety Act, so any remediation proposals will also need to be submitted to the Building Safety Regulator who will provide building control oversight of the plans and the work, and their approval will be obtained once the works are completed. We will be required to demonstrate to the Building Safety Regulator that the building meets all relevant safety standards before you move home.*

### **When are we going to get a long-term plan?**

*Working alongside our third-party advisers and the Ministry for Housing, Communities and Local Government (MHCLG), in dialogue with the original structural engineers to seek the information we need and agree a plan for how to remediate the buildings so that residents can return to their homes. As soon as we have this information, we will share it with you.*

### **Can Sapphire Court be fixed?**

*Pell Frischmann explained that, in theory, anything can be fixed, but that the consequences, timing and practical application have to be considered – in particular, the question of whether your homes could continue to be lived in in the same way as before. When we receive a remediation plan from the original structural engineers this will be scrutinised by our third-party advisers and any proposal will need to be agreed by the Building Safety Regulator.*

### **How can we trust your other properties if we move?**

*All high-risk buildings, meaning those over 18m in height or over 7 storeys, need to be checked to ensure safety and identify concerns as part of the Building Safety Act. This is the case no matter who designed them, who constructed them or who manages them. While the affected buildings at Stratford Halo require remediation, this does not mean that every building does.*

### **What legal basis do you have for stopping us going into our homes?**

*We have relocated residents on a voluntary rather than a legal basis as this enables us to work collaboratively with you to meet your needs, and preserves access to the building wherever possible, for example with a chaperone. We have taken the difficult decisions to relocate*

*residents on safety grounds, on the safety advice received from structural engineers. Our priority throughout has been to ensure the safety of you, your household and your home and we must reiterate that it is vitally important for your safety and the safety of other people that you only do so by using the chaperone service, which allows access to be safely managed and for us to know how many people are in the building, where they are, and for how long.*

*There have been a very small number of instances where we have had to seek a court order to require residents to move where they have confirmed they will not do so voluntarily. There are legal avenues which can be pursued to require relocation and/or stop access to the building and we are grateful to all residents for working with us such that this is not needed. We ask all residents to please continue to support us in preserving your safety.*

**How can we have confidence in any timelines you give, when the issue was raised a year ago and you still don't have a decision as you can't get the information you need?**

*We fully understand residents' frustration that a detailed and final pathway to remediation is still not available and we are doing everything we can, alongside our advisers and the MHCLG, in dialogue with the original structural designers to provide that plan. We accept that further information and investigations have meant plans have had to evolve to meet the needs of the buildings and ensure that when implemented, it will allow for the safe return of residents. Although we have shared with you all we know about indicative timelines, these remain at risk as investigations continue. This is a complex building and the issues we are finding are not straightforward.*

**Can you put more pressure on the original structural engineers? As you seem to be relying a lot on good will.**

*We are in regular dialogue with the original structural engineers, as are our third-party advisers and the MHCLG, to seek the information we need and a plan for how to remediate the building.*

**I'm not comfortable moving in with temporary propping. Can I get a permanent move?**

*If you feel you do not wish to move back home under any circumstances, please make sure you speak to your local officer or one of the team in the resident hub so we can explore every option with you, including permanent moves. These may be difficult to arrange, but we want to work with you to explore every option that may work for you.*

**The Building Safety Regulator has put out a warning about transfer slabs. Is that warning related to what has happened here?**

*We cannot speak for the Regulator, but we have kept them apprised of the issues in the affected buildings at Stratford Halo, and those updates predate the warning issued in December.*

**Are transfer slabs on all levels of Sapphire Court and what can be done?**

*There is more than one transfer slab at Sapphire Court, and the issues, which are not exclusively related to transfer slabs, are present on multiple floors of the building. Pell Frischmann, our third party advisers, were at the meeting on Tuesday and they explained that transfer slabs are not necessarily a problem, but that there are particular issues that have been identified at Sapphire Court which are both complex and have been found on multiple floors.*

**Are residents at Ruby, Opal and Amber going to end up in the same situation as those at Sapphire Court?**

*The issues identified at Sapphire Court are distinct from and different to those at Ruby, Amber and Opal Courts. There is a clearer route to fixing the issues in those buildings, based on the information provided by the original structural engineers. We will keep you informed about our progress towards a timeline for all buildings.*

