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## **BUILDING REMEDIATION UPDATE**

**HEAD OF REMEDIATION:** Petronila Osodo

### **Oak Square**

**SENIOR PROJECT MANAGER:** Jo Knight

Dear residents of Oak Square,

We would like to thank all those who were available to attend our building safety led residents meeting on Thursday 20 March 2025.

Firstly, we would like to acknowledge that residents are used to receiving recorded versions of the resident meetings. Due to the GDPR policies within the building safety team, we will be sharing written updates instead, which will be sent 10 working days following the residents meeting. Although residents have previously provided their consent to record within the meeting, this consent cannot cover potential sensitive material discussed within the meeting being forwarded to others, where the meeting link is shared. As an example, at the previous meeting, sensitive information was shared regarding which properties people live in, health conditions and other individual circumstances. This is there to protect your data. Where you require us to clarify anything else following the written updates, please let us know and we will respond in writing.

### **Decant Licenses**

We shared a copy of the decant licences to all residents and we are committed to providing ongoing support to minimise any inconvenience caused.

### **Relocation Support**

Cam who is the relocations officer has been arranging one to one meeting to get the full requirements from each resident. If you have not yet had this session with Cam, please get in touch with him on [Cam.Kunyeda@nhg.org.uk](mailto:Cam.Kunyeda@nhg.org.uk).

<b>Utilities</b>	NHG will cover the full costs of all utilities in both temporary and permanent homes
<b>Council tax</b>	NHG will cover the costs for council tax in temporary home
<b>Internet</b>	NHG will provide internet connection in the temporary home. Residents are still responsible for broadband in their permanent home
<b>Sky TV</b>	We expect residents will be able to move their existing subscription box to the temporary home and continue to receive the same access.
<b>Benchmark properties</b>	Resident visits by appointment.
<b>Other subscriptions</b>	We expect residents to update and organise any other subscriptions or deliveries accordingly. You will still have access to your permanent home's post box during the decant process.

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<b>Staying with friends and family</b>	<p>As per our relocation policy, you can choose to make your own temporary accommodation arrangements, including staying with family or friends. You would still be liable for rent at your permanent home, and we will reimburse the daily rent of your permanent home for the number of days you are relocated. Packing assistance is still available to you, should you wish to pick this option. Please speak to the Relocation Officer <a href="mailto:Cam.Kunyeda@nhg.org.uk">Cam.Kunyeda@nhg.org.uk</a> to get your specific daily rate figure, as this will differ from household to household.</p>
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### **Compensation**

Following resident feedback, we acknowledge that concerns have been raised regarding the compensation offer and specifically how it was initially presented based on the understanding of the works at that time, compared to what has since been learned about the full scope of the project. We want to assure you that a response is currently being drafted to directly address these concerns, and it will be issued shortly. An additional query has been received regarding the increased use of buildings considering where decants will be taking place. Our position on this will be included within the compensation response.

Nevertheless, we stand by the compensation offer as it has been presented, and at this stage, it remains full and final. We are committed to continuing to work with you across the project to minimise disruption where possible and this includes the enhanced moves measures.

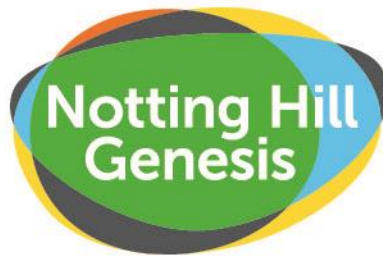
### **Building Safety Remediation Programme Update**

We let you know that the meeting has moved into the Building Safety Remediation team covering the MVHR, external wall and internal compartmentation works. I have assigned Jo Knight as a Senior Project Manager for Oak Square, and you will meet her in the coming weeks. At the meeting, I let you know that we are recruiting for a Project Manager who will work with Jo on the delivery of the project. I can confirm that the advert has closed, and we are moving into the interviews and assessment part of the recruitment process. My team will continue working very closely with your Estate Operations Management and Operations teams to ensure a coordinated approach to delivery. At the meeting, I also set out that communications will be combined for all the works on a 6–8-week communication cycle. These will be in the form of either written updates, drop-in sessions, resident meetings or polls. The next update will be a virtual meeting on the week of the 12 May 2025 with the exact date and time to follow.

If you have any questions or queries before the meetings arranged above, please speak your usual NHG contacts below, and we will get back to you.

