

A message from the East Village Remediation Team

by Johnathan de Beer, Remediation Team



Dear Residents and Tenants,

As we begin 2025, I would like to take a moment to reflect on the progress we've made to date and outline what lies ahead for East Village. First and foremost, I would like to express our appreciation for your continued patience and cooperation throughout the building safety works. Your support has been instrumental in helping us make progress.

The programme of works, while complex, is driven by one goal: to make sure your homes and businesses are as safe and secure as possible. Over the past year, we've achieved key milestones including internal fire safety investigations in every building and significant external remediation works on five blocks adjacent to Mirabelle Gardens.

Looking forward, 2025 will see us moving into the next phase of the programme. This includes lift shaft inspections which complete this month, further internal and external safety enhancements and targeted façade remediation across additional buildings. While there is still much to do, we remain committed to keeping you informed and engaged at every step of the way.

In the coming weeks, the EVML Estate Management Team will be launching a new Resident Engagement Strategy. This will include a dedicated website where you will be able to find building-specific updates, key timelines and frequently asked questions. This is part of our broader commitment to transparency and making sure you have easy access to the information you need.

As always, me and my team are here to answer any questions or concerns you may have. Please don't hesitate to reach out via the contact details provided on the back page.

We are also keen to hear from you on your views around our resident communications and your communication preferences, so we can ensure all residents' needs are being met. Please follow the below QR code to complete the short survey.

Thank you once again for your patience and support.

I wish you all a happy and healthy year ahead.



Context and Background



A commitment to safer homes

The Building Safety Act 2022 and other fire safety legislation sets out the standard to which all high-rise residential buildings must comply with, supported by the establishment of the Building Safety Regulator (BSR) and the creation of the Building Safety Fund (BSF). These reforms represent a commitment to ensuring the safety of homes across the UK. That is why we are adopting new standards, conducting detailed investigations and carrying out necessary remediation works with the guidance of independent experts.



What this means for East Village today

The ongoing remediation programme at East Village is part of this national effort to raise safety standards. Over the past few years, we have made significant progress in identifying and addressing safety issues across the neighbourhood. This includes both external works (e.g. façade remediation) and internal works (e.g. fire door and partition wall inspections). While these works are complex and require careful planning, we remain steadfast in our commitment to ensuring your homes are as safe as they can be.



Recent news and progress

In 2024, the Government published its new Remediation Action Plan which sets tougher targets for addressing buildings that have safety defects and EVML is working diligently to meet these new standards. Locally, we continue to engage with stakeholders – including Newham Council, the Building Safety Regulator, the London Fire Brigade and local community groups – to ensure transparency and accountability throughout the process.



How we've communicated with you

We recognise the importance of keeping you informed at each and every step of the way. Throughout 2024, we have:

- Hosted six virtual town hall meetings for East Village residents and tenants to provide an update on the building safety works
- Held 16 town hall meetings for residents and tenants of Plot N26 – both virtual and in-person – to provide updates and answer questions
- Hosted three drop-in days at Bridget's Café for residents and tenants meet the team in person and raise any questions or concerns
- Responded promptly to enquiries emailed to the Remediation Team
- Updated the remediation website regularly with FAQs, timelines, and progress reports
- Shared letters, newsletters and announcements tailored to individual buildings, ensuring clear communication

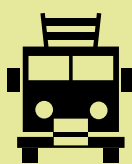
Our new Resident Engagement Strategy, launching in 2025, will further enhance this commitment by introducing a dedicated website offering building-specific updates and easy access to essential information.

Please scan the QR code to complete our short survey



Do you have questions about your building and fire safety?

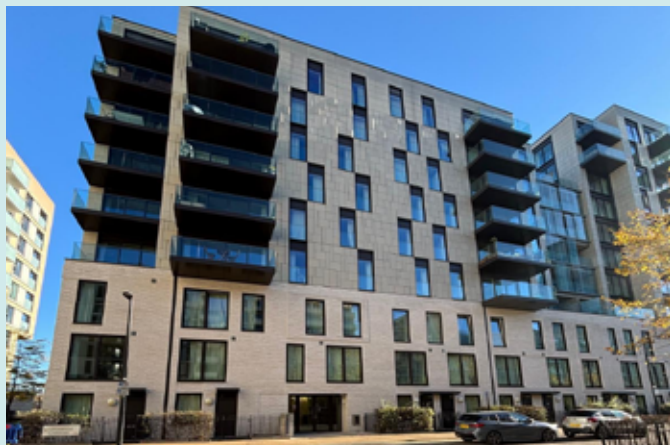
Come and join us on Saturday 15th February, 11am - 2pm, where you can speak to the remediation and estates team, meet the local London Fire Brigade, see our resident pods and grab a warm refreshment.



