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**BUILDING REMEDIATION UPDATE
WENLOCK STREET**

SENIOR PROJECT MANAGER: Ethan Fitzharris

PROJECT MANAGER: Najmul Islam

DATE: March 2026

Dear residents of Wenlock Street,

Thank you to those who were available to join our recent in person resident meeting, 24th February 2026. Following this meeting, we shared the slides presented at this session. Please see the summary of the main points that were discussed during the meeting.

Project Timeline

2nd March 2026	Start balcony removals
Mid - March 2026	Scaffolding begins (staggered)
April - November 2026	External wall works across elevations
Early December 2026	Balcony reinstallation begins
January 2027	Project completion target (29 January)

Current Works

The works to be carried out are as follows;

Brickwork Cavity Works	<ul style="list-style-type: none"> • Removal of bricks where required. • Installing new vertical and horizontal fire barriers. • To close the brickwork back up once barriers are in place.
Cladding Works	<ul style="list-style-type: none"> • Remove all existing cladding panels, insulation, and old fire barriers. • Disposal of all removed materials. • Installing the new cladding system, including cavity fire barriers.
Balcony Works	<ul style="list-style-type: none"> • Removal of all balconies, taking them off-site for refurbishment. • Replacing all timber elements with fire rated materials: <ul style="list-style-type: none"> - Hardie Plank cement fibre board for balcony sides/screens (colour to match original timber). - Rhino aluminium decking (colour also matched to original timber). • Balustrades (originally timber) will be fully replaced with the new compliant system.

The final designs and colours of the replacement materials will be issued to residents. the first step of the works will be the removal of all existing balconies which will be stored off-site until their reinstatement.

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A crane positioned at the junction of Wenlock Street and Bletchley Street will be used to facilitate the process. The road closure has been arranged for 2nd to the 27th of March. The road will be closed weekdays between 8am-6pm, though the crane will stay rigged in position during weekdays for efficiency. The balconies will be removed from top to down and in sequence across each elevation.

We have advised previously that access will be required as part of this process and we would like to thank residents in advance for their assistance with this.

Post Meeting Note

In this update, we have included all the notes from the meeting, however since then we completed the balcony removal process on Wednesday 11th of March which is earlier than we expected. We estimated between 8 -10 balconies will be removed per day, but we were able to move much faster than that. We also want to thank all residents for allowing the process to be followed as smoothly as possible.

Communication Plan

As the works are progressing, we aim to provide regular updates as we meet our project milestones. The next update will be due towards the end of April. We will communicate with you closer to the time what format this update will be in,

If you have any questions and queries in the meantime, feel free to reach out to us.

Kind regards,
Najmul Islam -Project Manager

RESIDENT QUESTIONS

Q1. Will scaffolding reduce light?

Debris netting will be used instead of monoflex sheeting. The debris netting will reduce some light, but this is minimal with airflow and light remaining.

Q2. Will we still be able to open our windows with scaffolding up?

Yes, with the position of the scaffold poles being set at approx. 450mm from façade, this will allow windows to be opened and closed.

Q3. What security measures are put in place to prevent intruders accessing the scaffold?

When works are closed for the day, no ground-level ladders will be left in place. The scaffold will be fitted with motion-sensors and CCTV at first-floor level. The scaffold will be monitored remotely with patrol callouts within 1 hour should the alarms be triggered.

Q4. Will the new aluminium decking get really hot in summer?

Aluminium does warm in strong sunlight, and the manufacturer advises that footwear should be worn on very hot days. Despite this, these decking cools much faster than the previous timber decking.

Q5. How big will gaps between floor planks be?

The gaps will be approximately between 10mm and 20mm wide.

Q6. Will existing water ingress issues be fixed?

These issues are not currently in scope, however, once works begin on site and the cladding is removed, any issues that are identified during this process will most likely be addressed then. We understand that it is best that while we have the infrastructure in place around the building to address these issues thoroughly to prevent potentially having to revisit them in the future.

Q7. Will you be sharing copies of the condition surveys with us?

Yes, photo condition surveys of the external walls around each balcony area will be carried out prior to the works starting. If you would like a copy of this survey these are available upon request via the resident's communications inbox.

Q8. What is the process if contractors cause internal damage?

Condition surveys have been carried out for such instances. If you see or experience any issues directly related to the external wall works, in the first instance please report it to NHG and Hill. Once this has been raised and reviewed, repairs and redecorations will be arranged. Any cracks or accidental damage caused by the works will be repaired by contractors.

Q9. Who inspects the work completed by the contractors to make sure the work is compliant?

Several parties inspect the contractor's work to make sure it is fully compliant. This includes the Principal Contractor's quality assurance team, the Principal Designer, NHG's independent Clerk of Works, and our independent Fire Engineer, who checks that all fire-related elements meet the required standards. In addition, the Building Control inspector and the Building Safety Regulator (as part of the Gateway 2 and Gateway 3 process) review and approve key stages of the works. These layers of oversight ensure the work is carried out safely, correctly, and in line with all regulations.

Q10. Can the resident's association appoint an independent inspector for the works?

Residents cannot appoint an independent inspector because the Building Safety Regulator requires all inspections and sign-off to be carried out only by the formally appointed project team, who are qualified, insured, and legally responsible for the works. Allowing an external inspector would create conflicting responsibilities and could delay progress. However, there are already several layers of independent oversight in place, and we will continue to keep residents fully informed and address any questions throughout the project.

Q11. Will pest control be increased during the works?

If any pest issues are identified when we open up areas of the external wall during the works, we will work with our pest control contractors to address them promptly.

Q12. How will non-NHG leaseholders be included in the future updates?

We now have the contacts for the remaining landlords and will share updates with them moving forwards.

Q13. Will compensation be offered due to the impact this will have on residents?

At this stage, we are not offering compensation specifically for the works.

Q14. What kind of construction noise is expected at each stage?

You can expect some noise and dust throughout the cladding replacement works. There will be increased movement around site with operative and vehicles. There will be hammering and drilling as scaffolding is installed. The removal of the old cladding is usually the noisiest stage, with drilling, cutting while it is being dismantled. We will work within the agreed hours and we will minimise disruption wherever possible.

Q15. If 9-11 finishes in September, why can't the balconies be restored sooner? A lot of time is being lost

The sequence of balcony removals starts with 9-11 Wenlock Street, starting on the garden (rear) elevation. This is the elevation shown on the right-hand side of the presentation slide.

These balconies will be removed first, over the course of roughly one week, before the team moves to the other elevation of 9-11, and then on to the courtyard elevation of 5-7.

The final phase will cover any remaining balconies on the Shrubshall Street elevation.

Balcony removal will be carried out from the top floor downwards. The team will work across each level, completing all balconies on a floor before moving down to the next. Each balcony will be released and lifted directly onto haulage waiting on Wenlock Street for removal from site.

At the end of the programme, balcony reinstatement will follow the same sequence in reverse.

Q16. Will all contractors on site have visible IDs?

Yes, all contractors will be wearing ID.

Q17. When will the litter around the estate to addressed

Litter picking across the estate is carried out once a week as part of the regular cleaning schedule.

The contractors will also clear any mess they create at the end of each working day. In addition, a full and thorough clean of the estate will be completed once the project is finished.