**Why weren't we told that the original temporary propping plans were not suitable?**

*Propping support remains the best option for allowing residents to safely return to their homes. As more information has come to light and further investigations have been carried out, the design of that propping solution needs to change. We expect a final design for temporary propping for Ruby, Opal and Amber Courts in the coming days.*

**I have low confidence that the building is safe. Can you share your technical details so we can make a better decision on whether to wait or sell?**

*We will provide residents with as much detail as we can, and we will share information provided to us by our third-party advisers as we have done in the past fortnight, but information from the original structural engineers has been shared with us on a legally privileged basis and so is not something we are able to share at this time. We are really sorry but we are not able to share documents that could prejudice any legal claim we might have to make. Please do come along to the sessions we are organising on technical building safety matters to learn more about this and ask questions.*

**How can you say the work going on at the footbridge isn't related to these issues when the floor shakes?**

*The issues at Sapphire Court are related to design and structural matters and not external impact. Please do come along to the sessions on technical building safety matters to learn more about this.*

**What percentage chance is there that you will do the remediation work at Sapphire Court?**

*We can't give a number and there are a range of issues and solutions being worked through, but we are working closely with the original structural engineer to find a resolution that will allow residents to move back home safely.*

**It is unclear from the information communicated what the structural problem is with Ruby Court. Initially it was stated that the problem concerned the flat slab used to construct the ground floor above the basement and the possibility of punching failure. Later information says that the columns would be overloaded if the building experienced maximum loading ie the columns have insufficient capacity and are showing signs of distress. Can you please explain more clearly what the structural problem is and how it will be resolved permanently rather than temporarily?**

*We shared a letter on Monday 26 January 2026 from our third-party advisers, Pell Frischmann which sets out the issues at Ruby Court, the short-term risk mitigation strategy and the reasons they could no longer determine that the buildings remain safe to occupy. The temporary solution is very likely to involve propping, and we hope to receive a plan for that in the coming days. It may be that the permanent solution is also based on propping, but those longer-term solutions will be looked at once we have agreed the temporary work and are able to look at*

*returning residents safely to their homes. Please come along to the building safety sessions we have organised to find out more and ask questions.*

**Can you please clarify if the remedial propping solution currently being designed is a temporary solution to make the building safe for reoccupation or a permanent solution to the identified structural deficiencies? As leaseholders we are concerned that a temporary solution will be insufficient to satisfy mortgage lenders of the long term viability of the property.**

*Any temporary solution will be signed off by our third-party advisers, Pell Frischmann, and the Building Safety Regulator as being suitable for allowing the safe return of residents before the proposal is accepted and work begins. Should any mortgage lenders have questions we will be happy to speak to them, as well as provide them with a letter of comfort that confirms a remediation plan is in place and that no costs of that work are being passed on to leaseholders.*

**When will the programme of works covering both the temporary work and the permanent work be shared with residents?**

*We are pushing for the temporary propping solution to be provided by the original structural engineers and are expecting to receive that in the coming days. The longer-term solution will be looked at once we are able to safely move residents back into their homes. We have shared the current outline timeline with you all and will continue to keep you updated.*

**Lots of us living in temporary accommodation are worried we will be asked to move somewhere else. Can you provide reassurance?**

*We will extend temporary accommodation for residents as long as necessary. We will be meeting with residents individually to discuss preferences and options.*

**Will our belongings be put into storage?**

*We are looking into the need and the viability of providing storage for residents while you don't have access to your homes and at other times, and we will come back to you once we have an agreed proposal. As we hope the chaperone service at Sapphire Court will be restarted next week, some of you may feel this may no longer be required. However, we know that many of you will still be interested in the potential of storage for your belongings even once the chaperone service is reinstated. We are reviewing what we can do on storage, and although we don't have all the answers at the moment we will come back to you with some next steps as soon as we can. Residents of Ruby and Opal Courts are still able to use the chaperone service seven days a week to collect necessities, valuables or anything with sentimental value, but we acknowledge you can't take everything with you, so please speak to us about your specific needs.*

**Would it be a good idea to empty our flats?**

*We recommend that you keep valuable items, essential documents, and things which are irreplaceable due to their sentimental or emotional value, with you – although we recognise that this may not be possible for Sapphire Court residents while the chaperone service has been suspended. For those who have relocated from Ruby and Opal Court, we still have the chaperone service running seven days a week for those who need to collect any belongings. There is no need to remove large items of furniture. If there is any specific reason why an item of*

*large furniture needs to be moved, then you should speak to your local officer or the team at the resident hub.*