KEY MILESTONES in 2024

External works:

- **Façade remediation at N26:** significant progress was made in removing and replacing the non-compliant materials within the façade and decking, enhancing safety across Patina Mansions, Seasons House, Chroma Mansions, Kaleidoscope House and Meller House with the scaffolding now removed from four of the five buildings.
- **Projected dates for works finishing:**
Chroma Mansions – 19th May 2025
Meller House – 4th August 2025



Internal works

- **Fire door investigations:** comprehensive inspections of communal fire doors in all buildings, as well as front entrance doors for Triathlon Homes apartments, identified areas needing repair or replacement
- **Internal wall investigations:** preliminary inspections commenced across a sample of 11 blocks
- **Communal wall investigations:** preliminary inspections commenced
- **Lift shaft investigations:** programme commenced across all blocks



Collaboration with residents and tenants:

- The resident pods at Mirabelle Gardens continued to provide quiet spaces for work or relaxation during disruptions
- Residents were invited to see progress first-hand or speak to members of our Remediation team and provide feedback on the works to date

The Building Safety Fund (BSF) and Building Safety Regulator (BSR)



BSF

BSF: supporting remediation

The Building Safety Fund is a government initiative which funds critical external remediation works in tall, 'higher-risk' buildings. For East Village, it has been instrumental in addressing defects without passing certain costs on to leaseholders.



BSR

BSR: ensuring compliance

The Building Safety Regulator oversees the safety of high-rise buildings and ensures compliance with the latest standards. We work closely with the BSR to align all remediation efforts with their guidance.

What's ahead in 2025

This year will see major progress across both internal and external works.



INTERNAL WORKS

Our internal works programme will focus on key safety enhancements:

1. Partition wall investigations and repairs

Following recommendations from our independent Fire Risk Assessor (FRA), we will continue investigations of partition walls between apartments to ensure they meet fire safety standards, to be completed in February 2025. Where needed, repairs will be incorporated into the broader programme. Residents will be informed of the outcomes and possible next steps in March 2025.

2. Lift shaft inspections

Lift shafts in all buildings were inspected in January to ensure they comply with the required safety standards. The outcomes of the internal walls investigations, including lift shaft inspections, will be communicated to residents this spring.

3. Fire door and communal area repairs

The re-tender process for fire door repairs (following the internal wall investigations) will be finalised by spring 2025, with work expected to start in later in the year. This will include upgrades to communal fire doors and individual front doors where required. Residents affected by these works will receive advance notice and we will work closely with contractors to minimise any inconvenience.

4. Automatic Opening Vents (AOV) and Emergency Lighting

Our teams are working to rectify issues with component parts of the AOV system as well as addressing general remedial work to emergency lights. In the meantime, several measures have been implemented across the relevant buildings in the park. If this applies to your building, the fire evacuation strategy will have been updated to 'Simultaneous Evacuation,' along with waking watch patrols being introduced as an additional safety measure.



EXTERNAL WORKS

Building on the progress made in 2024, external works will expand to include additional buildings:

1. Balconies, soffits and spandrel panels

For the 20 buildings listed below, repairs to these elements will begin following tender processes early in the year. The works will ensure that all materials are compliant with the latest safety standards. We have already submitted our technical designs to the BSR to approve and anticipate works taking place between this Spring and the end of 2025, subject to BSR approval and timescales.

This scope of works will enable EWS1 forms to be provided where they have not already been issued.

- | | | | |
|------------------|--------------------|--------------------|-------------------|
| ■ Sable House | ■ Meander House | ■ Tayberry House | ■ Titan House |
| ■ Titian Heights | ■ Karner House | ■ Istra House | ■ Rye Mansions |
| ■ Mara House | ■ Maya Apartments | ■ Lucia Heights | ■ Verna House |
| ■ Fortuna House | ■ Coville Mansions | ■ Samphire Heights | ■ Aurelia House |
| ■ Zeller House | ■ Kotata House | ■ Festive Mansions | ■ Asterid Heights |

2. Completion of N26

The first half of 2025 will see the completion of the façade remediation programme across the five buildings within plot N26. We will continue to share schedules for the completion of blocks as the project concludes.



“While 2025 will be another busy year, it marks a significant step forward in improving the safety and quality of life at East Village. With your support, we remain committed to achieving these goals while minimising disruption and keeping you well informed.”

Johnathan de Beer, Remediation Team



RESIDENT ENGAGEMENT

We appreciate how important clear and timely communication is during these works. In 2025, we are taking significant steps to enhance how we keep you informed:

1. Launch of the Resident Engagement Strategy (RES)

A new website from the EVML Estates Management Team will go live in early 2025, offering detailed building-specific updates and important notices about fire evacuation procedures.

2. Regular updates

We will continue to provide newsletters, email updates and building-specific notifications to keep you informed of key milestones.

3. Town halls, drop-in sessions and pop-ups

These will be scheduled regularly, allowing you to ask questions, provide feedback, and stay connected with the remediation team.



Achievements

Completed activity
in numbers:

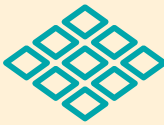
234

N26 balconies completed



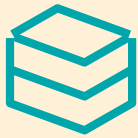
2500m²

Total material used



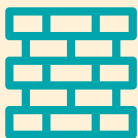
7440m²

Terracotta fitted



1756m²

Brickwork completed



1070hrs

of resident pod bookings



0

Breaches of noise/dust
regulations



2650

Internal fire door inspections



250

Internal wall
investigations completed



Frequently Asked Questions

Q. Is my home/building safe?

A. EVML's independent Fire Risk Assessor (FRA) continues to confirm that all homes at East Village are safe to occupy. However, there are known issues which must be addressed, and we are taking action to improve the safety of the buildings at East Village and to minimise any fire safety risks.

