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**BUILDING REMEDIATION UPDATE  
WENLOCK STREET**

**SENIOR PROJECT MANAGER:** Ethan Fitzharris  
**PROJECT MANAGER:** Najmul Islam  
**DATE:** October 2025

Dear residents of Wenlock Street,

Thank you to all those who were able to join our resident meeting Wednesday 24<sup>th</sup> September. We appreciate your engagement. We shared the slides shared at the meeting the following morning. In this meeting we shared that we now have a new Project Manager, Najmul Islam who will be taking this project forward. Ethan Fitzharris is continuing as Senior Project Manager and point of escalation. We also have Amar Patel as the Building Safety Manager. The role of the BSM is to ensure the building is compliant in relation to fire and structural safety and is your main point of contact in regards to these matters. Please see a summary of the update, key milestones below.

**Scope of Works**

<b>Brickwork</b>	Removal and reinstatement of bricks at compartmentation lines; installation of fire breaks and collars around service penetrations.
<b>Cladding</b>	Removal of current panels and combustible materials. Installation of new cladding panels, non-combustible insulation and cavity barriers.
<b>Balconies</b>	Removal and off-site refurbishment; timber decking and balustrades replaced with aluminium non-combustible decking and rock panel cladding.

**Timelines and Milestones**

<b>Start Date</b>	Targeting 16 February 2026, possibly earlier (January)
<b>Scaffolding</b>	Begins after site setup; 15 weeks in phases
<b>Balcony Removal</b>	Begins 9 March 2026
<b>Reinstallation</b>	Begins 17 August 2026, over 15 weeks
<b>Completion</b>	Targeted for 15 January 2027

**Block-Specific Timelines**

- Building B (Blocks 9–11)**    Work start April 6, 2026
- Building A (Blocks 5–7)**    Work start May 26, 2026

Scaffolding and works will proceed elevation by elevation. We don't yet have the scaffolding sequence, but we hope to share this at our next resident meeting.

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### **Selling and Lending Support**

As part of the remediation process, leaseholders who are selling or remortgaging can request key documents that should help support any lending transactions that you have;

#### **Letter of Comfort**

This is a general assurance letter, regardless of the height of the block. It gives lenders an understanding of the scope and timing and confirms that you will not be charged for the remediation works.

#### **Landlord Certificate**

The Landlord's Certificate confirms that leaseholders won't have to pay for remediation works for cladding. It is a formal document from the landlord that these specific costs won't be passed on. Other costs not related to cladding may still apply, depending on your lease.

The Landlord Certificate is only issued for buildings that are five storeys/11m or higher, so if your property is in a four-storey block, you will not receive this certificate, but you will still receive the letter of comfort

### **Sewage Issues**

The operations team are actively working to resolve the long-standing sewage issues affecting the estate. An independent survey has been completed, and the results are currently being reviewed by management. Once the findings are assessed, a clear plan of action will be shared with residents.

### **NHG Contacts for direct inquiries**

<b>Job Title</b>	<b>Name</b>	<b>Contact details</b>
<b>Building Safety Manager</b>	Amar Patel	Email: <a href="mailto:Amar.Patel@nhg.org.uk">Amar.Patel@nhg.org.uk</a> Phone: 07795 887 969 Landline: 0203 815 0791
<b>Project Manager</b>	Najmul Islam	Email: <a href="mailto:Najmul.Islam@nhg.org.uk">Najmul.Islam@nhg.org.uk</a> Phone: 07880 081187
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### **Communication plan**

We aim to provide the next written update in December. If you have any questions or queries between now and then, please reach out to us via the resident communications inbox and we will assist you where we can.

Kind regards,  
Najmul Islam -Project Manager

## **RESIDENT QUESTIONS**

### **Q1. What will happen to ventilation when balconies are removed? Will we be able to open doors?**

**Answer:** The balcony door will no longer be in use once the balcony has been removed. To ensure safety during the works, the contractor will remove the cylinder from the balcony door to prevent access. For ventilation, the windows adjacent to the balcony door can still be used.

### **Q2. Will contractors need access to flats to remove or reinstall balconies?**

**Answer:** Currently, all works are expected to be carried out and completed externally. Hill inspected a number of balconies, and they are confident removal and reinstallation can be done without entering your homes. If this changes, we will give ample notice and make necessary arrangements with you.

### **Q3. Will the new balcony flooring still have the same size gaps as we have now?**

**Answer:** The new aluminium decking should eliminate large gaps. Timber expands and deteriorates, which may have constituted to the current gaps. The new aluminium decking will have a small gap between decking boards as this allows rain / moisture to drain naturally away from the decking surface given these are not drained.

### **Q4. Will cranes be used to work on the façade, and will this affect street access?**

**Answer:** Yes, cranes will likely be used. Our contractors are currently preparing the logistics and risk assessments. When these details have been finalised, we will share the plans with you.

### **Q5. Are the timelines that you have presented realistic? Will works be completed by January 2027?**

**Answer:** We are confident in the timelines we have shared. We are working with Hill on a number of remediation projects, and they are meeting the agreed deadlines. We will continue to hold them accountable throughout this process.

### **Q6. Can the cladding colour be changed to something more modern?**

**Answer:** For planning purposes, the replacement must be like-for-like. Any changes to the design or materials would require a new planning application, which could lead to further delays. We also need to consider that some residents appreciate the current colour and want the building to maintain its existing appearance.

### **Q7. Will the project affect the value or saleability of my flat?**

**Answer:** It's likely, depending on the buyer or lender. NHG can provide documentation to support valuations and allow residents to rent out their flats during the works.

### **Q8. Will windows still be usable to provide ventilation?**

**Answer:** Yes, the windows will remain accessible. The balcony door will be the only access point that will be temporarily locked while the balcony is being remediated.

**Q9. The replacement balcony material will be aluminium decking- will this get too hot to walk on in the summer?**

**Answer:** Aluminium decking heats up faster than timber due to its thermal conductivity. However, it also cools down much quicker, which means it typically doesn't reach the same high temperatures as timber. This rapid cooling helps reduce prolonged heat exposure.