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**BUILDING REMEDIATION UPDATE
OAK SQUARE**
DATE: March 2026

HEAD OF REMEDIATION: Petronila Osodo
SENIOR PROJECT MANAGER: Jo Knight
PROJECT MANAGER: Irine Cheptoo

Dear residents of Oak Square,

Thank you to those who were available to join our recent in person resident meeting, 17th February 2026. Following this meeting, we shared the slides presented at this session. Please see the summary of the main points that were discussed during the meeting.

Decant Relocation Update

Relocations began on 13th January, and the meeting, we let you know that 22 residents have been successfully relocated into their temporary homes. We have also received 85 signed decant licences, which helps us keep the programme on schedule. The MVHR installation works remain on track for completion by December 2026, with all teams continuing to work to the agreed programme.

Our Relocation Officer, Cam, is in regular contact with residents and remains available to support you throughout the process and ensure everything continues to run smoothly.

We can also confirm the scope of works to be carried out in the properties. This was included in your decant license which would have been signed before you moved out of your home. We have also provided this in the presentation slides shared after the meeting.

We are committed to carrying out final checks in every property before residents move in. Any defects identified during these checks are managed in coordination with both Higgins and our Operations Team. We ask that residents continue to report any issues in their temporary or permanent properties through our Relocation Officer, Cam, so these can be logged and resolved promptly.

Once works are completed in the permanent homes, each property will undergo a full clean, and will be reinstated to its original condition, as recorded in the Pre-condition Survey completed before decanting.

All warranties and handover documentation will be provided to you before you move back into your home. Your new MVHR Vent-Axia unit includes:

- 5-year warranty for the low-carbon motor
- 2-year warranty for all associated components

The handover pack will also include the supplier's contact details so you can easily arrange any repairs or maintenance required in the future.

External Wall Update

Higgins provided an update on the progress that has been made so far and they confirmed revised timelines for the remaining phases. The revised practical completion date for the overall project is

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June 2027, as individual phases will be completed at different stages. These timelines were shared in the presentation slides.

The revised timeline follows the conclusion of the Phase 1 review and investigation, which identified the full extent of remedial works required. NHG issued an instruction for the works to Higgins who are currently carrying out the works with an aim to conclude by June 2027.

Working Hours and noisy works

The general working hours remain 8am-5pm. Higgins have advised that noisy works will be carried out during in this timeframe. Following feedback from this meeting, we have asked Higgins to include more detail regarding upcoming noisy works for residents to be aware of. This information will now be provided starting in the March newsletter.

Reconstitution of Gardens and the Estate Post-Project

We are aware of the necessity to reinstate the gardens once the works re complete and we understand that residents want clarity regarding what these reinstatement works will consist of. We are still working on the scope of these works, and we will keep you updated.

This scope of works will require some time to conclude however, the plan is to undertake these works within the current programme.

Wi-Fi and connectivity in temporary flats

Many residents have expressed issues with the poor wi-fi connectivity following their move. We have reached out to BT regarding the slow speeds and options to upgrade the speed who have advised the current speeds are the maximum possible. Higgins highlighted that some residents have fiber optics in their properties. BT's response was that they are currently unable to upgrade the speeds due to there not being fiber optic available in the building. Copper cabling, which is currently in use in the building, makes it impossible to upgrade the current speeds.

We apologise for this inconvenience.

At the meeting, there was information shared about Hyper optics connection and Higgins are looking into this.

Next meeting -June 2026 (Date to be advised)

We want to reassure residents that the updated programme reflects the measures needed to ensure quality compliant and long-lasting repairs. We are committed to keeping you updated, and to provide assurance that all works undertaken meet required safety and quality standards.

Kind regards,
Irine Cheptoo- Project Manager

RESIDENT QUESTIONS

Q1. What was the outcome of the Phase 1 investigation?

Higgins finalised investigation of the Phase 1 inner and outer leaf works. Following the review, it was determined that the base fixings from the phase 1 works, would differ from the subsequent phases. Higgins have been instructed to implement the same design strategy as the other phases, and this required a change in design for the phase 1 base fixings. This change ensures there is no gap in liability between the works carried out by Equans and the works being carried out by Higgins.

Q2. Why are NHG not accepting additional requests (even where reasonable) i.e. in relation to the appropriateness of the decant property being offered?

We understand that there will be things that residents will need to discuss with us prior and after the move. We ask that residents speak with Cam Kunyeda regarding requests so they can be reviewed on a case-by-case basis. Any escalations will be shared with Petronila Osodo, Head of Remediation.

Q3. Can we be notified ahead of noisy works or can the drilling be programmed to commence later in the day?

We are unable to restrict Higgins works any further due to urgency to conclude the works as per the programme. We have let you know that Higgins will provide more information on works look ahead from future newsletter. This will include upcoming relocations and will be issued on a monthly basis via email as well as being updated on the microsite.

Our own written updates and residents' meetings will continue in the usual cycle every six to eight weeks.

Q4. What are the response times on resident queries? Current escalations are not being responded to on time.

The Building Safety team work closely with the Cam and the operations team in order to respond to issues raised by residents. We will continue to provide timely responses and escalate where necessary.

Q5. Are TV licenses being paid by NHG?

Yes, we are covering the costs for the TV licenses in the temporary flats, along with council tax and the utility bills. However, residents are still be expected to continue paying their personal TV licenses, council tax and utility bills in their permanent homes.

Q6. When are residents being notified of their move dates? Is support being provided to residents who require additional assistance?

Residents are being notified 8 weeks before their move date and receive notification 4 weeks before they move back. We are providing additional packing support for any residents who let us know they have additional needs. These requests need to be raised directly through Cam.

Q7. Previously it had been agreed that site photographs would be provided following the works being completed in the properties. Is this still happening?

We have discussed this with Higgins and pictures will be provided to the residents, along with the handover documentation once the works are finished.

Q8. We collectively have concerns over the standard of cleaning being carried out by both NHG and Higgins. What is being done about this?

NHG and Higgins will raise this with their teams.

Q9. Why are people moving back into Acacia Court?

Residents are moving back into Acacia Court because it is being used as one of the temporary decant locations while the MVHR and internal works are carried out in permanent homes. Acacia court is part of the planned decant rotation process.

Q10. Why is basement still constantly flooding?

These repairs will be looked at as part of the post project estate reinstatement. These works will be in conjunction with neighbouring buildings; Glassyard and Truman House.

Further information on the project updates and notices can be found on Microsite, link can be found here [Information for residents at Oak Square](#).

QR code as follows;