*For those of you who have relocated from Sapphire Court, following a risk assessment from the structural engineers, we are now exploring whether it is safe to restart the chaperone service. If it is found to be safe, we hope to do so as soon as possible. We hope to have the service back in place next week, allowing you to collect any belongings. We will update you as soon as we have a start date for the service.*

*If any intrusive investigations or works need to take place in your home in the future, we would work with you to ensure that your belongings are removed and stored safely.*

*We are exploring options to enable the removal of all belongings from your homes to see if this is a viable option.*

### **Who is responsible for our belongings while we are relocated from our homes?**

*We have heard the feedback residents provided at the meeting on Tuesday evening and apologise that this understandable concern has not been resolved before now.*

*You remain responsible for the contents of your home even though you are not living there. Since leaving your home it should be secure and no one can access it. If we need to access it to undertake surveys we will liaise with you direct on arrangements. For those that are able to access their homes with chaperones, it would be helpful to take timed and dated photos of remaining possessions in case you need to rely on these should something unforeseen occur resulting in damage. In the unlikely event of any loss/damage to your belongings whilst they remain in your permanent home, we will consider what compensation we can offer depending on the exact circumstances and on the evidence of loss provided. We will also consider the impact on your remaining possessions as part of our management plan for securing the vacant buildings and will let you know what our approach is when it is finalised.*

### **What about those of us that don't have contents insurance?**

*We are currently unable to obtain contents insurance for your possessions, since it is not permitted to take out cover to protect other people's property. We recommend that you obtain contents insurance for your belongings. In the unlikely event of any loss/damage to your belongings whilst they remain in your permanent home, we will consider what compensation we can offer depending on the exact circumstances and on the evidence of loss provided.*

### **We would like to know whether permanent rehousing is available, and if an option, can we move outside the borough of Newham, but remain in London.**

*If you would prefer to move permanently, our team are happy to speak to you about your options. Given the huge demand on housing in Stratford and Newham, partly as a result of this relocation, it is likely to be far quicker to find you an alternative permanent home should you have the flexibility to move further afield.*

### **How can we access our mail, or carry out meter readings, now that access to the block has been halted?**

*If you are a Sapphire resident, we recommend getting your mail redirected to your temporary home, which can be done via Royal Mail, but currently all mail and parcels are going to the concierge at Halo Tower. With regards to your meter readings, we would suggest that you write*

*to your energy supplier and explain that you have been relocated, therefore no meter readings can be taken at this time and if they require any further information we will be happy to assist.*

**Are we going to get compensation?**

*We know how difficult the last few months have been for you and we have pledged to look into the issue of compensation, but our priority at this time has to be getting everyone remaining inside the affected buildings into alternative temporary accommodation and ensuring that no-one is left out of pocket for reasonable expenses incurred as a result of their relocation. We are reviewing this issue on an ongoing basis.*

**Are we going to be made to pay service charge for the time we are relocated?**

*We know that this is an issue many of you are concerned about. Under our existing contractual arrangements, we can continue to levy a service charge while we pay for your temporary accommodation in full. However, we understand why residents might feel this is unfair, so are currently working hard to minimise the charges especially once the blocks are empty. We are reviewing this issue and will come back to you.*

*At the moment there are still residents living in Ruby, Opal and Amber Courts so services are still being provided, but once those buildings are empty we will look to reduce the cost of services and associated service charges.*

**We are getting the wrong information around housing benefit and council tax. Can you help?**

*I am sorry you have received conflicting messages. NHG is responsible for council tax for residents at their Stratford Halo home while you are relocated. Please take a look at the Stratford Halo relocation microsite (website address at the top of this note) which provides guidance on housing benefit and universal credit, and council tax.*

**Why are relocated residents expected to pay out of pocket when NHG said we would not suffer the financial impacts of the decant as it is their responsibility?**

*We have pledged that residents should not be left out of pocket for reasonable expenses, so if you feel that you have been, please contact your local officer or a member of the resident hub team.*

**We were told you would reimburse all reasonable expenses but your staff don't have the permission to make bespoke decisions, they just say "we can't cover that". What should we do?**

*We have pledged to reimburse all reasonable expenses and apologise if you feel any reasonable requests have been refused. It is important that you speak to your local officer or a member of the resident hub team as a first port of call, as they are given the freedom to make decisions on reasonable expenses, but if you feel a claim has been unfairly refused, please email our Hotline. We are developing an updated relocation policy which will give greater clarity for residents and officers around what will and won't be accepted for reimbursement. As soon as this is available, we will share it. There will always be exceptional things that our team members will need to seek manager approval for but our intention is that this policy will cover most eventualities.*

