



www.nhg.org.uk

**BUILDING REMEDIATION UPDATE
BAKERSFIELD ESTATE**

SENIOR PROJECT MANAGER: Jo Knight
PROJECT MANAGER: Daven Hinkson
DATE: February 2026

Dear residents of Bakersfield Estate,

This update provides information on the current and future phases of works and a comprehensive Frequently Asked Questions (FAQ) for the entire project.

Update on Alarm Installations (*Phase 1 Reactive Works*)

In our December update, we confirmed that our contractor **Millwood** will start contacting residents to install fire alarms within all flats. I am pleased to inform you that good progress has been made and we should be on track to complete the works by the 20 March 2026 if the remaining flats are booked in by this week.

If you have not already done so, I would like to urge you to book your appointment to have this carried out.

You can do this by contacting Catherine Robertson at Millwood directly via:

Email: catherine.robertson@millwood.co.uk **or Phone:** 07977 532 961

Please book your appointment asap and no later than **Friday 27th February** so that your installation can be allocated without delay.

As set out in previous updates, these fire alarm installations are critical safety systems, that will provide residents with warning, enabling you to leave your property quickly and safely if needed. This work was deemed to be required urgently by our fire engineers.

Please note that –

- Installations take approx. 3-4 hours to complete
- There will be limited noise and dust from drilling activities where new wiring is installed
- The operatives will clean up after the works are completed
- Where additional making good is required, a further appointment from Millwood will be required for sanding and painting of localised areas only.
- Residents can remain in their homes during these works. However, please let your housing officer know if you have any vulnerabilities that we need to be aware of before starting the works.
- An independent quality check will be completed by PRP, our Clerk of Works for all properties.
- Handover pack and certificate will be provided for each flat upon project completion.

Update on next phases

As stated in our December update, phases 2 and 3 are subject to Building Safety Regulator (BSR) approvals and the design for these is still being developed. There is some overlap in the scope of works between these

Notting Hill Genesis
Bruce Kenrick House
2 Killick St, London, N1 9FL
Phone 020 3815 0000
Email info@nhg.org.uk



phases and we will therefore confirm this along with the timescales once this is finalised in the coming weeks. We aim to share further information on phases 2 and 3 in our next update by the 19th March.

Residents who need extra support – Service Adjustments

We recognise that the works in phases 2 and 3 are going to be more intrusive than the fire alarm works (phase 1), so we would like to ensure that individual resident needs are fully understood, and works can be adapted where required.

NHG is committed to supporting residents whose health conditions, protected characteristics and personal circumstances may be impacted by a housing issue or works and may (or may not) affect your ability to leave your flat safely in the event of a fire emergency.

A vulnerability may be based on a temporary situation, such as pregnancy or a broken leg, or may be a long-standing circumstance or condition.

In order to enable us to assess a vulnerability and determine what adjustments may be needed, we ask that residents disclose your needs so that any necessary adjustments can be made.

We have recently introduced a new feature on MyAccount called ‘**Service Adjustments**’ to capture this. For further information or clarification, please view our [Service Adjustments page](https://www.nhg.org.uk/help-and-advice/service-adjustments) on the NHG website (<https://www.nhg.org.uk/help-and-advice/service-adjustments>) or contact your property manager or housing officer.

Next Steps

- Millwood will continue to contact residents or landlords to arrange alarm installation appointments.
- Next resident update by 19th March 2026; Next resident meeting date to be confirmed (mid-April)

Contacts

Microsite Link: <https://bit.ly/bakersfieldresidents>

Resident Queries: <https://bit.ly/b-bs>



Building Safety Manager

Naeem Rasul

naeem.rasul@nhg.org.uk

Property Management Officer

Rachael Kaufman

rachael.kaufman@nhg.org.uk

Housing Officer

Nana Kunadu

nana@foliolondon.co.uk

Yours sincerely,

Daven Hinkson - Project Manager

FREQUENTLY ASKED QUESTIONS – BAKERSFIELD ESTATE

Last updated 23/02/2026

General Queries

How will NHG communicate regarding this project?

We have and will continue to use a combination of virtual and in person resident meetings and written updates. All presentations and written updates will be made available for download on the dedicated Bakersfield project microsite (<https://bit.ly/bakersfieldresidents>).

Most notifications and communication will be via email (usually from residentcommunications@nhg.org.uk), however physical documents will also be provided for important events. Most appointments will be managed by the relevant contractor.

What if residents aren't receiving updates?

NHG holds contact information for Folio residents and leaseholders only, as we have a legal relationship with them. It is the responsibility of landlords to pass on updates to their tenants; however, the microsite was created to help mitigate gaps in communication as everyone can access it. We also urge tenants and agents of sublet flats to reach out to their landlords to provide us with their details.

