**Nobel House Residents Update 09.04.21**

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: It was discussed at the Nobel House Cladding Action Group last night (7th April) that the original intention of the weekly update was for Y&Y to provide a summary of what progress had been made each week, and what was planned for the next week. The questions were intended to supplement this weekly update, but they seem to have replaced it entirely. Could Y&Y please return to including that summary at the top of each update - "what has happened this week, and what is planned for next week?"**

A: We have not changed the process and will continue to respond to questions every two weeks or sooner if necessary, to ensure that leaseholders are kept up to date with the latest updates.

PLEASE NOTE: This is not the arrangement that was originally made we will continue to press for a weekly update and weekly response to questions.

**Q2: Can the VAT be claimed back by Y&Y or will the cost of the survey to owners have VAT added, so the actual cost we have to pay will be £50,700?**

A: The service charge pays VAT and therefore whilst we are aware there is talk of the Government cancelling VAT on the required works however this is unknown at present. We will also look at all avenues to see if we can save on these costs.

PLEASE NOTE: We will ask for clarification on this answer.

**Q3: Now Y&Y have the full report, have Y&Y made an official claim with the NHBC? If not, why not? If they have, do they have a claim reference?**

A: We are currently working through the detail of the full report with Capital’s help we will be making an NHBC claim soon.

**Q4: Have the quotes for the installation of the LD5 alarm now been obtained? What is the realistic earliest timeline for getting this installed? (Please note as confirmed previously the installation can proceed without waiting on the Government funding decision outcome, so this is not a blocker).**

A: We went out to tender to four companies. We have received back two quotes with another to two to follow by the end of the week (16th April). Once we have at least three quotations, we will be able to submit fully to the WWRF. The lead time for the project is around four to five weeks. The works itself will take approx. six weeks.

**Q5: Previously the height of the building was measured by Capital as 21.459m. Why does the full Capital report now list the height as "approx. 19.2m"?**

A: Whilst we have queried this measurement with Capital, regardless of the discrepancy, the building is still over the 18m.

**Q6: Capital state in the report they were not provided with a copy of the latest FRA (Fire Risk Assessment) for the building. Why were they not provided with this?**

A: Capital were provided with all the reports possible – including the FRA, we will query this with Capital.

**Q7: Please can we have a report/spreadsheet detailing the costs to date (with specifics) relating to fire safety. Going forward please can we have this on a monthly basis? Where it is anticipated that the cost will be covered by government/NHBC this should also be included but annotated. I’m requesting this, so we have some expectation of how much this is costing, without any further surprises**.

A:  The current costs of the waking watch are £5,720.40 plus VAT per week. The works required to remediate are coming in at £5.8M. What the NHBC will cover - if anything and what the BSF will cover -if any, is still unknown. We will ensure to advise leaseholders as soon as we are aware.

PLEASE NOTE: We will ask Y&Y again to provide regular updates on costs relating to fire safety.

**Q8: Can we ask that if communications via letter are going out by Y&Y, these be sent to Raven in advance, before they send to full owners so that Raven can try to then post them out with the hope that all residents/leaseholders receive the communication at the same time. Can Y&Y & Raven have a joined up approach with dates of when they want residents to receive the information. Yesterday [the waking watch costs letter] was obviously quite a stressful and worrying time when all the messages were coming out re the letter and by some residents not receiving the information anxiety’s were running high (obviously-cannot be avoided if letters are delayed by postal service). This is a difficult time for all & I just want the communication of vital information to be better organised between all parties to avoid it having a negative effect on our mental health.**

A: We have always tried to work together to ensure correspondence is sent out in conjunction with Raven and will continue to work more closely with one another to ensure this is the case.

**Q9: Residents have not yet been issued with an updated Fire Evacuation Policy following the Waking Watch order. This is vital this communication goes out so all residents of the building are aware of the change from Stay Put to Simultaneous Evacuation. When will this be being issued, and when will the signage in the building be being updated?**

A: To avoid any potential problems or confusion, we wouldn’t communicate any changes to the Fire Evacuation Policy until they are actually implemented.

The waking watch team sent out information on the waking watch, updates to the evacuation policy, as well as changing the building’s signage on Friday 9th April when the waking watch was officially in place.

**Q10: Have Y&Y updated the building insurance provider of the current fire safety position? If yes, what impact has this had on the cost of the premium?**

A: All parties have been updated and the premium is currently being held at the same cost but this will be reviewed in June.

