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**BUILDING REMEDIATION UPDATE
OAK SQUARE
DATE:** July 2026

HEAD OF REMEDIATION: Petronila Osodo
SENIOR PROJECT MANAGER: Jo Knight
PROJECT MANAGER: Irine Cheptoo

Dear residents of Oak Square,

Thank you to those who were available to join our online resident meeting on the 24 of June. Following this meeting, we shared the slides presented at this session. Please see the summary of the main points that were discussed during the meeting.

Decant Relocation Update

Since the relocation programme began on 13 January 2026, we have successfully moved 56 residents into temporary accommodation, with a further 53 residents scheduled to move over the coming months. We have also received 136 signed decant licences, representing approximately 75% of all licences required, enabling us to schedule moves through to mid-September 2026.

We would like to thank residents for their continued cooperation and support, which has been instrumental in helping the programme progress as planned. The MVHR installation works remain on track for completion by December 2026, as all project teams continue to work to the agreed programme.

Our priority over the coming weeks is to secure all remaining decant licence agreements by August 2026, which is essential to maintaining the current programme and achieving completion of the internal works by December 2026. To support this, residents with outstanding licence agreements were asked to raise any final requirements or concerns with the Relocation Officers by 30 June 2026, allowing sufficient time for discussions, resolution of any outstanding issues, and completion of the licence-signing process.

In the event we are unable to reach an agreement, then the next steps are;

- Leaseholders- The MVHR units are demised to the leaseholder so we will formally note that an agreement to carry out works could not be reached and without the agreement, works will not be able to proceed.
- Social Housing tenants- a formal process will be followed to gain access to the property.

We want to work with you to complete the licenses and carry out the MVHR works to your home. The Relocation officers are in regular contact with residents and remain available to support you throughout the process and ensure everything continues to run smoothly. The contacts of Relocation officers are; Cam.Kunyeda@nhg.org.uk and Dominik.Chlebowski@nhg.org.uk.

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Lessons Learned and Improvements

As the decant and MVHR works programme has progressed, we have continued to listen to resident feedback and make improvements to the quality of works and the handover process. During the 8-10 week decant period, the following enhancements are being implemented:

- Improved paint finishes to architraves, with repairs and redecoration carried out to better match existing wall colours.
- Enhanced cleaning standards in permanent homes before residents return, including a light clean of fridges. Deep cleaning is also arranged where required on a case-by-case basis.
- Treatment of any mould identified during the works, with affected areas redecorated to match existing ceiling finishes.
- Removal of redundant MVHR ductwork and making good ceilings following installation of the new system.
- Upgraded internet speeds in all properties equipped with Hyperoptic cabling.
- Repairs to faulty windows and balcony doors in decant properties, with contractors now progressing these works.
- Investigation and resolution of any damaged furniture or equipment identified during the decant process on a case-by-case basis.

Before a property is handed back to the tenant, inspections are carried out by both NHG and Higgins to ensure the home meets the required standard for reoccupation.

Residents are also reminded to report any defects in their permanent home within two weeks of moving back in, as this helps us identify and resolve any outstanding issues as quickly as possible. Any defects raised will be reviewed and managed by both the Higgins and NHG's Operations Teams.

We encourage residents to continue reporting any concerns relating to either their temporary accommodation or permanent home through the Relocation Officers, so that issues can be logged, investigated, and resolved promptly.

Residents will also receive the necessary warranties and handover documentation in both hard and electronic copies. The documentation includes;

- MVHR & Cooker Hood Warranty and manuals- Contacts in case of repairs are also provided in the packs.
- MVHR Commissioning Certificate
- Electrical Installation Condition Report
- Fire Detection Certificate
- Quality Assurance Pictures

Following resident feedback, Higgins will continue to issue monthly project newsletters providing advance notice of key activities on site. These updates will include information on any planned lift usage restrictions and anticipated noisy works.