How can residents contact NHG regarding the project?

Residents can contact NHG via the resident communications email or directly with the project manager. There is also a dedicated comments form to raise queries using the link <https://bit.ly/b-bs>.

How are vulnerabilities considered by NHG in relation to the project?

NHG is committed to supporting residents whose health conditions, protected characteristics and personal circumstances may be impacted by a housing issue or works and may also affect your ability to leave your flat safely in the event of a fire emergency. We require that residents disclose these issues so that any necessary adjustments can be made. We have recently introduced a new feature on MyAccount called 'Service Adjustments' to capture this.

The need for adjustments may be caused by a temporary situation, such as pregnancy or a broken leg, or may be a long-standing circumstance or condition. Specifically for the project, this knowledge enables us to adjust our communication, how works are performed and ensuring that a PEEP (personal emergency evacuation plan) is put into place for you. We keep all personal data in line with GDPR guidelines and will not share with any third party without consent. If you want further information, please contact your property manager or housing officer.

What is the evacuation strategy for Bakersfield?

The current evacuation strategy for Bakersfield is a 'stay put' policy. This means that residents in other parts of the building can remain within their flat if they feel safe to do so. The emergency crews will reinforce or change this advice when they arrive.

In the event of a fire within a flat, the occupants of that flat should alert everyone within that flat, leave the property via their main entrance door and close the doors and alert 999 as soon as possible.

Why is Bakersfield defined as a Higher-Risk Building (HRB)?

Due to the connected walkways between 6 of the 7 blocks within the estate, they are officially considered as one building. Even though they have various heights, approval is required as the highest point is over 18m. This means that most works to the building or flats within it are subject to approval of the Building Safety Regulator (BSR).

Are all of the project works subject to approval from the BSR?

Approval will be required for all of the proposed works (except the temporary alarms in phase 1). We have decided to seek retrospective approval for the hard-wired alarm works as they are most urgent. We will seek advance approval of the works for phases 2 and 3. We will not be able to start those phases of works until approval is granted.

What is the likelihood of the BSR rejecting the applications?

We have appointed consultants to oversee the application process and ensure that all relevant information is provided in line with BSR expectations to maximise the likelihood of approval.

When will the works start and how long will the project take?

The project has now been separated into 3 separate phases. Phase 1 began on 15th December and is due to end 20th March 2026. The programme for phases 2 and 3 is still being finalised, which are dependent on building control applications and approvals by the Building Safety Regulator (BSR).

Will you require access to flats for the works?

The works in phases 1 and 2 are required entirely within each flat, so appointments for access will be required. The relevant contractor will book these appointments. Phase 3 works are mostly external, completed via scaffolding. Residents will be notified of the timing of these works well in advance through various methods (meeting, written updates). Where internal works are necessary, these will be arranged by the relevant contractor as well.

How will the works affect remortgaging?

The Fire Risk Assessment of the External Wall (FRAEW) indicates works are required. Although the purpose of this assessment is different to the EWS1, it has identified the requirement for remedial works before the fire engineer can provide an EWS1 form that will meet the requirement of lenders.

To support you with any transactions, we can provide you with a letter of comfort that confirms we have identified the requirement for work to your building, that we will complete this work and that the cost will not be passed on to leaseholders or residents. If you require a letter of comfort, please contact your local officer.

Will residents be charged for any of these works?

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 also includes the implementation of interim measures such as waking watch, temporary alarms, investigations and reactive works relating to alarms and door upgrades.

What other contractors or works are happening within Bakersfield separate to these works?

Routine appointments continue, such as with RGE carrying out (EICR) inspection appointments.

Reactive Works – Phases 1 & 2

What is a fire strategy?

This outlines how residents will safely leave their flat in case of an emergency. This takes into account the exit route and travel distances. Based on concerns, investigations and advice following the fire incident in November 2024, a new fire strategy has been developed, ensuring that the relevant regulations and safety standards are achieved. This provided the scope of works for phases 1 and 2.

What works are required and why?

The works are required within each flat to improve resident safety and allow us to permanently remove the alternative escape routes which can no longer be used (i.e. external balconies and internal stairs to other flats). These are to secure the escape route (stairwell) to the main flat entrance and install a permanent, hard-wired alarm system for early warning. Work is also required to improve compartmentation between flats within the service risers (a shaft which travels the height of the building which contain water pipes, electrical wiring and waste pipes), mainly leading to kitchens and bathrooms.

Can we use the alternative escapes?

