**Nobel House Residents Q&As 29.04.21**

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

**Questions for Raven 29.04.21**

**Q1: What action is being taken by yourselves to limit the costs passed on to the shared ownership owners? Will we be footing all the expenses passed on by Avon or is it going to be based on our share in the property?**

A: Our directors are all aware of this situation and are extremely sympathetic to the position this puts our shared owners in. Raven are currently taking legal advice on on our position in terms of mitigating charges, as we are both regulated by the Government and subject to the rules of being a charitable benefit society. There is quite a lot of complexity and restriction on how we can use our funds but we are seeking to establish exactly what freedom we have here.

**Q2: Are you petitioning our local MP / the government on our behalf or is that being left for us owners to do?**

A: We are in contact with our local elected representatives and whilst we realise that this is very frustrating for our customers, in the case of Nobel House we have very little opportunity to influence because we don’t hold the freehold. But please be assured that we are working hard on behalf of our shared ownership customers to support Y&Y to secure any grant funding that is available to mitigate the cost of the remedial work at Nobel House.

**Q3: When will we be finding out if we are going to be bankrupted by this?**

A: Until we know more about the funding available from the Building Safety Fund and whether Y&Y’s claim against the orginal NHBC is successful we don’t know what costs won’t be covered. Raven is a not for profit organisation that exists to provide affordable housing locally, we will do what we reasonably can to mitigate the costs of the work at Nobel House.

**Questions for Y&Y 26.04.21**

**Q1: There are a few items residents would still like to know the costs of:
1. First Survey which was deemed to be insufficient - £2160.00 – still in dispute.
2. Weekly fire safety/alarm checks - £430.00 P/M
3. Capital Survey (unless this is included in their project management fee for the total project) – £67,705.90
Please can Y&Y clarify the above items?**

A: Responses next to Q.

**Q2: We still believe a regularly maintained spreadsheet of the total fire safety running costs to date would be the best solution to keep leaseholders informed and prepared. Is this something that Y&Y will be able to supply please?**

A: We have advised on all the costs to date as per the response to Q1. We will be happy to supply the further costs when they are approved by 4QM.

**Q3: The defects in fire safety have been known for quite some time now, insurance renewal was just a couple of months ago. What is so special about June to require a re-evaluation of the insurance premiums?**

A: The insurers have advised this is when they will review and renew in June. I can only assume this is due to them wanting to give some time to clarify the issue and understand what the steps are going forward.

**Q4: Response to Q12: This question was regarding the upgraded form of the L5 alarm system, not about an upgrade from the existing alarm system. It comes in two forms - one which is for Simultaneous Evacuation policy only and must be removed once works are complete, and one upgraded form which can be converted to be compatible with Stay Put policy and can stay once works are complete. This question was: have we requested quotes for the upgraded L5 alarm system, or the basic L5 alarm system?**

A: We have costs on the L5 alarm that will need to be decommissioned when this gets changed.

**Q5: Response to Q18: you say that “we have made contact with Hollybrook
about the findings”. Please supply date and type of communication
(email/telephone) with any further details.**

A: This has been in form of telephone discusions and of late email correspondence.

**Q6: With regard to the weekly fire alarm checks, I have seen no evidence of these  happening for at least the last 4 weeks. Please can Y&Y confirm when they stopped?**

A: These are going on weekly.

**Q7: Lawtech’s quote does not include other defects etc which were scheduled
in Capital’s intrusive report, including some which may need to be
submitted to the BSF, eg “cavity barriers and fire stopping”. Please
explain.**

A:  To our understanding this is for the full works. I have requested clarity from Capital.

**Q8: Are the other works identified in the Urban Change Report 22/3/2021
(building defects that are separate to the cladding system) going to be
carried out at the same time? If so, have Capital got quotations for
those yet?**

A:The works quoted are for the full works to ensure compliance.

**Q9: Is project management for the other works identified in the Urban Change
report dated 22/3/2021 (building defects that are separate to the
cladding system) included in the Capital Fee Proposal?**

A: As above.

**Q10: When did you last communicate with NHBC and was this via email or phone? Are you also working on the detail of what we can claim from NHBC/developer? When will that be complete and able to be submitted?**

A:  We have received an email as of the 26th April advising they have received the claim. We are making a claim against the NHBC for all defects from build. As per page 41 of the fire report.

**Q11: In your response relating to \*NHBC\*, Q13 in the Q&A dated 19th March
2021, “Are you aware that an application to the NHBC may be turned down
if we do not alert NHBC at the first sign of any fault in the fire
safety system?” you indicate that you “have already put them on notice.”
Do you have a reference number or further details on this item please?**

A:  No, we don’t have a reference. However, as per the above, we have received confirmation that the claim has been received.

**Q12: In your response relating to the O&M manuals, Q5 of the Q&A dated 23rd
March 2021, you say that "we are going to send it on a USB to Raven to
share". Has this been done? If so, can Raven please share.**

A: Yes.

**Questions for Capital 19.04.21**

**Q1: Please could you confirm that we will be able to meet the timeline for submission to the Building Safety Fund to meet its deadline?  Is there anything that could put that at risk that we should ensure is being managed?**

A: We are progressing with the project today and will ensure we will meet the deadlines.

**Q2: The residents want assurance that the claim that we submit will be acceptable to BSF. Please could you confirm for their reassurance how many others you have done already, and how many have been accepted by BSF?**

A: We have submitted around 20 applications and so far three have been confirmed. Please note that only around £40m of applications have been funded due to a backlog. We expect all of our applications to be accepted.

**Q3: One of the main risks that could lead to BSF rejecting the submission could be on price. Do you have assurance that the price is reasonable and can be back-up if validated against other bids that have been accepted?**

A: The costs from the contractors are independently verified by a cost consultant to ensure value for money.