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**BUILDING REMEDIATION UPDATE  
BAKERSFIELD ESTATE**

**SENIOR PROJECT MANAGER:** Jo Knight  
**PROJECT MANAGER:** Daven Hinkson  
**DATE:** December 2024

Dear residents of Bakersfield Estate,

Thank you to those who were able to join our residents meeting on Wednesday 27<sup>th</sup> November. The slides from this meeting were distributed the following day. We apologise that there has been a delay in issuing these action notes, which we advised would be shared within 10 working days. Improving our communication and addressing delays with issuing minutes were raised in the meeting as issues and we are committed to improving this.

During the meeting, we advised you of our immediate actions and initial findings from the emergency services and engineers. We reaffirmed our commitment to resident safety as a key priority and confirmed we were actively reviewing the cause of the fire, the alternative exits and bringing forward the planned remediation investigations due to the incident. Residents shared concerns that the internal exits were not checked, and some had tried and were unable to utilise them during the fire. Clear instructions about their use will follow once our proposals have been reviewed. We also confirmed that we would communicate any significant updates before the next meeting in January. A survey link was shared in the meeting for residents to submit comments and questions.

A number of questions and queries were responded to during the meeting following our update on the Fire incident and the planned building safety remediation project. Below you will find updates regarding the Fire incident and the building safety remediation project.

**Incident Summary**

In the meeting, we discussed sharing the details of the Mandatory Occurrence Report, which was raised with the Building Safety Regulator to report the fire incident at Bakersfield Estate. The initial notification was raised on the 21/11/2024 to notify the Building Safety Regulator of the incident.

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Further information was shared with the Regulator on the 28/11/2024 to provide an update on progress. Updates that we shared with the BSR includes:

- We communicated with residents via letter, door knocking & residents meeting.
- NHG staff were present on site from the day of the incident up to the 27/11/24
- We carried out a joint inspection with an NHG Fire consultant & London Fire Brigade
- We have carried and initial investigation involving a structural engineer
- NHG are in the process of reviewing and planning solution to internal fire escape route.

You can contact your Building Safety Manager to raise any queries or concerns relating to fire or structural safety of your building. You can also contact the Building Safety Regulator directly if you wish to raise any queries or concerns to fire or structural safety of your building.

**Building Safety Regulator contact:**

0300 790 6787 or by following the link below:

<https://www.gov.uk/guidance/contact-the-building-safety-regulator>

**Building Safety Queries**

**Q1. The letter sent in November 2024 stated, "we are also aware that remediation work will be required at Bakersfield Estate" and that the investigative works will help to "further define the remedial work required". What work is already planned/ what specific issues are being remediated? For example, are there known issues with doors and/or known issues with windows on the estate?**

**Answer-** Through these investigative works, we hope to be able to ascertain where the repairs are needed. To carry out works of this nature, we usually open up different areas of the building in order to deduce the next steps with the consultants and fire engineers we have on board.

**Q2. Will costs be passed onto leaseholders? If so, when will leaseholders be given an indication of the likely costs?**

**Answer-** The scope of works has not yet been determined as we are currently investigating, which is not chargeable to residents. Any items within the scope of works that are deemed to be service chargeable works will be communicated and shared in advance with indicative costs.

Notting Hill Genesis will not be recharging any residents 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 approach follows our earlier decision not to recharge residents for interim measures such as waking watch and temporary fire alarms. This decision is possible due to the introduction of welcome protections in the new Building Safety Act, which confirms that developers will be expected to pay for remediation works. That confirmation will allow NHG to pursue developers for work done over the past 30 years that do not meet current safety standards. As such, remediation works to external walls will not be included in your annual service charges.

**Q3. Please set out the relevant qualifications/ certifications of those overseeing this project?**

**Answer-** Staff have been selected to perform the role of Project Manager through NHG's recruitment process, being assessed and deemed suitable to meet the requirements of the role. The Project Manager appoints appropriate consultants, i.e. cost consultants, advisors and engineers with qualifications and experience relevant to the role they are selected to perform through NHG's procurement and tendering processes. When the team is fully appointed, we will communicate the roles and remit of the project team to residents.

