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**BUILDING REMEDIATION UPDATE**

**Stoke Quay and Barnard Square**

**SENIOR PROJECT MANAGER:** Kaira Ellis

**PROJECT MANAGER:** Gary Flatt

**DATE:** May 2025

Dear residents of Stoke Quay and Barnard Square,

Firstly, we would like to thank all those who were available to attend our online resident meeting Tuesday 13<sup>th</sup> May. The presentation shared at the meeting was sent out to all on Thursday the 15<sup>th</sup> of May. This was the first meeting held by the Building Safety Team to share with residents the works planned regarding the building defects and the status of cladding and structural remediation across various blocks at Stoke Quay.

**Project Overview**

Following the latest revision of the PRP Fire Risk Appraisal of the external walls on 26/02/25, we have now successfully tendered out the roles of the design team needed to take this project forward. The tender return date was on Friday 9<sup>th</sup> May and we received a good response. The tenders will require reviewing for any errors or further clarification and their responses will require scoring and we will update you on our progress.

**Lending Assistance**

Notting Hill Genesis will not be recharging you for the costs of building safety works related to the external walls in your building, or for works to balconies, where the balcony has been deemed to pose a risk of spreading a fire. This approach follows our earlier decision not to recharge residents for interim measures such as waking watch and temporary fire alarms. This decision is possible due to the introduction of welcome protections in the new Building Safety Act, which confirms that developers will be expected to pay for remediation works. That confirmation will allow NHG to pursue developers for work done over the past 30 years that do not meet current safety standards. As such, remediation works to external walls will not be included in your annual service charges.

Additionally, we can further support leaseholders by providing a Landlord's Certificate in support of this Letter of Comfort. The Landlord's Certificate is designed to assure residents of the protections in place for remediation costs, confirming that qualifying leases are protected from recharging over relevant defects. To request the Landlord's Certificate, you should send us a completed Leaseholders Deed of Certificate to confirm you have a qualifying lease.

To request this, you can follow the instructions on the government's dedicated webpage, download and complete the Leaseholder Deed of Certificate and send the completed form to your Property Management Officer. For more information, you can check out the government's FAQs via the link below; [Leaseholder protections: deed of certificate - frequently asked questions - GOV.UK](https://www.gov.uk/guidance/leaseholder-protections-deed-of-certificate-frequently-asked-questions) ([www.gov.uk](http://www.gov.uk))

**Notting Hill Genesis**

Bruce Kenrick House

2 Killick St, London, N1 9FL

**Phone** 020 3815 0000

**Email** [info@nhg.org.uk](mailto:info@nhg.org.uk)



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### **Resident Questions:**

Below are the residents' questions that were asked and answered at the meeting, followed by the communication plan moving forward.

#### **Q1. Who is meeting the cost for any internal repairs needed from the remediation works?**

**Answer:** The cladding remediation works will be fully covered by Notting Hill Genesis along with external funding which this scheme is eligible for. Internal repairs related to the defect repairs will be partially or fully service chargeable, depending on the nature of the defect and board approval. We are reviewing these works and will seek to recover costs via warranties and through the original developer where possible.

#### **Q2. Why does the remedial works have to be completed before the EWS1 certificate is issued?**

**Answer:** The EWS1 is an industry recognised assessment used to assess the fire risk of external wall systems. It is based on the findings of the FRAEW (Fire Risk Appraisal of External Walls). If the FRAEW identifies combustible materials or other fire safety issues, remedial works are required. Only after those works are completed and a new FRAEW confirms compliance, can a valid EWS1 form be issued.

#### **Q3. Why can't you buy the housing stock back given the difficulties residents are facing with selling due to safety issues?**

**Answer:** At this time this not a decision that we are looking to explore, however, we have raised this with the management team and will provide further information as this shortly.

#### **Q4. Why are Barnard Square and Leven Court prioritised over Avalon Court?**

**Answer:** We haven't prioritised any area of the Stoke Quay project. ISG had already developed architectural drawings and scopes for those areas, which we reviewed and found suitable to proceed with. This saves us a lot of times and allow us to not have to start from scratch. This as a result means that Barnard Square and Leven Court can proceed first.

#### **Q5. Why is Avalon Court, as a higher-risk building, not being addressed first?**

**Answer:** Although Avalon is high-risk, as explained above, the plans for remediating Avalon Court is not yet at the stage where works are ready to begin. The readiness of Barnard and Leven Court allows work to begin sooner. Avalon is being prioritised for consultant appointments.

