

# Sapphire Court & Lapis Mews Residents Meeting Q&A



**17 September 2026**

This document is a record of responses to residents at the meeting on 17 September 2026, where further information has been provided we have reference it here as “Additional notes” in order to be clear.

## Money: Costs, Charges, Compensation & Support

### **Home loss payment:**

#### **1. How do residents get the home loss payment?**

Everyone qualifies; we are working through the process now to make sure it is clear and will keep you informed. We're working really hard to finalise this and share it with you in the coming weeks.

#### **2. Will some of the payment go towards rent arrears? This happened previously with cladding.**

It's not untypical that happens. Ordinarily outstanding debt is paid first.

Only wilful unpayment will be claimed out of the compensation so most general needs residents from Sapphire will receive the full £8100.

We are not going to do anything unlawful. To be clear this is not a mandatory statutory payment it is being paid at our discretion

**Additional note:** We would retain the right to follow up on anyone in rent arrears in the usual way.

#### **3. Can we clarify at what point do we get the home loss payment? Is it when we move permanently or into long-term temporary accommodation?**

Everyone is eligible for this home loss payment, it's not a condition of you moving. Full details will be shared with you as soon as possible.

#### **4. How long is it going to take to get the home loss payment?**

We will make it clear when we know the process and have all the administration in place. It should be weeks from now (17 September) not months and we will let all residents know in writing.

#### **5. If everyone is receiving home loss payment why isn't the building being officially termed as decanted?**

All residents of Sapphire Court are currently decanted and so living elsewhere, however your tenancy with NHG remains valid until you secure a permanent move.

The payment is discretionary due to the unprecedented position we are in and when you accept the payment, it doesn't take away any of your legal rights.

#### **6. Does our decant status change when we move into longer-term accommodation in relation to bills?**

Once you move into long term accommodation, you are expected to pay bills as you did at Halo.

We are currently paying the council tax and heat network costs that you were paying at Sapphire and Lapis. We will be asking you to sign up to energy providers of your choice, Thames Water and arrange council tax payments.

When moving to your longer-term accommodation you should not be paying more than what you used to pay. We aim to make sure you aren't out of pocket.

# Sapphire Court & Lapis Mews Residents Meeting Q&A



17 September 2026

## 7. What about if the rent is more expensive when we move permanently?

We need to find a home that you are happy living in and we need to make sure you aren't out of pocket. If you decide to move to a bigger property than you had at Halo, you will need to pick up the extra cost

[Living Arrangements \(Temporary & Permanent\)](#)

## 1. Many of us are now in temporary accommodation, are we moving to permanent accommodation or is it temporary again?

We would like to move you to accommodation that is more like what you had at Sapphire. Serviced accommodation is very similar to a hotel, with no security, this means you could be asked to move again at short notice and it's something we want to avoid. East Village, where we are proposing some of you move to is a very similar estate to Halo. The idea is we move you there which gives you some stability while we find you a new permanent home.

## 2. Some residents have been refused access to facilities at their serviced apartment. We pay rent and should be treated equally, why has this happened?

This is another reason we are keen to move people from their serviced apartment into more suitable, long-term accommodation. We can't influence who the providers of serviced apartments allow to use their facilities, whereas Get Living have guaranteed all residents moving to East Village will receive an equal level of service and access.

## 3. How soon are you going to move us out of the temporary accommodation we are in? Some of us are in Air BnB's that have strict noise restrictions, which limit my children playing. We want to go; we are in limbo at present.

Our commitment is to work with each of you to find out your needs and find the right home for you.

We've put together a programme of street property buying to try and gain more stock in the local area. We are also asking local authorities and looking at what we are building now that will be ready soon. We're trying to be as flexible as possible, but the reality is that there just isn't the housing stock in Stratford. We need to find a pragmatic middle ground with you.

## 4. Once you declare the building as unsafe and as a standard decant, we can get on local housing lists. Why aren't you doing this?

We encourage you to follow the process to get on housing lists if you want to. Until we officially get something from an expert to say that Sapphire Court is not able to be brought up to standard, you will be fairly low on the housing banding for Newham. We have no control or say on the local authority housing list and the banding they assign to you.

We are working through the remediation options and will update you when we know more.

## 5. What is the timeline for a permanent move?

There are 120 households who need a permanent move. In the last three months 13 moves have happened and we are working hard to continue to make these happen. Some households have moved in Newham, some in Havering where there are more three- or four-bedroom houses. It comes down to availability of housing stock. This isn't going to be a quick fix and we can't make promises we are unable to keep.

# Sapphire Court & Lapis Mews Residents Meeting Q&A



**17 September 2026**

## **6. What is the timeline for temporary moves?**

We hope to move some people in the next few weeks when a suitable home can be found.

