

# Stratford Halo – Buybacks

30 April 2026

# Welcome introductions and housekeeping announcements

Rod Alexander – Head of External Affairs (Chair)

Fleur Bowen – Director of Places and Built Environment

Josh Berry – Housing Operations Manager

Dominic Pulver – Acquisitions Manager

# Meeting agenda

- Buyback offer summary
- Buyback take-up
- Practicalities from transactions to date
- Resident feedback from survey
- Questions submitted and from the room
- Close

## Buyback offer summary

- NHG will reimburse those leaseholders who do accept the buyback offer for reasonable and proper costs in relation to the sale of the property. These are capped so as to comfortably exceed the costs that most buyers might incur, at £2,000 excluding VAT for your sale, and a further £4,000 excluding VAT whether or not you have an onward purchase.
- Offer acceptance by **1 June 2026** and enhanced offer available until **31 December 2026** (note that dates may be subject to review if new information becomes available around building remediation programme and/or for extenuating circumstances affecting individual households).

## Buyback offer summary continued

- NHG will pay an additional **10% above** the 'Red Book' valuation (**7.5% for absent landlords at the time of relocation**).
- NHG will also pay the **early redemption charge on the mortgage in place at the time of relocation**, if applicable, as well as an amount equivalent to the **Stamp Duty Land Tax (SDLT)** that would apply to your sale.

# Buyback take-up

- 91 leaseholders and shared owners
- 67 requests for valuations
- 48 offers issued
- 31 offers accepted
- 8 exchanged/completed

# Practicalities and logistics

## Removals and storage

- For those that have accepted an offer, NHG is willing to provide storage for all belongings until the sale completes. This is to reduce the risk of any trigger warnings preventing access on moving day.
- Costs for storage will be covered by NHG, however the costs of removals, packing, unpacking etc. will be borne out of "related costs" allowance discussed previously.
- We have our own contractors that can offer the full service at competitive rates or we're happy for you to find your own.

## Pre-completion inspection

- On either the day of completion or day your items are go into storage, NHG will need to carry out a pre-completion inspection.
- This is a very quick process to confirm the flat is empty, take meter readings for utilities and take collection of keys.

# Practicalities and logistics continued

## Chaperone slots

- Please contact your local officer as far in advance as possible to arrange a chaperone slot for your move. We can arrange slots over several hours to allow sufficient packing time but need enough forward notice.
- Ruby and Opal are not accessible for at least two weeks in May, therefore the deadline will be extended.

## Energy performance certificates (EPC)

- Under normal circumstances, it's the responsibility of the selling party to provide an up-to-date EPC, however for ease and convenience we will overlook this in cases where it has expired.
- We will confirm this with your solicitors as part of the sale process.

# Feedback from the questionnaire

- Stamp Duty Land Tax
- Valuations accuracy
- Insufficient time to make a decision
- Remediation timelines/greater certainty needed
- Deadlines – 1 June/31 December
- Mortgage market/interest rates
- No equivalent homes on the market in local area



**Q&A**

# Q&A and how to contact us

# How to contact us

**Speak to your dedicated NHG staff member**

**Stratford Halo 24-hour hotline**

020 3815 0333

**Email [stratfordhalobuybacks@nhg.org.uk](mailto:stratfordhalobuybacks@nhg.org.uk)**

**Stratford Halo Residents Hub**

located in the reception of Halo Tower (closed on Wednesdays)

**Website** including regularly updated FAQs section  
[www.nhg.org.uk/stratford-halo-updates](http://www.nhg.org.uk/stratford-halo-updates)

**Thank you**