



# the meadows

MITCHAM

Resident Meeting – 24 March 2026



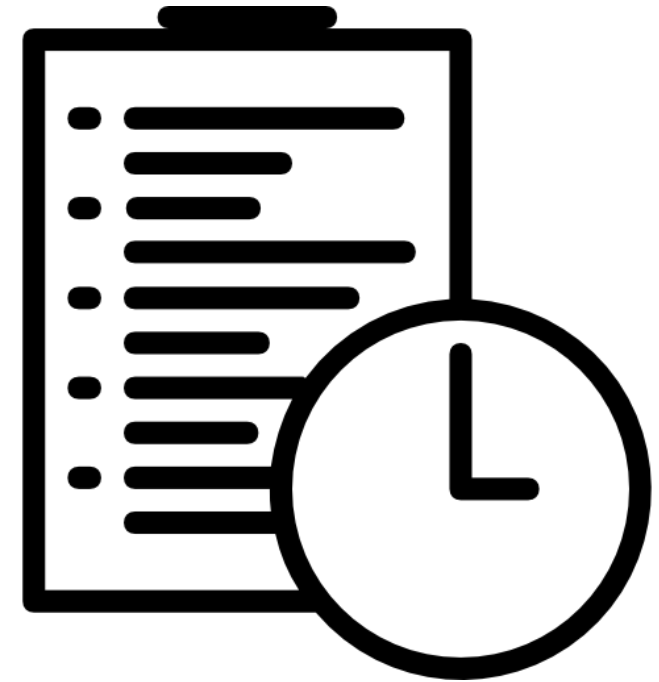
# Agenda

24 March 2026

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1. Introductions & Meeting Purpose
2. Works Programme - **Equans**  
Overview of works required, start date and proposed materials
3. Meet the Team - **Equans**
4. Resident Liaison Officer (RLO) - **Equans**  
Introduction of RLO and how they can help
5. Considerations
6. Lending Update
7. Communication plan
8. Questions
9. AOB



# Introductions & Meeting Purpose

## Meeting Purpose

- Introduce Equans, update residents on the progress of the building safety project at The Meadows

## Building Safety Remediation Team

- Petronila Osodo (Head of Remediation)
- Jo Knight (Senior Project Manager)
- Daven Hinkson (Project Manager)
- Abbie Davis (Senior Stakeholder & Communications Adviser)

## Estate Operations Teams

- Lesley Versprille (Head of Estate Management)
- Alex Garnett (Estate Operations Manager)
- Alasdair Ross (Estate Operations Coordinator)

## Operations Team

- Alisha Chaudry (Property Manager)
- Daniel Klebbie (Housing Officer – GN)
- Aaliyah Joseph (Housing Officer – Key Worker)
- Venisha Douse (Commercial Properties Officer)

# Programme of Works



1. The works are broken into two stages
2. Stage 1 is called the PCSA and this is the Investigation and Design stages.
3. Stage 2 will be the full construction period.
4. The PCSA stage is estimated to be a period of 24 weeks, with 4 weeks being investigations
5. Main Construction activities is estimated a duration of 75 weeks. This is split into Six Phases  
Proposed durations as below.



- Block 1: **Heath Lodge**
- Block 2: **Orchid Lodge**
- Block 3: **Clover Lodge**
- Block 4: **Oak Lodge**
- Block 5: **Elder Lodge**
- Block 6: **Blackthorn Lodge**
- Block 7: **Moss Lodge**
- Block 8: **Reed Lodge**
- Block 9: **Townhouses**
- Block 10: **Meadow Lodge**

Task Name	Duration	% Complete	Start	Finish
<b>Windmill Park Estate Construction Stage</b>	<b>383 days</b>	<b>0%</b>	<b>Tue 13/10/26</b>	<b>Fri 14/04/28</b>
Site Establishment & Procurement	35 days	0%	Wed 14/10/26	Tue 01/12/26
Phase One Blocks 2, 3 & 4	208 days	0%	Tue 13/10/26	Fri 13/08/27
Phase Two (Block 8)	147 days	0%	Wed 13/01/27	Thu 05/08/27
Phase Three Blocks 5, 6 & 7	230 days	0%	Mon 17/05/27	Fri 31/03/28
Phase Five (Block 1)	172 days	0%	Wed 24/03/27	Thu 18/11/27
Phase Five (Block 9 Townhouses)	125 days	0%	Wed 05/05/27	Tue 26/10/27
Phase Six (Block 10 above shops)	169 days	0%	Tue 24/08/27	Fri 14/04/28

# Main Scope of works



The scope of the Works

Scopes are:

- The replacement of the EWI render system and the installation of cavity barriers in line with Approved Document B (ADB);
- The replacement of timber cladding and the installation of cavity barriers in line with ADB;
- The removal locally of bricks to cavity barrier locations and installation of cavity barriers in line with ADB;
- The replacement of the High-Pressure Laminate (HPL) and the insulation and installation of cavity barriers in line with ADB;
- The replacement of Solid Aluminium/Zinc sheets and installation of cavity barriers in line with ADB;
- The removal of timber decking and/or soffits to balconies; and the replacement of sheathing board if damaged or non-compliant

# Proposed Site Phasing

## Windmill Park – Site Logistics

Construction period – July 2026 to April 2028



- KEY**
- Scaffolding around buildings
  - Storage
  - Site compound
  - Hoarding
  - 500KG goods hoist
  - Loading bay
  - HAKI staircase



STOP – no articulated lorries allowed. Smaller deliveries to be manoeuvred around site by Equans Telehandler, and Banksman only.



# Equans RLO Team



Resident  
Liaison Officer

**Joanne Clarke**



Senior Resident  
Liaison Officer

**Chantel Burton**



Senior Resident  
Manager  
**Karen  
Hollington**



For many residents, the Resident Liaison Officer (RLO) is the first person they will meet from EQUANS before any works commence

They will remain as the main point of contact through to project completion

The RLO facilitates the smooth running of projects by building and maintaining good relationships with residents, sub-contractors, client representatives and the EQUANS team

# RLO'S First Steps

- Visit each property prior to start, completing an initial resident profile and providing each resident with a major works pack which contains key project information and our contact details
- Carry out a pre-condition survey with photographs before works start
- Updating the tracker; including dates, email addresses and telephone numbers.
- Making sure the Site Manager is aware of any residents that are high risk/vulnerable
- Keeping residents informed daily, either via a face-to-face visit or telephone call to update them on the works and informing them of any delays if necessary
- Create and maintain files, both paper and electronic for each resident
- Liaise with site management staff, Client representatives and subcontractors to ensure smooth running of works
- Support Site Manager throughout works, updating him/her with any residents' concerns



# Task's undertaken by the RLO

- Responding to any resident's questions, concerns compliments/complaints
- Arranging appointments, surveys and booking in works, making sure letters are sent out confirming works and dates
- Collecting keys and making sure the 'key safe' procedure is adhered to
- Manage any resident complaints and escalate if necessary
- Deliver resident satisfaction surveys once works are complete
- Reporting on near misses
- Making sure that all personal data is held confidentially