Q. How are fire door repairs progressing?

A. Fire door investigations completed in 2024 identified the need to repair and replace some communal doors and apartment front doors. Before the work takes place we need the results of the internal wall investigations in the common parts. The work will form part of a larger procurement programme this year.

Q. Will I be charged for these works (for leaseholders only)?

A. All residents are afforded protections by the Building Safety Act, meaning the only costs which will be passed on to leaseholders will be those which EVML's independent surveyor deem not to be a 'relevant defect'.

Who's Who: Your Remediation Project Team

Here are the key people working hard to ensure the success of the remediation programme and your safety. These are the faces you'll see in virtual town halls, drop-in sessions or around the site:



Johnathan de Beer
Remediation Team Lead - overseeing the entire programme, ensuring high safety standards.



Paul Lindsay
PMO Director - coordinating the day-to-day progress of works and managing project contractors.



Colin Ingledew
Project Director - providing expert advice on building safety solutions for site-wide projects.



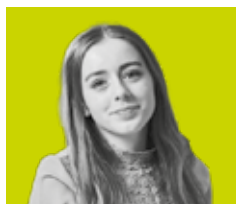
Peter Jolly
Project Manager (N26) - managing the N26 façade remediation programme.



Chloe Gooding
Admin Lead - responsible for reporting and site progress and supply chain admin.



Amy Ahmed-Dolphin and Emily Holden
Communications - Keeping residents and tenants informed with updates and newsletters.



Vicki Costello
Estates Director - leading EVML's overall estate management and ensuring resident satisfaction.



Kath King
Managing Director - representing and supporting Triathlon Homes tenants and leaseholders throughout the process.



Jacalyn Wood
Retail Operations Manager - main liaison for commercial tenants.



Nick Marston and Sam England
Resident Support - supporting Get Living tenants during remediation works.



- **EVML Remediation**
- **EVML Estates Management**
- **Triathlon Homes**
- **Get Living**
- **Savills**

Building Safe Together

We want to thank you for your ongoing patience, understanding and support during the building safety programme at East Village. Your cooperation has been invaluable in helping us achieve significant progress in 2024 and we look forward to working together to make 2025 another year of positive progress.

We remain committed to keeping you informed, engaged and supported as we continue this important journey. Whether through newsletters, town halls or one-on-one conversations, our goal is to ensure that you always feel heard and informed.

Stay connected

For the latest updates on the building safety works, we invite you to visit the East Village Remediation Website where you can sign up for direct communications from the East Village Remediation Team.

Look out for further information on our event on Saturday 15th February, where you'll have the opportunity to get to know our project and estate team.

Scan the QR code to access the website and explore the latest updates.



Useful Information

We want to ensure you have everything you need to stay informed, safe, and connected during the remediation works. Below, you'll find helpful reminders, safety tips, and ways to reach us if you have any questions or require support.

Fire Safety



Your safety is our top priority. Here are a few key reminders to keep your home and community safe:

■ Safety in your home

Visit the London Fire Brigade website for additional tips on keeping your home fire-safe.

■ Scaffolding safety

Scaffolding remains a key part of ongoing works. For your safety and the safety of others:

- Do not access the scaffolding or construction areas under any circumstances
- Ensure that children are never left unattended near scaffolding.
- Report any safety concerns immediately by contacting our security team (details below)
- Avoid smoking near scaffolding and on balconies
- Discarding cigarettes near scaffolding or open windows poses a significant fire risk. Please dispose of them responsibly.

■ Accessibility options

If you require this newsletter or any other communications from the East Village Remediation Team in a different format, please submit a request via the contact information below.

Available options include:

- Plain-text version
- Large print
- Braille
- Translations into other languages

Resident pods at Mirabelle Gardens

If you're looking for a quiet place to work, study or relax, the resident pods at Mirabelle Gardens are free to use and here for those impacted by the works. These pods offer:

- Co-working spaces, ideal for remote work or study sessions.
- Library and lounge areas, perfect for reading, meeting with neighbours or taking a break away from your apartment.

How to book:

- Email your Resident Liaison Officer (RLO) with your name, address, desired booking date and time
- Your RLO will confirm availability and finalise your booking.

Contact Information

If you have questions, need assistance or wish to provide feedback, please get in touch:

■ For queries about the building safety works

Residents of N26:

N26@eastvillagemanagement.co.uk

All other residents:

BST2@eastvillagemanagement.co.uk

■ For queries about your lease or tenancy

Triathlon tenants and leaseholders:

buildingsafety@triathlonhomes.com

Get Living tenants: hello@getliving.com

■ Commercial tenants

Savills email: jacalyn.wood@savillspm.co.uk

For queries about East Village maintenance and procedures: residents@eastvillagemanagement.co.uk

■ Security & emergency contacts

The East Village 24/7 Security Team is always available to address concerns: **0208 221 7013**

In case of emergencies, dial **999**