**Resident Meeting Queries**

**Q1. Do we know what actually started the fire?**

**Answer-** We have contacted the Metropolitan Police & London Fire Brigade to obtain reports in relation to the incident and findings. Once the reports have been received, we will provide an update to residents.

**Q2. As residents can we receive full copies of all reports that have been carried out so far?**

**Answer-** NHG does not share investigation reports or reports from emergency services with residents. There are often issues regarding GDPR or may prejudice any legal claims that we may undertake. We will provide summary information once investigations have been completed and any scope of works have been confirmed. We will also remain in communication with residents to provide updates on the remediation programme and any necessary building or fire safety mitigation.

**Q3. Please can residents be provided with clear instructions about fire exits within individual flats? When could we expect this information?**

**Answer-** We have been conducting reviews on the secondary fire escapes, i.e. the internal fire escapes and those with balcony escapes. Our initial proposal has been shared with the London Fire Brigade and consultants for their review and we expect to have a high level plan by mid-January. In the meantime, we would ask residents to consider their main flat entrance to be their primary and only fire exit.

**Q4. You advised the reports stated "no actions needed" and the engineer visits advised "no actions recommended". Was this the only feedback?**

**Answer-** The initial assessments shared at the meeting had just occurred and no reports were received. Once reports are received we will share any actions or recommendations that have been made. As recommended by the structural engineer, the planned intrusive investigations are being brought forward to be carried out in the affected flat and other nearby properties.

**Q5. What made NHG decide intrusive surveys were needed? What specifically is the cause for concern?**

**Answer-** The introduction of the PAS9980 methodology and the need to ensure we are confident of the construction materials and methods in our buildings has made NHG decide to perform additional intrusive surveys to ensure we have accurate and holistic records, which support the current 'Stay Put' evacuation strategy. In this case, it is especially important due to when the building was constructed (1970s) and as a number of the buildings are considered High Rise Buildings, i.e. over 18m tall, which requires additional scrutiny and data records.

**Q6. Will Folio provide fire extinguishers for their properties?**

**Answer-** Most large housing providers do not provide fire extinguishers within properties for their residents. The additional risks this can cause outweigh the potential benefits. We prefer to encourage our residents to leave their property safely when they become aware of a fire and notify the emergency services who are trained to tackle fires effectively. Please note that Folio have installed fire alarms and upgraded internal fire doors within their flats to FD30 standard, which means they have been tested to last at least 30 minutes in a fire to ensure compliance with current fire regulation standards.

**Q7. When will you be reviewing the options for fire escapes?**

**Answer-** We have completed our desktop review and developed an initial proposal, which has been shared with the London Fire Brigade and consultants for initial review. We are developing this further at pace and continue to update this accordingly.

**Q8. NHG advised that the current escape routes have not been maintained in light of an incident occurring. Can you share the maintenance plan moving forward?**

**Answer-** Our reviews of the escape routes (both the internal fire escapes and balcony escapes) are still in progress and we are currently assessing how to manage this going forward as stated above. We are developing this further at pace. In the meantime, we would ask residents to consider their main flat entrance to be their primary and only fire exit.

**Current Fire Safety Measures**

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.

Based on the reviews to date, we have not been advised to change this evacuation strategy. Our proposals following the review of the alternative exits may result in the implementation of other mitigation measures. We will continue to monitor this as investigations progress and keep residents updated accordingly.

### **What happens now?**

We are currently creating a project brief that our technical team will advise on. This will help us with the scope of works, designs plans, appointing the consultant team and cost liability. Moving forward, we will be arranging regular updates to keep you informed on all stages of the project.

### **Communication Plan**

We plan to hold a meeting in January and will advise you as soon as a specific date is set. You will receive an invitation from resident communications inbox at least 48 hours prior.

In the meantime, please do not hesitate to get in touch with us and send any questions you have prior to our meeting which we can address the in the meeting.

Please submit these questions via the QR code below.



### **NHG Contacts for Direct Enquiries**

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Yours sincerely,

**Daven Hinkson- Project Manager**