# Resident Feedback



*"The whole team have been amazing! Thank you so much!"*

*"Can't thank you enough for a great job by a really great bunch of people."*

*"I have been extremely impressed with the whole service."*

*"Very profession, polite and very kind. Always letting me know what is next."*

*"Nice and respectful operatives, all satisfactory."*

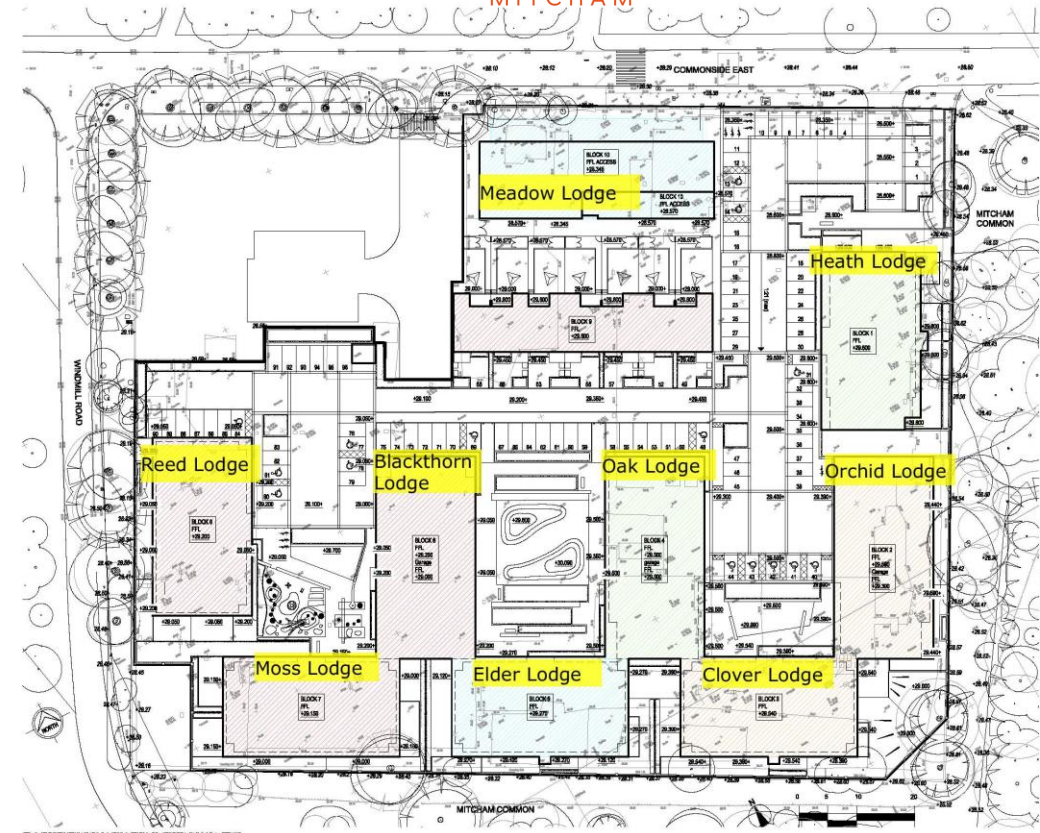
# Considerations

- Funding
  - Allenbuild Claim
  - Cladding Safety Scheme (4 blocks)

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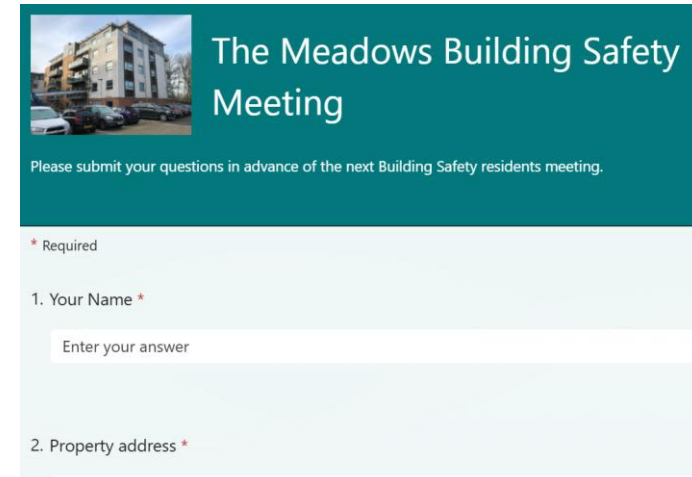
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**RESIDENTS WILL NOT BE CHARGED FOR ANY BUILDING SAFETY WORKS  
RELATED TO EXTERNAL WALL SYSTEM REMEDIATION**

# Lending Update

- **Guide to selling home on NHG website**  
(<https://nhg.org.uk/your-home/for-leaseholders/your-guide-to-selling-your-home>)
- **Live survey relating to any lending issues**  
(<https://bit.ly/meadows-bsq>)
- Please speak with your lender and if anything can be provided by us, we can deal with this on a case-by-case basis to see whether we are able to assist.
- **Landlord Deed of Certificate** – is how a leaseholder can demonstrate that they qualify for protections under the Building Safety Act. A leaseholder is to complete a Leaseholder Deed of Certificate and provide to NHG as their landlord. NHG will then have 28 days to provide the certificate. Further information can be found on:  
<https://www.gov.uk/guidance/leaseholder-protections-deed-of-certificate-frequently-asked-questions>



The Meadows Building Safety Meeting

Please submit your questions in advance of the next Building Safety residents meeting.

\* Required

1. Your Name \*

Enter your answer

2. Property address \*

## Leaseholder deed of certificate

*Leaseholders have a qualifying lease if they meet the criteria set out in section 119 of the Building Safety Act 2022. Leaseholders should consider the answers they give in this deed of certificate carefully. Qualifying leaseholders may benefit from important protections limiting the costs of putting right historical safety defects.*

This deed of certificate relates to the dwelling at .....

[insert address of the dwelling]

Name of the current leaseholder: .....

[insert name of the current leaseholder]

Name of the leaseholder at beginning of 14th February 2022: .....

[insert name of the leaseholder]

# Communication Plan



Virtual meetings (Teams/Zoom)



Interim updates (newsletters / notice board)



Site walk around



Microsite – <https://bit.ly/meadows-portal>

## Dates for Diary

Meeting Details	Location	Date	Time
Written meeting summary	N/A	10 working days	
Written resident update	N/A	8 May 2026	
Resident Update Meeting	via Microsoft Teams / in person (TBC)	TBC - 23 June 2026	6pm

### Project Overview

The project aims to ensure the safety and compliance of all buildings within The Meadows in line with PAS9980. This involves addressing issues identified in the buildings' construction.

### What works are being carried out?

External Wall Remediation project overview



Phase 1: PCSA (Pre-Construction Services Stage) | March 2026 - October 2026



Phase 2: Main works (Construction stage) | starting October 2026



# Questions & AOB

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