**What is your buyback offer for leaseholders?**

*Our priority is on ensuring the original structural engineers finish their investigations and fix the issues so residents can safely move back into their homes as soon as possible, but we recognise that for many of you, the option to make a fresh start elsewhere is the best option for you and your household, and we want to make that process as simple as we can.*

*To support those of you who would want to take up the buyback option, which is completely voluntary, we are offering an enhanced package that would compare to a situation where buybacks were non-voluntary.*

*This means as well as offering the full market value of your home (or share of it), we will pay you an additional 10% above that valuation (7.5% if you don't live there). Beyond that uplift, we will also pay the early redemption charge on your mortgage, if applicable, as well as the stamp duty (SDLT) on any onward purchase you are making, up to the amount that would apply to your sale.*

### **Is the buyback offer time limited?**

*There are deadlines in place for the buyback offer, but we are providing plenty of time for leaseholders who would like to make a fresh start away from Stratford Halo to begin that process.*

*The buyback scheme is open until 1 June 2026, but we will keep this date under review and are happy to discuss it at the forthcoming online meeting, details of which will be sent out soon.*

*Once the deadline has passed, the scheme will close to any leaseholder who has not already made a meaningful start or material process in their transactions. This does not mean that your sale must be completed by 1 June, but some formal progress must have been made by then.*

*When we know more about the programme to fix the issues at Stratford Halo, we will close the buyback offer, but if you have taken material action towards your sale, and any ongoing purchase, and the process continues to progress reasonably, then we will see that sale through to completion.*

*You can find the detail around the buyback offer on our dedicated buyback scheme FAQs page.*

### **Why do we get different answers from different members of staff?**

*We have been trying hard to keep information you receive consistent, including providing email updates that go to all residents and keeping our dedicated FAQs page updated. As this is an evolving situation, sometimes information does change over time. We do apologise to anyone who has received conflicting information. Our microsite (address above) contains all the up-to-date information in one place.*

### **Can you have a conversation with Insite Energy to stop standing charges for heating and hot water given that we aren't living there?**

*We are reviewing this currently, as we know these charges – 40p per household per day - add up over time. We will come back to you when we have an answer on this question.*

### **Would it be wise to turn off the water for the whole building?**

*There are still people living in some of the buildings, but once residents have been relocated from all affected buildings, we will look at a future management strategy for the buildings, which will include water provision.*

**If we have to move permanently, will we be given compensation?**

*NHG will consider compensation on a case by case basis. We are hopeful that a permanent move won't be necessary but we will keep the position under review.*

**I had 2 years left on my mortgage and was looking to sell my property then. I will miss out on possible earnings if I have my property valued now and sell now. I feel unsafe living in the property. How will I be compensated for these lost earnings if I need to sell the property now to NHG?**

*Our independent valuations cannot speculate on any future price increases, nor indeed any price reductions over the coming years. The buyback option remains voluntary, and you are of course under no obligation to go ahead if you do not think it's in your best interests.*

*Our aim remains to get you back into your home as soon as possible and we will continue to provide alternative accommodation for you until it is safe to move back into your flat.*

*Meanwhile, NHG have now enhanced our buyback offer to include an additional 10% uplift on your home (7.5% if you don't live there) on top of the valuation, as well as paying for your mortgage's early redemption charge if applicable, and stamp duty (SDLT) on your related onward purchase if any (up to the amount that would be payable on the value of your sale. Please see our buyback scheme FAQs at the Stratford Halo microsite for more details.*

**When would a Compulsory Purchase Order be issued? Would we still be notified of a Compulsory Purchase Order even if we have moved out?**

*At present, our buyback offer for leaseholders is voluntary. We do not foresee a compulsory purchase order being issued and our expectation remains that residents will move back once remediation is complete. We cannot discuss individual cases, but I can confirm that we have agreed to provide an enhanced buyback offer that includes a 10% uplift over the market value of leaseholders' homes (7.5% if you don't live there) to make it easier for you to move on and find a new home.*

*This means leaseholders would receive the full value of their home, or share of their home, plus the uplift, plus their reasonable costs, and that any resident who wishes to take up the buyback offer can be assured they are not at risk of losing out financially by entering the process now. You can find out more on our dedicated buyback FAQs page at the Stratford Halo microsite, address at the top of this document.*