

Stratford Halo Leaseholders' Meeting

10th February 2026
5:30pm – 7pm

Welcome and housekeeping announcements

Fleur Bowen, Director of Places and Built Environment, Notting Hill Genesis

Meeting agenda

- **Introduction** from Fleur Bowen (Director of Places and Built Environment), Dominic Pulver (Acquisition Manager) and Josh Berry (Housing Operations Manager)
- **Buyback offer**
 - Enhanced Buyback offer
 - Process (Valuation, Offer & Legals)
 - Timing
- **Q&A**
- **Upcoming meetings**
- **How to contact us**

Buyback offer

Fleur Bowen, Dominic Pulver and Josh Berry

Notting Hill Genesis

Enhanced Buyback offer

- NHG's priority is on ensuring the original structural engineers finish their investigations and fix the issues so residents can safely move back into their homes as soon as possible.
- However, NHG recognise that it would be hard to sell properties for full market value while the situation is ongoing so NHG are providing the buyback option to provide liquidity for those that would like to sell.
- The Buyback option is completely voluntary.
- NHG's executive board have agreed an enhanced package that would compare to a situation where buybacks were non-voluntary.
- NHG will pay an additional **10% above** the 'Red Book' valuation (**7.5%** if the leaseholder doesn't live there).
- NHG will also pay the **early redemption charge on your mortgage**, if applicable, as well as the **stamp duty (SDLT)** on any onward purchase you are making, up to the amount that would apply to your sale.
- NHG will also reimburse those leaseholders who do accept the buyback offer for reasonable and proper costs in relation to the sale of the property. These are capped so as to comfortably exceed the costs that most buyers might incur, at £2,000 excluding VAT for your sale, and a further £4,000 excluding VAT if you have an onward purchase.

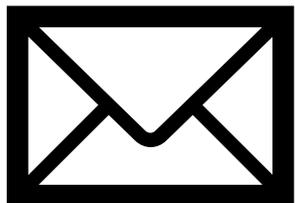
Step 1: Valuation

To begin the process leaseholders will arrange a call with NHG's Buyback team, whose contact details will be supplied at the end of this meeting.



- The market value of properties will be ascertained by a RICS chartered surveyor who will visit each flat to prepare a **'Red Book' valuation**
- NHG have engaged **McDowalls** to carry out the valuation
- McDowalls will then **arrange a date** for the visit with the leaseholder
- The Hotline team will book a chaperone slot once the valuer confirms a time
- A time for a visit will be confirmed by McDowalls and the leaseholder
- Leaseholders are free to **walk and talk** with the valuer during the visit
- **The Valuation Report** will be emailed to NHG and the leaseholder in the same email
 - Any queries following this to be raised directly with the valuers, rather than NHG

Step 2: Offer



- Upon reviewing the offer, leaseholders will confirm acceptance with NHG's Buyback team and request an offer letter
- The offer letter will be sent to leaseholders by NHG, this will also include an offer acceptance form
- The offer letter will be based on valuation, including details of payments, conditions and timings
- The offer letter will be sent by email only
- If leaseholders wish to proceed, they will select a conveyancing or solicitors firm to act for them
 - *NHG will provide a suggested list of firms and templated enquiry letter as part of the offer letter*
- Leaseholders will then complete the offer acceptance form and email this back to the NHG Buyback team
- NHG will then check the form and instruct a conveyancer (Winckworth Sherwood) to act who will then get in touch with the leaseholder's conveyancer or solicitor to begin the legal process

Step 3: Legal



- The sale process will be highly streamlined and efficient
- **If selling only** (with no related onward purchase) exchange can be expected to be completed in **2 to 4 weeks**
- **If buying a related onward purchase**, exchanges and completions must be synchronised
- Where a chain exists, NHG will be a **free-chain buyer**
- The deadline for completion is **6 months** after the **relocation ends**
 - At any point the sale and any purchase must be progressing and not stalled / ended
- If leaseholders wish to explore **purchasing another NHG property**, please contact the Buyback team who will connect you with a property portfolio team member
- Upon completion (moving day) leaseholders must remove all possessions from the property
- Leaseholders will then move from their current alternative accommodation, or flat if moved back in, directly to their new home

Timing

As you would expect, NHG cannot commit to keeping the buyback option, open indefinitely.

Overall Buyback option:

The option of a buyback will remain open to leaseholders until one of the following two events take place:

- 1) **The recommendation to vacate is lifted** (option withdrawn where there has not been a meaningful start / sustained progression)
- 2) **June 1st, 2026** (option withdrawn where there has not been a meaningful start / sustained progression)

Starting the Buyback of your property:

NHG will act on validly completed Acceptance of Voluntary Buyback Offer forms received until the earlier of:

- 1) **The recommendation to vacate** the leaseholder's property is lifted.
- 2) **Three months** has passed from the date of the valuation. (After this, NHG would require the valuation to be refreshed)

Once accepted the valuation value is 'locked' until the completion of the leaseholder's buyback.

Completing your buyback:

NHG will progress promptly and will be a **chain-free buyer** if you have an onward purchase

NHG will continue the buyback until the **later of the following two:**

- 6 months after** the recommendation to vacate is lifted; or
- 12 months from** the date of the offer letter is sent

Temporary Accommodation Arrangements

The majority of accommodation has been secured until May 2026 and NHG has committed to extending bookings as necessary.

Selling Only

1. **Offer Accepted:** We anticipate the sale will be completed before May 2026 so no further extensions will be necessary. There will be no recharge for any "unused" accommodation that is already booked.
2. **Valuation Received:** As the valuation is valid for three months, we anticipate that accommodation would be.

Selling & Buying

1. **Offer Accepted:** Accommodation will be initially extended to six months from the acceptance date. We understand that purchasing as part of a chain can sometimes be protracted and NHG will extend accommodation as and when necessary.
2. **Valuation Received:** Bookings will initially be extended until **nine** months after the valuation was provided. If you decide to not proceed with the sale, we will further extend your accommodation until the completion of works.

Undecided

1. **NHG Sourced Accommodation:** Accommodation will be extended initially until the estimated completion of the works, but we can amend this should you begin the buy-back process.
2. **Self-Organised Accommodation:** We will work with you to understand the precise terms of any notice periods you are required to give and reimburse.
3. **If you have not begun the process by 1st June 2026,** we will extend your accommodation until the expected completion of the remediation works.

Not Interested

Please let us know as soon as possible and we will extend your accommodation for the duration of the works.



Q&A

Upcoming meetings

Below is a list of other upcoming meetings

- **Monday 23rd February 2026:** A discussion of structural issues with Sapphire Court residents (online)
- **Thursday 26th February 2026:** A discussion of structural issues with non-Sapphire Court residents (online)
- **Thursday 12th March 2026:** A meeting for Sapphire Court social housing tenants (in-person)

How to contact us

Speak to your NHG Buyback team:

Buyback email: stratfordhalobuybacks@nhg.org.uk

Team lead: Dominic Pulver

07383 684001 | dominic.pulver@nhg.org.uk

Buyback team: Danielle Lennon

07775 411249 | danielle.lennon@nhg.org.uk

Website including regularly updated Buyback FAQs section

<https://www.nhg.org.uk/stratford-halo-updates/stratford-halo-buyback-scheme-leaseholder-faqs/>

Thank you