**Nobel House Residents Update 05.03.21**

Below is the weekly update on progress on the Nobel House cladding issue, including responses in red to specific questions that residents posed.

**Questions for Y&Y**

**Q1: When exactly was the building built?**

A:  The leases were sold in 2013.

**Q2: Does NHBC cover run out at 10 years?**

A:  Yes, that is correct. I can confirm that the policies for the Common Parts will expire on the 20 March 2023. The first policies in the building came into force on the 21 March 2011 and at the time it was opted for the additional two years’ worth of addition cover on top of the normal 10 years.

**Q3: Who was the fire safety officer that said the building should be inspected weekly, was it Surrey Fire Service or a private company? (I cannot understand why Y&Y are having fire safety visits if they do not take action on what is reported to them, of this is supposing that the issues are highlighted by the company carrying out the inspections).**

A: The firm that have advised on the weekly testing is our Fire Risk assessor. All recommendations are carried out. Safety is the priority.

**Q7: What is the situation regarding the businesses who trade from the building (e.g. Sports Direct, Co-op)? (One presumes they pay a separate Annual Service Charge but are also liable for costs regarding fire safety throughout the building).**

A: That would depend on the lease agreements in place.

**Q8: According to the MHCLG website (Fund Application Guidance), when a freeholder registers an interest in the BSF they should expect a response after a period of about four weeks or a little longer, but only if their application meets all the required criteria. Surely Y&Y must realise after six months, that saying that they are regularly checking their status of BSF application is a futile process. Will Y&Y be submitting another claim to the BSF once the new intrusive survey report has been published.**

A: We are in discussions with the MHCLG and we continue to provide any information needed to meet their requirements to ensure we have the best chance of acceptance.

**Q9. What was the fee for the JWA and Warrington survey and fire testing report?**

A: The fee is currently in dispute.

**Q10: What is the fee for the Capital survey?**

A: The fee for the Capital survey is estimated to be £42,000.

**Q11. Could Y&Y send O&M manuals to 4QM/Raven as they will have construction details of the external wall system? Aaron said he could send them, but were too large to email.**

A: Of course, we will have to work a way to send these out.

**Q13: Apart from the fire test undertaken in 2017, do you have fire safety test results for the Trespa cladding?**

A: All this information was sent previously. Please see Raven’s website for historic questions https://www.ravenht.org.uk/your-home/homeowners/nobel-house/nobel-house-faqs/

**Q14: Will you be arranging for the Trespa cladding to be tested at one of the government's testing facilities as soon as the survey is complete in case of delays and in order to meet the deadline for application to the Building Safety Fund?**

A: This has already been carried out and the test results shared.

**Q16. If it is confirmed that Nobel House is lacking cavity breaks and fire stops, a building regulation requirement at the time the building was signed off, will Y&Y be making a claim against the NHBC or Hollybrook? Or have you already?**

A: We are awaiting for the current survey findings before we make a decision on whether we will be able to make a claim against NHBC or the original developer.

**Q17: Will you proactively pursue NHBC for a response and keep us informed by sending us copies of their responses? (so that owners can be assured that Y&Y is protecting them from unnecessary costs and at the same time making accountable those that have contributed to this problem, specifically the NHBC whose inspector signed off our building as safe).**

A: We will of course be exploring all avenues, including making a claim against any NHBC certificate in place. We can only do this when we know what work is required once we have the findings of the survey and details of the remedial work that is required. We will keep all residents updated as we know more, including any details of progress if we do make an NHBC claim.

**Q18: After the Capital report is in, and at the first sign that there are faults in the fire safety structure, are you going to inform NHBC so that we fulfil their terms and conditions to alert as soon as evidence is available?**

A: Yes, that is correct.

**Q19: What is the completion date for the Capital survey report?**

A: From the consultants’ schedule we are due to receive the full report and costings six weeks after the date they started on site, which takes us up to 19th March.

**Q20: Why was the alarm panel sounding all day on the 6th floor last week with no remedial offered? The residents are now familiar with (and posted on Facebook) how to silence the fire alarm system, which is not a good situation to be in. When a communal smoke detection system is installed but not properly maintained or support provided, when paired with a Stay Put Policy, this is a risky situation.**

 A: This may have been due to works being carried out on the site at the time. If there is any issue with the alarm, as in the past, residents are asked to get in touch to alert us of the issue.  Importantly, it is **highly unsafe** for residents to simply disable the alarm yourselves. There could be a fire you are unaware of and you would then be directly responsible for the consequences.

**Q21: How soon could we see the new Fire Risk Assessment and your responses to the remedials?**

A: We are currently going over the FRA. All works required will be carried out right away.

**Q22: How much has been spent to date on survey or otherwise related to fire safety?**

A: The annual cost for the extra fire checks in approx. £5,000. The cost of the survey, intrusive investigative works etc is approx. £45,000.

**Q23: Please provide more information about the upcoming insurance renewal. If the renewal date is 01.03.21, then they should have had a quote by now that they can share- at least then we know what to expect and how much of an increase there might be. Please provide details of all quotes obtained by Y&Y for the next year's insurance.**

A: The freeholder takes out the insurance policy who then passes this on to Y&Y for collection of the cost as per the lease requirement. We are not involved in the process. I can however confirm the current rating has still been held by the insurers and therefore the costs will be in line with the current premiums.

**Q24: Following the Capital report around 19th March, is the intention of Y&Y to engage Capital to assist with the BSF application, and to carry out the remedial works?**

A: We will look to do so, however, this will be discussed once the report comes back. It may be that we are going to make a claim against NHBC and not through the fund. At this stage we are not sure what will show up on the report.

**Q25: There is still some confusion around the expiry of the NHBC certificate. Some owners seem to have certificates to 2023, while some have it as expiring 2021. Could Y&Y confirm once and for all the exact expiry of the NHBC certificate for all flats?**

A: The certificates are with each individual leaseholder therefore it would be dependent on the certification. We have on behalf of the leaseholders enquired with the NHBC as to the timelines.

**Q26: In last week’s update the following responses appear to be contradictory, can this be clarified please - have you applied to ACM or non-ACM funds or both?**

A: We have only applied to the  Non-ACM fund.

**Q27: Government grants for ACM have been retrospectively applied for. Please send proof.**

A: We don’t have proof as such, because our application has not been accepted nor have we been invited to apply at this stage.

**Q28: ACM/non-ACM grants have both been applied for. Please send proof. Will deadlines be met?**

A: We were not able to apply to the ACM fund as this fund closed before there was any evidence of ACM on the block.