Abbey View and Munden View improvement programme – resident update

Working together to improve homes and enhance building safety

October 2026



Abbey View and Munden View Improvement Programme

Working together to improve your homes

Today's session:

- Meet the team
- Update on the recent fire at Munden View
- Acknowledging there are issues
- What has happened so far
- Why the project has changed
- Why there have been delays
- What Building Safety Regulator (BSR) approval means
- How we engage with you and how you will help shape the project going forward

Your views matter and will help to influence future decisions

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Meet the team

We understand that the ongoing project delays and issues within the blocks have been frustrating, and we thank you for your patience.

Our **new team** is focused on delivering a project that is right for you and the long-term future of your homes.

Meet the team



James Ross

Executive Director of Asset & Compliance

Ultimately accountable for the project's success.



Samantha Carty

Director of Investment & Sustainability

Strategic oversight and escalation.

Meet the team



Adele Livesey

Interim Programme Director

Oversight and delivery of programme outcomes.



Amy Willcox-Smith

Director of Customers & Communities

Resident engagement and communication.



David Nicholls

Director of Assurance & Compliance

Resident safety, including heating, electrics, lifts etc.

Munden View fire incident

Resident update:

- ✓ Building remains safe and occupied
- ✓ Fire safety systems operational and worked as intended
- ✓ Recovery works are underway
- ✓ Lift engineers are undertaking repairs and inspections

Current position

Thank you to residents for their co-operation and support following the incident.

We want to provide residents with a clear update on:

- What happened
- How the fire safety systems in the building responded
- What support has been provided
- What happens next

What happened?

- On Sunday 25 October 2026, a fire started within an individual home following a cooking incident.
- Emergency services attended promptly and the fire was contained to the originating flat.
- Building fire safety systems activated as designed.
- The safety of residents remained our top priority throughout the incident.

Most importantly, no-one was hurt and the fire did not spread beyond the affected apartment, so a full evacuation was not needed.



Protecting residents and the building

The sprinkler system activated as designed:

- ✓ Fire detection and alarm systems responded appropriately.
- ✓ The fire was quickly controlled and prevented from spreading further.
- ✓ The Fire Service were satisfied with the overall response.

Whilst sprinkler activation caused water damage in some areas, the system performed exactly as intended and helped prevent a much more serious fire.

Actions taken since the incident

- Immediate welfare support provided to affected residents.
- Temporary accommodation arranged where required.
- Damaged areas made safe and assessed.
- Cleaning and reinstatement works commenced.
- Repairs and recovery works are ongoing.
- The lift remains out of service following damage caused by water entering the lift shaft and associated equipment.
- Specialist lift engineers were on site 26 October 2026 carrying out inspections and remedial works.
- Residents will continue to receive updates on progress and anticipated timescales.



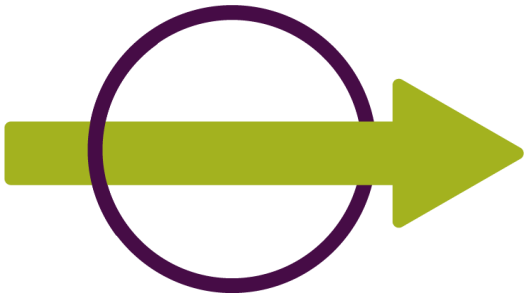
We recognise the inconvenience caused by the lift being unavailable and thank residents for their patience whilst works are completed safely.

Next steps

To provide continued reassurance:

- A new Fire Risk Assessment (FRA) will be completed.
- The incident has been reported to the Building Safety Regulator (BSR).
- Any lessons identified will be incorporated into future safety arrangements.
- We will continue working with specialist contractors, the Fire Service and regulators as recovery works progress.

Resident safety remains our highest priority.



Questions and further support

If you have concerns regarding:

- Your home
- Repairs or reinstatement works
- Building safety
- Welfare support

Please speak to a member of the team following the presentation or contact us through the usual channels.

Thank you for your patience, co-operation and support.