<b>Estate Operations Manager</b>	Valentina Ciaccio	<a href="mailto:OakSquare@nhg.org.uk">OakSquare@nhg.org.uk</a>
<b>Housing Officer</b>	Ailsa Allison	<a href="mailto:Ailsa.Allison@nhg.org.uk">Ailsa.Allison@nhg.org.uk</a>
<b>Housing Officer</b>	Dominik Chlebowski	<a href="mailto:Dominik.Chlebowski@nhg.org.uk">Dominik.Chlebowski@nhg.org.uk</a>
<b>Relocations Officer</b>	Cam Kunyeda	<a href="mailto:Cam.Kunyeda@nhg.org.uk">Cam.Kunyeda@nhg.org.uk</a>

Yours Sincerely,  
 Petronila Osodo  
 Head of Remediation- Building Safety



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### **Resident Questions (Outstanding)**

**Q1. What will happen where beds and other important items of furniture (kitchen tables and wardrobes) can't be moved? Will NHG provide beds in the new apartment?**

**Answer-** We will endeavour to move your furniture to the temporary home. Where this is not possible, reasonable equivalents will be provided in your temporary home. Please get in touch with the Relocations Officer on [Cam.Kunyeda@nhg.org.uk](mailto:Cam.Kunyeda@nhg.org.uk) so we can gather your individual requirements for the move.

**Q2. Please can you confirm that leaseholders who want to stay with families (instead of moving to other flats on Oak Square) will receive a rebate on the full rental value of our properties (on basis of 100% rental, as if we didn't pay mortgage on other percentage)?**

**Answer-** We are still reviewing this question, and we will get back to the leaseholders on their individual offers should they wish to arrange their own temporary accommodation.

**Q3. Will residents be allowed a period (once NHG works are complete) to carry out our own works of painting, decorating/ replacing kitchen, re-carpeting etc.? Residents feel that a minimum of one week is reasonable for this period of settling in and basic decorating.**

**Answer-** For clarity, we will not be able to permit any resident alteration works during the project for your permanent home. Any alterations requests would have to be put to the management team in writing and will be dealt with through the standard procedures.

**Q4. Will NHG fit the light fittings back in ceilings that exist in a flat at the end of works for those of us who have put in new ones? Will NHG replace old redundant light pots now that no one can get replacement bulbs?**

**Answer-** We are working on this query, and we will get back to you on it.

**Q5. Please can you confirm there will be flexibility of moving dates, as people have holiday plans, family events, work travel etc.**

**Answer-** Cam Kunyeda is the relocations officer on this scheme and will be able to discuss this with you on an individual basis. If you would like to discuss this, please reach out to [Cam.Kunyeda@nhg.org.uk](mailto:Cam.Kunyeda@nhg.org.uk)

**Q6. Given the current disruption and distress caused by the cladding works, what reassurance can NHG give leaseholders regarding the noise/ disruption caused by MVHR works**

**Answer-** We understand that there will be some disruption because of the works. The Resident Liaison Officer will inform residents of which areas are being worked on so you can plan yourselves accordingly.

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Please note MVHR works are being carried out currently on and around the estate within the void properties. We do not anticipate that the noise levels will be any higher than they are currently.

**Q7. Again, related to noise and disruption, what reassurance can NHG give residents regarding disruption from wave upon wave of residents moving into Acacia and Dahlia Court?**

**Answer-** We understand that there will be some disruption because of the decants. The Resident Liaison Officer will inform residents of when the decants are taking place and the movers will work at off-peak times. When in occupation, we anticipate the noise levels should be relative to the occupancy.

**Q8. Dahlia Court only has one lift. What arrangements can NHG make so that elderly and vulnerable residents don't regularly have to walk upstairs, as this might be being used for removals?**

**Answer-** We have had discussions with Higgins and have confirmed that residents will be prioritised for lifts etc. at peak times, for example between 8-9:30AM and 3-4PM each day. We will also be approaching the Residents Association to nominate any other peak times for the movers to be aware of.

Additionally, to our knowledge there are no properties in Dahlia Court which are going to be used as decant properties, so we would expect minimal disruption in this building.

**Q9. What commitment do we have that NHG operatives will not lodge open lift doors and put lifts out of order because of removals?**

**Answer-** We have instructed the contractors not to misuse the lifts. If any issues arise, we will discuss address these with Higgins directly. To report any issues, please contact the Relocation Officer [Cam.Kunyeda@nhg.org.uk](mailto:Cam.Kunyeda@nhg.org.uk)

**Q10. Which 15 flats will have the new MVHR units fitted into their kitchens? What consultation will happen with these specifically/ and with other residents regarding positioning of their MVHR units?**

**Answer-** Most homes will have the new MVHR unit installed within the internal hallway cupboard within your home. We can confirm that there are 14 properties whereby the MVHR unit will be in the kitchen. Only two of them are currently occupied. We will contact the affected residents on an individual basis and will not be disclosing this information more widely. Following the meeting with the Resident's Association, we are aware that residents are keen to foster a sense of community. We will work with them to facilitate events that promote this like "meet your neighbour" events.

