

Temporary accommodation

Will NHG continue to pay for my temporary accommodation?

Yes. NHG will continue to fund temporary accommodation while you are unable to return home.

What if my temporary accommodation is not suitable?

If your accommodation does not meet your needs (for example if you have medical requirements), please let us know immediately so your case can be reviewed and appropriate support put in place. Please note that available alternative accommodation is limited, and moves can only be arranged where there is a clear assessed need.

Communication

Why have some residents not received updates?

We have reviewed previous communications to confirm that all emails have been sent via our usual mailing lists, so if you receive our weekly update, you will receive any updates regarding your building or tenure type. If you are not receiving our weekly updates, sent each Wednesday, please contact your local officer immediately.

If any of you have previously missed an update from us due to an error on our part, we sincerely apologise.

Will communication improve?

Yes. Based on your feedback, we are strengthening how we communicate to ensure information is clearer, more accessible and more consistent.

Buyback scheme

What is the deadline to express interest in a buyback?

The deadline for submitting an expression was Monday 15 June.

What happens if I miss the deadline?

Now the deadline has passed, the scheme will close to leaseholders who have not made a material start in their transactions. If you didn't express interest before the deadline but would still like to talk to us about the buyback process, please contact your local officer.

How long do I have to complete a buyback?

To benefit from the enhanced buyback offer, the purchase of your home needs to be completed by 31 December 2026. The offer of individual buybacks without the enhanced offer expires six months after the date we provide for the re-occupation of your home, or 12 months after the offer letter is issued – whichever is later.

We feel this allows ample time for any onward transaction to be completed.

Is the buyback linked to the remediation programme?

The buyback offer is not directly tied to the programme timeline. However, we will keep this under review and respond if there are significant changes that affect residents' decisions.

Assurance review

When will the independent review of the proposed solution be complete?

The outcome is expected in the next few weeks, and we will confirm the date as soon as possible.

Why is this important?

This review will confirm whether the proposed remediation approach is suitable, which may inform residents' decisions.

Service charges

Do I need to pay service charges before buyback?

Yes. Your account must be up to date prior to completion.

What happens to any credit or deficit after I complete a buyback?

The balance on your account at the point of completion will be final. No additional charges or refunds will be applied after completion.

Why am I still being charged for services I cannot use?

This is being reviewed and we will provide further clarification as soon as we can.

Access, storage and chaperone service

Will I be able to access my home during works?

Access is likely to be restricted during construction. We will be able to provide more details once the programme is confirmed.

Will the chaperone service improve?

Yes. We are reviewing how the service operates, including availability, booking and how access is prioritised (including for moves).

Parking and accessibility

What are the arrangements for parking, including disabled access?

A process has been put in place to support parking for chaperone visits, including for those who need accessible parking. We continue to review how this operates during the works.

Insurance

Why is it difficult to get contents insurance?

We are aware of the challenges many of you are facing and have worked with our internal insurance team and experts from the sector to provide guidance and possible options.

We have produced a list of insurers, below, who offer cover for empty homes – known as unoccupied home insurance. We are not able to recommend any insurer and residents should do their own research.

Please be aware that this type of cover may:

- Cost more
- Have limitations – such as for water damage
- Require regular check-ins

So check any policy details carefully.

Possible insurers are:

- Brightside - www.brightsideinsurance.co.uk/
- [home/property](http://www.brightsideinsurance.co.uk/home/property) and www.brightsideinsurance.co.uk/home/unoccupied
- Markerstudy - www.markerstudy.com
- AXA - www.axaconnect.co.uk/personal-lines/
- Kingfisher Insurance - <https://www.kingfisherinsurance.com/nonstandard-home-insurance/unoccupied-home-insurance>
- Homeprotect - www.homeprotect.co.uk

Design and work information

Will more detail be provided about the proposed works?

Yes. We will share further information as soon as we can, which will help residents understand the proposed approach.