Late cancellations of scheduled moves

We would like to remind residents of the impact that late cancellations can have on the overall decant programme. When a move is cancelled or postponed at short notice, it can have a significant knock-on effect on the schedules of other residents awaiting relocation, as well as on the delivery of the works programme. Late cancellations may also result in additional costs

where removal companies need to rearrange bookings and can constitute a breach of the terms of the Decant Licence Agreement.

To help residents prepare, Higgins issues access notices and move reminders at four weeks, two weeks and one week before the scheduled move date. NHG also provides additional reminders by email throughout the process.

If you believe you may be unable to move on your allocated date, please contact your Relocation Officer as soon as possible and provide at least one week's notice wherever possible. Early communication allows us to minimise disruption to other residents and maintain progress against the agreed programme.

Lift Breakdown

One of the lifts in Rowan Court has been out of service for approximately one month due to the need for replacement parts. The required parts have been ordered; however, we have experienced delays in the delivery process. The parts are expected to arrive on site on 30 June 2026 and will continue to closely monitor the status of the delivery in the meantime.

Reinstatement of Gardens and External Areas

Following the removal of scaffolding from completed areas of the development, the Estate Management Team has begun planning for the reinstatement of the gardens and external landscaping. The TRA has been involved in the discussions to help inform the proposals. These reinstatement works will be undertaken towards the end of the overall programme and will be delivered at no additional cost to residents.

External Wall Remediation Update

Higgins provided an update on the progress of the external wall remediation and cladding replacement works. Overall, the project remains on programme and is still scheduled for completion in June 2027. Progress continues across the various phases, with detailed phasing and anticipated completion dates included within the presentation slides shared during the meeting.

Resident Communications

September 2026 (date to be confirmed)

We remain committed to keeping residents informed throughout the programme and providing regular updates on progress. We will continue to work closely with residents, contractors and stakeholders to ensure that all works are delivered safely, efficiently and to the required quality standards. We are planning to hold the next residents meeting in September 2026. The specific date will be shared closer to the time.

Kind regards,
Irine Cheptoo
Project Manager

RESIDENT QUESTIONS

Q1. It's not generally possible to say when access notices haven't been received, if the move date hasn't been confirmed.

NHG and Higgins to continue with the agreed communication intervals ensuring residents are made aware of their move dates. Where you are concerned about your move, please contact the relocation officers.

Q2. There is a section of the inner leaf on level 2 for the Phase 1 external works that seems incomplete despite update showing all inner leaf works are complete.

The inner leaf remedial works focused on the top block as the rest of the Phase was surveyed and found to be structurally fit by a structural engineer. Phase 1 works are progressing and are on track for completion in June 2027.

Q3. Is the last day to sign the license the 31st of July 2026?

The aim is to sign by end of August 2026, but residents are to raise any final concerns by 30th June 2026 to allow sufficient time to discuss and finalise signatures. We want to work with you to resolve any concerns as soon as we can, so please get in touch with the relocation officers to discuss your license.

Q4. Is it possible to inspect the decant void to ensure the temporary home is a like-for-like? Residents being able to enter the property before the move would improve the process significantly.

NHG are currently providing like for like decant properties in terms of no. of bedrooms and bathroom spaces only. It is not possible to provide like-for-like in terms of floor space as we are constrained in terms of options of flats to use for the relocations.

Residents had been given an opportunity end of 2025 to view two sample decant void properties, it is not possible to allow residents to view flats before moving due to programme constraints. The locks are also only changed on the day of the move, the locks in the permanent properties are transferred to the decant void property so residents will only get to see the properties on the day of the moves. We have set a standard of cleaning with Higgins before your move. If after your move you are worried about cleaning or repairs to your temporary home, please let us know. Higgins' cleaners are on site and will attend to cleaning requests promptly.

Further information on the project updates and notices can be found on Microsite, link can be found here [Information for residents at Oak Square](#).

QR code as follows;

