

Sapphire Court residents' meeting

12th March 2026

Welcome and housekeeping

Meeting agenda

- Chaperone service
- Storage and insurance
- Services at your home
- Permanent relocations
- Future engagement
- Opportunity for individual conversations

Chaperone service

We want to know what works for you

- The current system allows three people in the building at any one time, including the chaperone. This is so we adhere to the risk assessment by the original structural designers.
- Because we want to give people more opportunities to access their homes, we set slots at 30 minutes each. Many visitors are out again in 10 minutes.
- We are also considering how we might extend the chaperone service to include weekends
- Our priority is a system that is fair, helpful and safe.
- Work on the canal bridge will disrupt the chaperone service, but we are protecting any existing bookings.

Storage and insurance

Making sure your belongings are protected

- Some homes at Sapphire Court have been emptied of all furniture and belongings to allow for structural investigations. Affected residents are all aware.
- Their belongings have been put into storage, and we are looking at the potential of offering that more widely to Sapphire Court residents.
- It would be great to find out how many of you would prefer that approach, and it's one of the questions on our questionnaire we are asking you to complete.
- If your belongings are placed into storage we will provide suitable insurance

Services at your home

How we can work together to manage bills

- Many of you are still paying broadband/WiFi bills. Please cancel or transfer these and we will pay any cancellation fees within your contract.
- We know bills are still being charged for services at your home. Make sure you discuss these with us so we can ensure you aren't out of pocket and that services are cancelled where possible.
- Insite Energy accounts have been cancelled, but you may still owe them money if you had existing debt, or may be owed a refund. We will reinstate the service when you return home.
- We are taking on responsibility for the council tax at your home. If you are still receiving any demands from Newham Council, please tell us.
- We need meter readings for your water and electricity. Please take these during your next chaperone visit and pass the details to us. Your chaperone may remind you.

Permanent relocations

We know some of you would prefer not to return

- If you would like to move permanently but have not completed a transfer form, speak to your local officer. You may need supporting information and relevant medical evidence.
- We have agreed a policy and framework that gives an extra layer of priority to Stratford Halo residents, to reflect the challenging time you have faced.
- The bidding process in London is very competitive, but it is important you keep bidding for homes that are suitable.
- While we will provide you as much support as we can, you can also add yourself to the council's waiting list.
- The more flexible you are with location and your "must-haves", the quicker you are likely to be offered a move, but we know many of you will have strong ties to Stratford and will continue to support you as much as we can.

Future engagement

How do you want to be updated?

- We moved to a weekly update based on feedback that we were contacting you too often. Does a weekly update work? Do you need more? Or would fortnightly be better still?
- Would you like us to repeat the meetings with our structural advisers?
- These smaller, specific meetings have been very productive. What other subjects would you like to cover at these meetings? Do you prefer online, in-person or a mix?
- The resident hub remains open 10am-2pm Monday to Friday. Would a 9am start or 3pm finish be better, to tie in with the school run?
- Would you like us to put on more drop-in sessions, either on specific subjects or just where you can pop by to have personal conversations about your situation?
- Please remember to use the QR code to fill in our questionnaire and have your view heard. It is important to help us adapt our service to meet your needs.

How to contact us

Speak to your dedicated NHG staff member

Stratford Halo 24-hour hotline

0203 815 0333

Email

- Sapphire Court and Amber Court residents: hotline@nhg.org.uk
- Opal and Amber Court tenants and leaseholders: operationshotline@nhg.org.uk
- Opal and Amber Court Folio renters: foliohotline@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.

Please come and discuss any issues you may have with our team.

Fill out our survey

Sapphire Court Residents Survey