**Q11. How many years warranty with the new MVHR units have? Does this include unit failure? Units installs internally in properties are at a disadvantage to those installed externally in properties and in communal hallways.**

**Answer-** The MVHR units will have a two-year warranty from installation. All repair works during this period will be covered by the manufacturer. For leaseholders, please note that the MVHR unit is demised to you and as such you will be responsible for looking after unit thereafter. Your Relocation Officer will provide you a refresher on maintenance of the unit when you return to your permanent homes.

Also, we can confirm that all MVHR units will be installed internally in properties, and none will be in "communal hallways".

**Q12. Who will fund communal repairs caused by all the moving in and out (which is beyond reasonable 'single occupancy in residential property' set out in lease)? How can these repairs be agreed, so that they aren't happening all the time?**

**Answer-** We anticipate there will be an increase of use of the lifts, water for cleaning and communal doors. We will monitor this usage with the aim of covering any reasonable deviation because of the works, so the one-off costs are not passed on to residents. Any responsive repairs to the lifts in Acacia Court for the duration of the MVHR project will be covered by NHG and not recovered via service charges. We will also complete a full redecoration of the communal hallways and corridors on completion of the MVHR works. The costs associated will not be recovered via service charges. Further details of the redecoration will be provided in due course. We will continually monitor the condition and make reasonable repairs during the programme.

**Q13. What reasonable information and communication will there be with residents about neighbouring properties being occupied and then emptied again?**

**Answer-** For clarification, due to General Data Protection Regulation (GDPR) we will not be disclosing information about the individuals moving in and out of temporary accommodation. We will, however, be putting on community events to give you the opportunity to get to know your new neighbours.

**Q14. What community events and inductions still happen, so that new neighbours can meet one another and so we can maintain community/ social capital?**

**Answer-** We will organise community events and get together and this will be communicated to give residents opportunity to get to know each other. This will include a street party in the summer, and we will be organising other events in conjunction with the Residents Association.

**Q15. How will more vulnerable residents and families be supported via an enhanced checking and induction?**

**Answer-** To ensure that we provide the necessary support, we ask that any residents with vulnerabilities or specific needs to please make the NHG team aware so that we can put the required adjustments in place. The relocation officer can be contacted on [Cam.Kunyeda@nhg.org.uk](mailto:Cam.Kunyeda@nhg.org.uk).

**Q16. What assurance do we have that residents who are flagrantly in breach of the 'estate regulations' for example who have dogs, will not be moved into Acacia or Dahlia Court?**

**Answer-** As per Oak Square Estate Regulations, no pets are to be kept in the premises other than with prior written permission of the Landlord. Where tenants have been allowed to have pets, we will request for them to be mindful of the neighbourhood and take the right precautions not to cause nuisance. When and if residents are found breaching the estate regulations, NHG might take the decision of revoking the permission at any time.

**Q17. What reassurance do residents have that they will be relocated to a like for like property, without undue noise from external works conducted to a neighbouring property? And, that they will have similar view/ natural light?**

**Answer-** Unfortunately we cannot guarantee that residents will be moved into a like for like property, in terms of specification, location, view or layout. However, we can confirm that residents will be provided

with a property that has the same number of bedrooms and rooms as they have in their permanent home. To discuss your individual needs, please contact the Relocation Officer on [Cam.Kunyeda@nhg.org.uk](mailto:Cam.Kunyeda@nhg.org.uk).

**Q18. NHG to pay for Sky engineer to move & install Sky box for moving to new property and then back to original property or pay for monthly subscription as service cannot be transferred?**

**Answer-** As previously advised, we anticipate that residents who subscribe to SKY TV or similar will be able move their existing subscription box to the temporary property and continue to receive access to their subscription via steaming or via the communal satellite connection. We consider such subscriptions to be transferrable from your permanent home to your temporary home.

**Q19. Intercom calls for deliveries such as Amazon, Deliveroo etc – how will this be managed?**

**Answer-** As previously mentioned, residents are responsible for updating and arranging any deliveries to the temporary home. Deliveries can be taken at the front door if this is what residents prefer, and they need to allow the delivery drivers in the block. With regards to Amazon deliveries, please update the door number on your orders while you are living at the temporary property. Please note you will still have access to your permanent home's post-box, so you will still be able to review this regularly.