As more suitable homes become available, we hope to move more households in November and some in January. We have committed that we won't make people move in December, so you have stability over the festive period. If you would be willing to move in December though if it suits you better, please do let us know and we will actively continue the search for a property for you. We understand not one size fits all.

## **7. Decant status – once we move from short term accommodation to long term, does our decant status change?**

No. It's about security of tenure. In serviced accommodation you can be asked to move at very short notice, which is what we are trying to avoid.

## **8. How long before we move into permanent accommodation?**

We realise that some residents have vulnerabilities and need to stay in the local area or have additional needs. We are trying to find the right home for you but can only work with what is available.

We need to prioritise rehousing people with known additional needs due to the vulnerabilities that they may have. We will work with you to discover your needs. [Our approach to allocating homes is outlined on the Halo microsite.](#)

## **9. How long will it take to place all family members into perm accommodation once we move into longer term temporary accommodation?**

We need to concentrate on making you more secure and comfortable now. Once we are in that position, we will continue to work with you for a more permanent move. Your individual situation is important, so we need to take time to get it right.

We are happy to continue to meet with you until this journey ends and you are in suitable permanent accommodation.

This is a unique situation, which we appreciate is incredibly challenging. We want to try to make sure it ends positively for you.

## **10. When we move to long term temporary accommodation, are we able to decorate?**

Yes, but the property must be returned to its original state when you move (as per your contract at Halo).

## **11. What if we have furniture in storage that we want in our long-term temporary accommodation?**

East Village is furnished but we can swap some of the things we have in storage for you with that if needs be. We recommend you move in and then take stock of what you might need.

## **12. If we get to move into permanent place, will we have the opportunity to buy it?**

You can't buy most housing association homes now, but some have a right to acquire depending on when they were built. It's complicated so you need to check your tenancy agreement. Some people may have that right in their current social housing tenancy agreement. We can help you find this; you need to speak to your housing officer.

# Sapphire Court & Lapis Mews Residents Meeting Q&A



**17 September 2026**

## Day-to-Day Practicalities

- 1. Paying for storage, you keep changing housing officers so bills come to us for storage. Since this has happened at Halo, I've had three housing officers. Can we keep the same housing officer?**

We have storage facilities that we will pay for directly. Some of you may have found your own storage that will be in your name, so you will be getting the bills. We will reimburse you for this. Please speak to your housing officer.

On the broader issue of housing officer turnover and inconsistent service, we are working on a new model for housing management to try and level up our service to you. We will keep you posted as this progresses.

- 2. Clarity and transparency are my main concern. I prefer to have decisions in writing. Can that be done?**

This is a completely reasonable request. We will make sure important decisions are issued to you in writing.

- 3. What about if appliances in the new home are built in, like they are in East Village?**

We can assist with that. We can dispose of any appliances you don't want for you, or we can store them for you until you move permanently. We can also reimburse you for the costs of items.

The homes at East Village come fully furnished. If you want your own furniture we can arrange to put the East Village furniture in storage in place of your things.

Equally, if your new property doesn't have appliances, you previously had we can help, please talk to us.

- 4. Can you make sure properties offered to us are like for like?**

We are looking for homes which reflect what you had at Halo and will continue to discuss your needs, so we can find a new home that is suitable. We are struggling with the shortage of housing, particularly in Stratford, so if you can be flexible please let us know as this will mean more options are open to you.

- 5. When will you get that legal definition for safety so we know if we can return to the building?**

Honestly, we don't know but we realise we need to reach a decision sooner rather than later for your certainty. We continue to work with expert structural engineers to understand the complexities and possible options for Sapphire Court.

## **Miscellaneous**

- 1. If I permanently move. What happens about parking?**

All East Village homes come with parking. If you were paying for parking at Sapphire, you will have the same parking allocation at East Village. If not, contact East Village directly, there are parking spaces available, but you will need to pay.

# Sapphire Court & Lapis Mews Residents Meeting Q&A



**17 September 2026**

**2. Some blue badge holders had allocated parking at Sapphire. Will this be the same at East Village?**

With a blue badge you can park in a disabled space. Your housing officer will pick this up with you.

At time of relocation 13 people had designated spaces. At East Village these people will also have a designated space.

**3. What service does Newman Francis offer?**

They are an independent intermediary, here to assist you. They are completely independent of NHG, but will work in partnership with us to give independent advice about your circumstances. They are available Monday to Saturday and it's another option available to residents, alongside your housing officer, to talk things through.

You can get in touch with them via e-mail to [Stratfordhalo@newmanfrancis.org](mailto:Stratfordhalo@newmanfrancis.org) or call 0800 644 6040.