No. Following advice from both the LFB (London Fire Brigade) and fire engineers in November 2024 following the fire incident, we have advised residents that all alternative internal and balcony escapes should not be used for the following reasons:

- They can't be safely monitored or maintained
- Using these escapes could unknowingly lead residents towards a fire or unsafe circumstance
- This may require entering a neighbour's home
- Using these escapes could in fact waste crucial evacuation time

What route should residents use in the event of an emergency?

All residents must use **their main flat entrance door** as the sole emergency exit. Ground-floor rear exits remain valid.

How will making good and any redecoration be managed?

Alarms (phase 1): Millwood will be contacting all residents with details of follow up appointments to complete any outstanding making good following the alarm installation. If you have used any bespoke paint or finishes (ceilings and walls), please advise Millwood when they call so this can be discussed.

Phase 2 & 3: Higgins will incorporate making good within the works. If you have used any bespoke paint or finishes (ceilings and walls), please advise them when appointments are booked so this can be discussed.

How do I report damage or issues with the works?

Please contact the point of contact for the contractor that completed the works. They will inspect and review the issue and escalate it to NHG if it cannot be resolved. If you are dissatisfied with the resolution, please use the contact form or the resident communications email address.

Who do I contact regarding appointments and queries (alarms - phase 1)?

Millwood is arranging appointments. If you have any issues or concerns about your visit please contact Catherine via email catherine.robertson@millwood.co.uk or phone 07977 532 961.

What alarm systems will be installed and where?

Two separate systems will be installed, with detectors, sounders and trunking secured to ceilings:

System 1 (Permanent) — LD1 hard-wired alarms with detectors in every room (except bathrooms), linked within each flat with a central control/hush switch.

System 2 (Temporary) — Detectors in risers with sounders inside the flat to provide interim protection until compartmentation works are complete. These will be removed once the riser works are completed.

Am I able to keep my original fire alarms and devices?

Yes. Owners and landlords may keep their fire alarms and devices if they wish.

How disruptive will the installation be?

Alarms: The installation involves drilling through the walls in each room with devices and trunking fixed to the ceiling, although they will use existing cable routes where possible. This drilling will cause short bursts of moderate to loud noise and will generate some dust. Operatives will tidy the dust and make good the area in each property upon completion.

Do residents need to leave the flat during installation?

No, residents can remain in their homes whilst the works are carried out.

Will NHG be responsible for the ongoing maintenance of the new fire alarms in leasehold properties?

No. Once the alarms are commissioned, the responsibility for ongoing testing, upkeep and maintenance will lie with the property owner, i.e. leaseholder. We will provide commissioning, warranty and maintenance documentation.

What works are required?

The phase 2 works are currently in the design stage and include the following:

- Replacement or repair of internal fire doors to protect the stairway
- Removal of redundant riser services (pipes/cables)
- Full riser compartmentation to prevent smoke spread

Main works – Phase 3

What works are required?

The main works are currently in the design stage and include the following:

- Structural reinforcements (more detail provided below)
- Cover wood wool materials (encapsulation)
- Replacement of windows (including the 'spandrel' panels within the window unit)
- Replacement of timber panelling with a non-combustible alternative
- Removal of external balconies

What investigations were completed to determine the required works?

The following investigations and surveys were conducted to define the scope of works:

- Laser scanning of 146 of 148 flats, producing accurate floor plans and 3D digital models
- Analysis of ceiling materials from walkways
- Intrusive structural investigations to understand the materials used during construction, compartmentation issues, and the current structural condition (the additional recommended investigations have also been completed)
- Fire Risk Appraisal of the External Wall (FRAEW) assessing the risks

What is the purpose of 3D models?

We needed to complete the 3D models to support the following:

- NHG's Building Safety Case
- To gather a detailed understanding of the estate's bespoke layout
- To aid us in the planning of future remediation works

Did the investigations identify subsidence?

Neither the intrusive investigations or laser scanning alone can fully diagnose subsidence. Our structural engineers are aware of the historic issues and if further inspections are required, they will let us know.

What structural improvements were recommended from the recommendations?

The recommended proactive safety improvements are:

- Small wooden supports added between timber joists in certain flats
- Strapping of these joists to walls for added stability
- Additional floor materials installed between concrete slabs
- Brick ties to be checked and improved

Will residents have to move out of their home during structural works?

Yes, some residents will require temporary accommodation during the structural works. We are in the design phase and still finalising the details of the affected flats. Those residents will be notified on a one-to-one basis of the timing and extent of the works. We will provide support with accommodation, transport, storage as needed and any bespoke needs.

Will window replacements include double glazing?

Windows will be either double or triple glazed to ensure they meet the relevant thermal performance and safety standards. This will be finalised during the design phase of the main works.

Will the new windows be tilt and turn?

Yes, windows will be tilt-and-turn to enable residents to clean them independently where possible, however this will be finalised during the design phase of the main works.