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**BUILDING REMEDIATION UPDATE
BAKERSFIELD ESTATE**

HEAD OF REMEDIATION: Petronila Osodo
PROJECT MANAGER: Daven Hinkson
DATE: February 2025

Dear residents of Bakersfield Estate,

Thank you to those who were able to join our residents meeting on Tuesday 28th January. The slides from this meeting were distributed the following day. Please see the resident's questions below.

Resident Questions

Q1. Following the flats that will be investigated, many residents are worried about properties being made good to the standard prior. What guarantees can you give?

Answer- Intrusive surveys will be carried out to six properties. Prior to the works, a pre-condition survey will be carried out and pictures taken for record purposes and to ensure that the property is returned to the same standard.

Q2. How much advanced notice will you be giving and will you be able to give us time slots if required?

Answer- As shared at the in-person residents meeting, scanning will begin the week of the 3rd March and you are able to share your preferences for the appointment using the link <https://bit.ly/scan-bakersfield> or the QR code on the last page. However, Higgins will be contacting residents from each property to book in appointments from 17/2/2025.

Q3. How will the intrusive surveys be carried out and when will you be able to advise us of how long the intrusive investigations will take?

Answer- We would like to reiterate that the intrusive investigations are only being carried out to 6 flats and these residents have been notified. Small, selected areas of ceiling, flooring and walls around the property will be uncovered and investigated. The process involves drilling into some areas, which means that making good will follow this exercise. The flats selected for these intrusive investigations must be vacant for 2 weeks (week 1 for survey and week 2 for making good and repairs). During this time, they will be housed in alternative accommodation which will be arranged by us.

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Q4. What is the aim of the laser point survey?

Answer- The laser point surveys will enable us to create models of each property to ensure a complete picture of the scheme. The contractors will take a laser point data scan of every room within each property, with the process taking around 30 minutes. This exercise also enables us to add to the records that we hold for all of our buildings and allows us a better understanding of its properties.

Q5. Will people living in flats where intrusive works are being carried out be compensated for the damage to their homes which inevitably won't be made right again given the general quality of repairs/ contractors at the estate?

Answer- We do not anticipate there will be any damage to the flats where we will be carrying out the intrusive surveys. All areas where sections are removed will be made good, including walls, ceilings and floors. This will be discussed with the residents of these properties beforehand so that all necessary materials are available. The cost of the works related to the external wall including mitigation measures will **not** be charged to residents. This includes the cost of investigative works and temporary accommodation.

Q6. What is meant by the term 'primary' exit?

Answer- The primary exit is the quickest route to safety if there an emergency within your home. In this case the primary exit route is the main flat door. At this stage residents who have a secondary escape route, are also advised to use the main front door as means to escape in an emergency.

Q7. Due to the current issues, will extra checks and processes such as site visits and removal of items be put in place until a permanent resolution is found?

Answer- This is something that we have discussed, and we also considered the possible challenges. However, we have taken the advice from LFB and our Fire assessors who advised that attempting to use the secondary routes in the event of an emergency can waste crucial time. We do not want to give any advice that may undermine the messaging to only use the primary route for emergency escape.

Q8. What advice can you give if there is a fire in the kitchen for example, and residents are in the bedrooms/lower floors, so it's impossible to leave through the 'primary' exit?

Answer- We communicated to all residents in December 2024, advising that the primary escape route is the main front door. We ask residents to consider their main flat entrance to be their **primary** fire exit in an emergency. As explained above, all parties have advised that all secondary routes could waste crucial time in an emergency.

Q9. While these works are due or going on, will this result in properties being hard to remortgage or unsaleable as this tends to be the outcome with these works?

Answer- We do not expect any more disruption during these works, than we would while carrying out other cyclical works across the estate. Following the FRAEW we are carrying out the works required to ensure the building is compliant and meets all the required current standards. Should you need any support with any lending or mortgaging transactions please reach out to your housing officer and we can support you.

Q10. Not all residents are receiving the updates or are aware of the communications that are being sent out?

Answer- Reaching all residents that live on the estate is a challenge for us as unless we hold your information centrally. We have records of our Folio residents as we are the landlords, and we also hold the records of our leaseholders. In terms of additional information, we ask anyone who is subletting their property or renting, to please submit your contact details and address to residentcommunications@nhg.org.uk. Our aim is that everyone living on the site and affected by the works are fully aware of the plans.

To try and combat these issues, we will be launching a microsite in the coming weeks where we will share all updates and will be accessible online.

Currently our main way of communicating is electronically via email. The use of letter drops, and post will be utilised from time to time. If you have a landlord, please ask them to keep you informed also.

Q11. I had a Fire Safety Assessment carried out on both my flats every year- one top floor, one ground floor and the assessors are beside themselves with the top floor flat and what you would do - the only thing is to put in 'prevention' systems... emergency lighting, very sensitive sensors on smoke detectors and possibly a sprinkler system. Is this being covered by insurance?

Answer- Insurance policies will not cover the maintenance or installation of equipment. The cost of the upgrades deemed necessary (internal 30 min fire doors and LD1 fire alarms with detectors in every room) will not be passed on as an extension of our current commitment not to charge residents for interim measures such as waking watch and temporary fire alarms. As such, remediation works to external walls will not be included in your annual service charges.

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Yours sincerely,
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QR code to share preferences
for scanning appointments

(<https://bit.ly/scan-bakersfield>)