**Q11: When are Y&Y going to issue the various Section 20 notices? They will be required for the waking watch costs, the installation of fire alarm costs, external wall remedial works and other building defects? The initial S20 notices need to be issued as soon as there is an intention to incur costs and not wait until quotes have been received. The letter of 26 March 2021 does not constitute a Section 20 notice.**

A: We have been working with Raven to get the best possible cost for the waking watch. Whilst the waking watch is a substantial ongoing cost, there is no requirement to serve any S20 notices. This is because it is being put in place to increase the safety of the block and needs to be done at the earliest possible time, which will not allow for the S20 standard three-month process.

With regards to costs for the alarm system and major defects, we are hoping to have this covered by government funding and would be willing to appeal for any funding, due to these works being essential to reduce costs in the long-term. Whilst we do not believe we will need to go through this process, we are seeking cautionary legal advice on this matter.

**Q12: Do the tenders for the LD5 fire alarms include the upgrade option? If not, why not?**

A: As part of the tender process, each company has been asked to quote for an L5 alarm system, which is an upgrade from what’s in place at the moment.

**Q13: Can Y&Y clarify the different government funding sources which have been applied for because the letter of 26 March 2021 is confusing and contradictory?**

A:  We are in the process of sourcing funding from the Waking Watch Relief Fund for the alarm system and the BSF for the replacement of the building’s cladding.

**Q14: In Y&Y’s letter of 26 March 2021, what fund is being referred to in paragraph 1 under “Funding”?**

A: This refers to the non-ACM cladding fund.

**Q15: In Y&Y’s letter of 26 March 2021, who is the fire design consultant referred to under “Next Steps”?**

A:  Capital, the same company that carried out the major intrusive investigative works.

**Q16: How sure are Raven/Y&Y/4QM that everyone in the building knows the current situation, including the start (today 8th April 21) of waking watch?**

A: We believe that all leaseholders, and in turn their tenants, are aware of the waking watch that is currently in place.

**Q17: Might it be safe and best practice for Raven/Y&Y/4QM to manually post an explanatory leaflet into every single unit to explain what is happening? Or at least create an information sheet that can be posted on the corridors of Nobel House??**

A: As of 9th April, the waking watch team will be available on site to speak to and answer any questions. Part of their role is to ensure all residents are able to exit safely should they require to in an emergency and provide assistance where possible.

**Q18: Are Y&Y making a claim on Hollybrook straightaway as a matter of urgency? If so, please let us know the date and reference number for this claim. If not, why not??**

A:  We have made contact with Hollybrook about the findings.

PLEASE NOTE: We will ask Y&Y to confirm when they made contact with Hollybrook.

**Q19: Are Y&Y seeking to employ Capital for application to the government’s Building Safety Fund?**

A: Yes.

**Questions for Raven**

**Q1.  At the moment it looks as if Raven are looking to pass on 100% of costs relating to fire safety to shared owners. In the letter it states that Raven are a not for profit organisation. However, Raven stand to profit from contributing 0% towards making the building safe and then owning (and in most cases) a majority share in shared owners apartments by having an asset that is saleable again.  Is this the firm decision - that shared owners will be liable for a 100% of the costs?**

A: Shared owners at Nobel House have the responsibility in legal terms to pay all of the costs. We however hope there will be contributions from government grants which will reduce these costs. Raven is taking legal advice on the position regarding use of charitable funds for this kind of activity and will review our own position once we know the outcome of this advice and the cost implications of all work and grants.

**Q2. It’s all well and good saying we will be expected to pay the reconciliation in September 2022, but the costs in relation to building safety are escalating quickly before any remedial works are done. Are we able to get regular updates on how much are reconciliation will be, so that we can plan for this financially?**

A: We absolutely understand the need to have an accurate picture of any amount that our shared ownership customers are likely to need to pay as soon as is possible. Unfortunately, we can’t be specific as we don’t know how much of the costs that are being incurred will be successfully covered by funding that Y&Y will be applying for.

**Q3: Do Raven have any other buildings within their shared ownership portfolio that are facing the same issues as NH? If so, how many?**

A: No, we do not have buildings with similar issues. Our only other building over 18m tall is the Dome in Redhill which has a clear EWS1 form with an ‘A1’ rating, I.e. no significant combustible materials on the external walls.

**Q4: Has a policy decision been reached regarding shared owners contribution to costs relating to fire safety (i.e. only being liable for the % that they own)? If not, why has a decision not been made and when can we expect this?**

A: Please see answer to Q1.