

Welcome

Ruby, Opal and Amber Court
Residents Meeting
17 September 2026



Notting Hill
Genesis

Welcome and housekeeping



Emma Edwards
Head of Resident Communications (Chair)



Jenny Murphy
Interim Director of Planned Investment and Building Safety



Victor Da Cunha
Chief Customer Officer



Matthew Cornwall-Jones
Chief Homes Officer



Andy Murray
Divisional Director, Pell Frischmann (Technical Advisors)

Agenda



- Welcome & introductions
- Update on building remediation – Jenny Murphy
- Support for residents – Victor Da Cunha
- Resident Q&A
- Close

Summary of May Update

- In May we presented the initial design proposals for the required propping works as understood at that time.
- Residents were informed that:
 - Areas identified already of concern were being incorporated into the propping design
 - Surveys commenced in May 2026 for additional propping locations and to derisk the remediation scheme once on site.
 - An additional independent assessment of whole building, (technical review) was taking place and expected to conclude in June 2026, this was to ensure all areas of the building were fully assessed to provide assurance on reoccupation, not just the areas of original concern.
 - Contract and licence negotiations were ongoing.
 - NHG hoped to progress towards remediation works following completion of reviews, assurance and relevant approvals.

Update since May

Workstream	May Position	September Position
Independent Review (whole building)	In progress	Initial review completed, additional areas of concern being reviewed (noted below)
Surveys	Commenced	Substantially complete
Remediation Design	Under development	Initial design being reviewed, with additional areas being developed
Regulatory Engagement	Early stage	An application to the Building Safety Regulator is being prepared (requires completed position before submission)
Resident Support	Chaperone service operating	Chaperone service continues

Programme Changes

- In May we shared an indicative programme based on the information available at that time. Progress has taken longer than anticipated due to the complex issues within the building
- Areas where programme has moved:
 - Technical Assurance - Ensuring the remediation solution provides a permanent and compliant solution
 - Additional Structural Issues - Further locations requiring assessment beyond the original remediation scope
 - Regulatory Requirements - Approval activities needing additional technical evidence and review
 - Commercial and Legal Processes - Licence, contractual and governance arrangements taking longer than originally anticipated

Transfer Slab Review

- Transfer slab review began to ensure it meets the requirements of the building load it needs to support.
- This review is still in progress, but other areas have been identified by our technical advisors as requiring intervention.
- These additional areas are likely to need a solution which needs to be agreed with the original structural engineers.

What does this mean?

- Impact on programme and residents
 - Construction start date has moved beyond original expectation – we cannot currently forecast when work will start until this review is complete and the design finalised.
 - We now need to agree with the original structural designers the appropriate remediation scheme beyond the designs we shared with you in May.
 - This means a return to home date is not yet clear which we know is frustrating for residents. We have stated at least 12 months and will keep residents updated as we know more.

Next steps

- What still needs to happen
 - Technical sign-off for safety assurance
 - Regulatory approvals – Building Safety Regulator approval to be included into new timelines
 - Contract finalisation
 - Construction mobilisation
 - Remediation work starts on site
 - Validation and certification
 - Residents return home



Supporting residents

Victor Da Cunha
Chief Customer Officer



Q&A



How to contact us

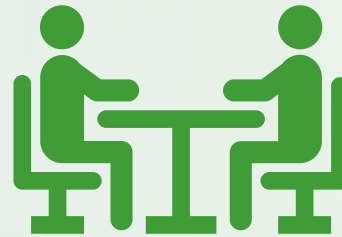
Speak to your dedicated NHG staff member



**Stratford Halo
24-hour hotline**
0203 815 0333



Email
Opal, Ruby and
Amber Court
residents:
hotline@nhg.org.uk



**Stratford Halo
Residents Hub**
located in the
reception of Halo
Tower



Website including
regularly updated
FAQs section
www.nhg.org.uk/stratford-halo-updates

Thank you