Why we started this improvement project

The project began in 2022 to:

- Look at options to replace the ageing district heating system
- Improve energy efficiency through external improvements to the blocks

This work was to be supported by securing government funding.



What's happened so far?

- ✓ Completed surveys and investigations
- ✓ Installed a new heat network
- ✓ Developed improvement designs
- ✓ Carried out additional fire safety assessments
- ✓ Submitted information to the Building Safety Regulator



Although progress has been made, we know it has taken longer than expected and we still have work to do before further improvements can be confirmed and delivered.

Why has it taken so long?

We know residents have been waiting for answers, and the delays have been frustrating, as the project became more complex than originally planned.

Reasons include:

- New building safety requirements following the Grenfell Tower tragedy
- Feedback from residents
- Additional surveys and investigations
- Rising construction costs
- Changes needed to the original design
- Regulatory approval requirements



Putting safety first

The Building Safety Regulator (BSR) makes sure major works to high-rise buildings are designed and carried out safely, so that residents are protected.



1. Building Improvements planned

We plan to carry out major improvements to Abbey View and Munden View.



2. Safety checks completed

Detailed information is prepared, including:

- Fire safety
- Building design
- Resident protection
- Construction planning



3. Building Safety Regulator review

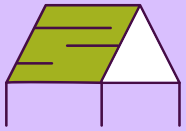
The BSR, an independent regulator, reviews the plans to make sure they meet all safety requirements.



4. Approval required

Before major works can start, the BSR must be satisfied that:

- Residents will be safe
- The design meets legal requirements
- Risks have been assessed
- The construction plans are robust



5. Safer homes for residents

Once approved, we can move forward with the works, helping to provide safer, warmer and more comfortable homes for the future.

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Putting safety first

The Building Safety Regulator (BSR) makes sure major works to high-rise building are designed and carried out safely, so that residents are protected.



Key message

The Building Safety Regulator was created following the Grenfell Tower tragedy to ensure improvements to high-rise buildings are designed and delivered safely.

While the approval process can take time, it helps ensure residents remain protected throughout the project.

Residents at the centre of the project

Going forward we want you to play a much bigger role and for you to be involved in influencing the next stage of the project.

We want to hear about:

- Your priorities
- Your concerns
- How you would like to be kept informed
- What improvements matter most to you



Your feedback will help to influence future decisions.

Where are we now?

Following the merger, we have taken the opportunity to reassess the project, and are reviewing the project to ensure it is:

- ✓ Right for residents
- ✓ Safe
- ✓ Affordable
- ✓ Deliverable
- ✓ Good value for money

No final decisions have been made.



Improvement

Your immediate priorities

Whilst this review is completed, we know that there are some immediate priorities and we are:

- Improving the current heating system,
- Having detailed surveys of the lifts carried out
- Undertaking repairs to the roof
- Ongoing damp & mould works



Your views matter

We have heard your concerns about:

- Disruption caused by works
- Loss of space within homes
- Future heating costs
- Damp and mould issues
- Lift issues
- Delays and uncertainty
- Lack of involvement in earlier stages

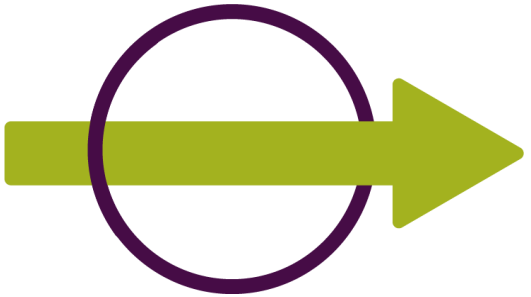


We recognise that you have not been involved enough in the project.

That is going to change.

What happens next?

Next steps:



- Complete project review
- Continue discussions with the Building Safety Regulator
- Gather your feedback
- Consider options
- Share recommendations and next steps – we will set up another meeting based on your preferences for early 2027.

What we do next will be designed to **improve your homes** while ensuring **you are involved in decisions** affecting them.

Over to you…

Thank you for listening. Now what would you like us to know? We're eager to hear your thoughts, questions or concerns.

We'll take a short break and then collect your feedback.