**Resident Questions (from 20/03)**

**Q1. Can you confirm what the difficulty is on the design for phase 3?**

**Answer-** Due to the small blockwork nibs between windows and the positioning of the balcony handrails, the masonry support has been difficult to engineer in order to meet the loads that are required. We now have a design and but firstly must complete some on-site testing to prove the solution is viable, which should be undertaken next week. From this point we can then order the necessary materials.

**Q2. If you are not moving white goods, will this be provided in the new apartment?**

**Answer-** Yes, the temporary properties will be furnished and have white goods.

**Q3. Can I just refuse to have the upgrade and not move?**

**Answer-** We understand that the resident experience along this process, at times, has not met expectations and we do want to apologise for this. However, we would like to reiterate that these works are critical for the health of the MVHR system, and these works are essential. If it is your intention to refuse to move, please inform the Relocation Officer on [Cam.Kunyeda@nhg.org.uk](mailto:Cam.Kunyeda@nhg.org.uk).

**Q4. Who will the internet provider be?**

**Answer-** BT will be the provider.

**Q5. What about TV license? There are letters being sent to void units from TV Licensing that are in the red. What happens if they knock at the door and there is no TV license for that property?**

**Answer-** We are working on this query, and we will get back to you.

**Q6. When will the scaffolding and white sheets be taken down on Phase 4? We are going into the warmer months, and we can't even open the window to get fresh air.**

**Answer-** The monarflex to Phase 4 will be removed in May and be replaced with the debris netting which does allow more airflow and sunlight but is still a protective covering shielding from fragments and dust.

**Q7. Does the scheduling mean the last people to be decanted will have to use goods that have been used by many people prior? This raises hygiene concerns.**

**Answer-** A thorough, and professional deep clean will be completed to every void property between handovers. This will include a thorough deep clean of the white goods such as refrigerator, microwave and washing machine.

**Q8. Are you still offering the buyback scheme?**

**Answer:** We are reviewing this query and a response for it will be included within the upcoming compensation response.

**Q9. Why wasn't legal support offered around the memorandum?**

**Answer:** We do not offer legal support for compensation offers.

**Q10. My daughter has asthma and suffers from the dust outside. It comes from the window and spreads throughout the room and makes her cough repeatedly. How will NHG ensure the dust level does not affect our health? Are NHG reviewing the air quality seeing as residents are not able to open windows.**

**Answer-** We have arranged a joint visit with the TRA and a representative from the environmental health department to access and confirm the air quality. Once this visit is concluded and we have received the results, we will share these with you along with any necessary next steps/ recommendations.

**Q11. Will NHG still be threatening residents with a possession order, even though NHG still has not provided all the information requested by residents?**

**Answer-** We have collated the list of outstanding questions and within this letter, have answered as many as we can. We have also let you know which questions we are still working on. We are committed to working closely with all residents to support you throughout the project. We encourage residents to reach out and share their needs with us so if you have any specific concerns that you should think we should know about, please contact the Relocation Officer on [Cam.Kunyeda@nhg.org.uk](mailto:Cam.Kunyeda@nhg.org.uk).

**Q12. Are you still expecting people to sign in the next 8 weeks? That is not enough time.**

**Answer-** We understand the concerns regarding the timeline for the licenses and recognise the need for further discussions. While the initial date provided was May, we can now confirm that this has been extended to June to allow more time for the process and ensure a clearer understanding. Additionally, as discussed at the last meeting, we have offered a fund to assist with the cost of legal advice for residents, which we hope will help facilitate progress. This along with the enhanced moves support.

**Q13. As everyone is moving in and out of Acacia Court, will it effectively become a hotel for the whole estate? How often will Acacia Court be cleaned internally considering the moves?**

**Answer-** Due to Acacia Court having the most void properties, we will be using the empty flats to temporarily house residents to keep residents within the area. This will help for routes to local amenities, schools, etc. The cleaning schedule for Acacia court will be increased due to the comings and goings of residents moving in and out. We will ensure that all units are deep cleaned between residents moving in and out along with deep cleaning of all the white goods in the addresses.

**Q14. How often will Higgins repaint the metal work for Juliette balconies?**

**Answer-** They will be painted once.

**Q15. NHG committed to clearing the overflowing letterboxes on a weekly basis, why is this not being done?**

**Answer-** We have been clearing these letterboxes on a regular basis. Following the feedback in the last residents' meeting, we will be increasing the frequency going forward.

**Q16. Can you confirm there will be no gardening charges on the service charge while the works are ongoing?**

**Answer-** This is a commitment that has been carried out; however we will be increasing the frequency of this moving forward.