#### **Q6. Why are new EWS1 forms required if previous ones were favourable?**

**Answer:** Due to the discrediting of Tri Fire who were the company that carried out the previous assessor certificates, all assessments are being redone for credibility and lender acceptance. The new EWS1 will be issued upon the completion of the works.

#### **Q7. Will residents need to move out during works?**

**Answer:** This will be determined once contractors are appointed, and construction plans are finalised. If decant is required, this requirement will be developed on a case by case basis. Any affected residents will be informed and supported through the process, including accommodation arrangements.

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**Q8. Will leaseholders be charged for remediation?**

**Answer:** Notting Hill Genesis upholds the commitment **not** to charge leaseholders for cladding and external wall remediation. Other defects may be chargeable, depending on board decisions.

**Q9. Will leaseholders pay for decanting other residents?**

**Answer:** No. The costs associated with this will be the responsibility of Notting Hill Genesis.

**Q10. What support is available for residents trying to sell?**

**Answer:** We can provide support to our residents to assist with lending and staircasing transactions. We can issue a Letter of Comfort to reassure potential buyers and lenders that remediation works are planned and that leaseholders will not be charged for cladding-related works. The intention of this letter is to help facilitate sales despite the building's current EWS1 status. A Landlord Certificate can also be provided upon request. This document supports the leaseholder's position and is often required by mortgage lenders. This can be requested via the housing team.

We are also happy to communicate directly with any lenders or their representatives to address any additional queries or concerns. This includes providing further documentation or clarification to support the transaction.

**Q11. Are these documents accepted by lenders?**

**Answer:** From what we have provided to other residents in other remediation schemes, most lenders have accepted the documents mentioned above. Despite this we can assist with additional queries if needed.

**Q12. How will disabled residents be supported during emergencies?**

**Answer:** The current evacuation strategy is "stay put", which is standard for many residential buildings unless otherwise advised. The fire brigade would make the decision on whether to evacuate residents, including those with disabilities, if necessary. The FRAEW includes an assessment of evacuation needs, which would consider residents with mobility or accessibility needs.

If any residents would require any assistance, should they need to vacate the building in an emergency, whether this would be a permanent or a temporary measure, we are here to assist and support you. Should you need a PEEP (Personal Emergency Evacuation Plan), please contact your Housing officer.

**Q13. Will front doors be replaced if non-compliant?**

**Answer:** Any front doors found to be non-compliant during fire safety inspections, these doors will be repaired or replaced. According to your lease, the front doors are the leaseholder's responsibility, however Notting Hill Genesis has taken on this responsibility at Stoke Quay. The associated costs will be covered under the fire safety budget, with only a nominal service charge applied which will provide a significant saving to residents regarding the upkeep of these doors.

**Q14. Can residents expect a visual plan of affected areas?**

**Answer:** A visual plan will be developed once contractors are appointed and remediation plans are finalised, and the construction phase planning is underway.

We do understand the importance of residents having sight of this and we will share this once the necessary planning steps are complete.

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**Q15. Will there be rent or service charge reductions due to unusable balconies or safety issues?**

**Answer:** Currently your rent and service charge remain payable at the set rates. We look to seek advice on the project to see if there would be any reduction due. Any reduction would require board approval.

**Timeframe and expected next steps**

The viability of the ISG Tender Documents for the Barnard Square Town Houses is a priority as we had expected work to start this year. Jefferson Shead Architect, subject to a formal appointment, will be working with us to adapt the ISG tender to best suit NHG needs. We will also be looking to see if we can incorporate the Leven Court terrace roof as part of the new scope or works.

PRP Architects completed a review of all the High-Rise Blocks (HRB) including Leven Court and indicated that, in their view, all blocks would only achieve a EWS1 B2 rating. This rating states that remediation work is required to be able to then issue a satisfactory EWS1 B1 rating. There is no recommendation for any additional safety measure such as a waking watch. The appointment a Fire Engineer within the design team will enable us to agree on an individual remediation scope of works for each block. This is a key piece of work as when agreed, we can then start of the preparation of the tender documents.

**NHG Contacts for direct enquiries**

Dee Hopkins remains your Estates Operations Manager and your main point of contact. Dee will liaise with us to answer any concerns or questions you may have.

**Next resident update**

The next update will be issued in July 2025. We agreed in the meeting that we will have some more face to face meetings, but we expect the next face to face meeting to be September 2025.

Thank you for your continued patience. If you have any questions or concerns, please do not hesitate to get in touch.

Kind regards

Kaira Ellis – Senior Project Manager

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