



**BUILDING REMEDIATION UPDATE  
STRATFORD HALO**

**SENIOR PROJECT MANAGER:** Ethan Fitzharris  
**PROJECT MANAGER:** Omar Khan  
**DATE:** July 2025

Dear residents,

Thank you to those who were available to attend a resident meeting Thursday 5<sup>th</sup> of June chaired by the team from AECOM.

Please see below the questions and answers that were asked in the meeting. The answers have been provided by both NHG and AECOM.

**Resident Questions**

**Q1. Are you able to give any information on what might be the worst case if you find issues?**

At this point the review is ongoing and when that is completed there are possible further investigations. Discussions regarding what, if any, are the most appropriate actions will then be undertaken. As such, at this time it is not possible to advise on what the worst case scenario would be.

Despite this, residents will be kept informed via email from the Notting Hill Genesis team alongside updates from AECOM's onsite team on all progress and the outcome of our findings.

**Q2. Can you indicate how this is going to affect mortgages/lending?**

It is possible that these issues may affect mortgages and lending, but the impact will likely differ case by case. Residents exploring these options will need to speak to their lender or a broker. Should lenders have any questions about the issues we will work with you to respond to these as best we can. We are unable to provide any specific information on this, as we do not know how this will affect residents individually.

**Q3. Could it be the case that these measures stay permanently? If so, what could be the potential outcomes of these measures?**

At this stage the review is ongoing and when that is completed there are likely to be further investigations and discussions regarding what, if any, are the most appropriate actions. AECOM stated that one option may be that these measures stay permanently, but that would be subject to extensive further discussion with all the relevant interested parties and NHG have made no decision on this at this stage.

**Q4. Is there a risk of our internal walls cracking due to the vibrations etc?**

The work will create some vibration in line with typical construction work as it will require drilling into the existing structure. There will be an external condition survey carried out prior to these works starting. We do not expect this to damage any internal walls, but should the works cause damage to internal walls, it will be repaired to the original condition of the wall. If you experience any concerns during the process, please speak to AECOM's onsite representatives in the first instance, and we along with the contractors will look into this. The contact details for RLO will be shared in the coming weeks.

**Q5. Will Sapphire Court be notified if this investigation on the concrete shows something?**

Yes, residents will be updated appropriately should the investigation work identify information that changes the current understanding of the building structure.

**Q6. If the measures stay permanently, how would this affect the status of the building and how would this affect selling, etc.?**

The primary focus at the moment is building safety and these works are a temporary precautionary measure in relation to this. At present, we cannot advise on how this would affect the status of the building, lending and selling etc.

**Q7. Are there enough free parking spaces to relocate those affected by the works who currently have a permanent space?**

The NHG teams have started making contact with the users of these bays regarding reallocation to a temporary location. Currently there are enough spaces to accommodate the numbers required.

**Q8. How many people do you expect to be onsite on any given day? Will they have their own facilities?**

The contractor will have their own facilities and compound in the basement car park area. The actual numbers on site will vary on the exact works being undertaken, but it is anticipated to be around 20 people and the majority of the work will be in the basement car park area.

**Q9. How long will be the crash deck be up? Is the window incident related to this issue?**

The scaffold around the tower is to remain in place until the façade investigation and window replacement works are completed. We are in contact with the façade specialist and specialist glazing contractor and waiting for dates for the remediation works to the broken glazing panels be completed. Once we receive information on the start dates for the works and lead times for the glass to be ordered we will be able to provide a date of when the scaffold will be removed.

**Q10. Does this mean there will no visitor spaces during this period?**

Unfortunately, we only have enough bays to reallocate to the current users, this means during this time visitor parking will be **unavailable**. We do apologise for any inconvenience this may cause.

**These bays will be unavailable from Monday 14<sup>th</sup> July.**

**Q11. Is it possible to say how noisy the works will be?**

The work will create some noise in line with typical construction work as it will require drilling into the existing structure. The majority of this will be to the underside of the ground floor slab, so done from the basement car park area. That slab is also reasonably thick so will help limit noise. Works will also be typically restricted to 8-6pm weekdays.

**Next steps**

Once the RLO team is in place, AECOM will provide a look ahead document detailing the works and the programme in the next 2-3 weeks. Notting Hill Genesis will then provide a holistic update in the next 6-8 weeks via the usual channel.

Best regards

Omar Khan  
Project manager