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BUILDING REMEDIATION UPDATE

OAK SQUARE

DATE: April 2026

HEAD OF REMEDIATION: Petronila Osodo

SENIOR PROJECT MANAGER: Jo Knight

PROJECT MANAGER: Irine Cheptoo

Dear residents of Oak Square,

We let you know in our March 2026 update that works to your permanent properties are ongoing for the residents the first residents who have been relocated. We also informed you of the documents you should expect once the works in the permanent flats are completed. We are glad to inform you that works have now concluded as per programme. Residents are now moving to their permanent homes following the temporary relocation. This started on the 18th March 2026 and it has been an opportunity to review how the relocations are being done, as well as identify where we can do things better.

We have picked up on some lessons learnt from the residents as well as our quality management consultants regarding some nuances in the finishes and condition of the properties in the first set of moves. Higgins have responded quickly to pick up snagging items that we are resolving with affected residents directly.

The lessons learnt exercise has led to the following changes:

- There were issues with some paint matching and the workmanship standard of the making good in some of the properties. The standard has been reiterated to Higgins, and this includes making good of the paintwork along ceilings, door frames and sockets. Paint matching details where possible, Higgins will work to establish this at the condition survey.
- There were some concerns with the general cleanliness in the permanent homes and we established this was largely due to the cleaning being done a week before the move. The time that lapsed resulted in a reduction of the cleanliness standard and this has now been changed to being done as close as possible before the permanent move as well. Following this point, the traffic to the property will also be limited.
- We identified some mould in some properties where this may not have been previously reported. Some of the mould is in hard to notice areas that you can only see once large items of furniture have been removed. The contractor is instructed to carry out a mould wash and to make good where this is found.
- There were some concerns regarding furniture items that once disassembled for the temporary relocation, due to age or condition of the parts, may not be able to be reassembled in the permanent move. We recognise this is a concern for residents and these instances will be dealt with on a case-by-case basis. Thus far, in certain situations, this has meant replacing the items.

Notting Hill Genesis

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It is part of the license agreement that we reinstate the flats to condition survey status. When you move back to the permanent property, there may be snagging items that will be noted with the relocation officer. This is being tracked with the building safety project manager and with the contractor for completion. Where items have not been identified during your permanent move, please raise these with the relocation officer within **2 weeks** of your move so these can be addressed by Higgins.

We would like to take this opportunity to remind residents of the scope of works being undertaken to the properties and this is also specified in the Decant license;

- Installation of a new Vent Axia MVHR (Mechanical Ventilation with Heat Recovery) unit in all rooms, boost switches in wet rooms, manual boost switch in kitchen, automatic boost facility in bathroom. You will be shown how to use it once you move into your property as well as being provided with manuals for you to refer to.
- Installation of new cooker hoods – Hotpoint extractor hood with carbon filter (non-ducted)
- Fire stopping works within all areas in the properties including door architraves to be checked and upgraded to current standards where required. (Where required)
- Upgrading of the electrical distribution board where this does not meet current building regulations. (Where required)
- Making good ceilings and walls upon completion where works have been undertaken.
- Testing of all smoke detectors and replacement if found to be faulty or non-compliant.

Once the above works are completed, you will be issued with a handover pack that 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

We will also follow up with soft copies of the above certificates and photographs of works being undertaken as discussed.

Kind regards,

Irine Cheptoo- Project Manager

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

