

Resident Update newsletter

MAY 2026

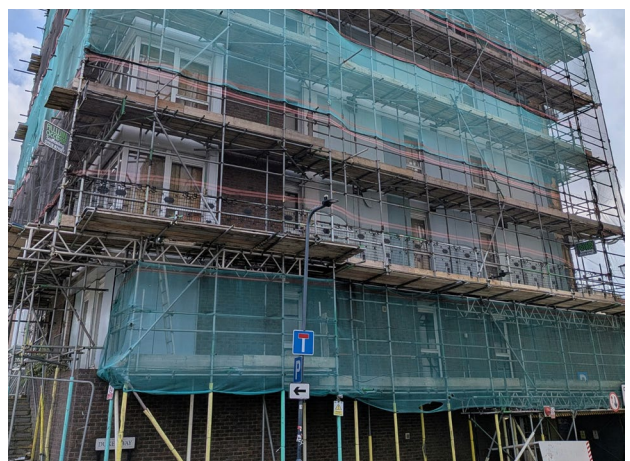
Welcome to your latest regular newsletter for Elm Road residents. This month we want to tell you about Communities First, an advocacy and support service we have appointed to help residents as we prepare to start the repairs and remediation programme. On this, we set out the next steps we will be taking at Woburn Court and Petworth Court over this summer, alongside the recladding work. We also have the date – 11 June – for the next Elm Road Resident meeting.

And say hello to your new Housing Partner, Tasnya Chowdhury!

Communities First

Communities First are an advocacy and psychological support service who will be on hand for residents during this next stage as we start the recladding and refurbishment work.

We will provide further details on the services they will be offering for Elm Road residents shortly. You can read more about Communities First at [Communities First | Local engagement in estates & neighbourhoods](#).



Elm Road resident meeting - Thursday 11 June 2026 6.30pm-8pm

Brent Civic Centre, Engineers Way,
Wembley Park, Wembley HA9 0FJ.
Boardroom 3 & 4

We're holding an evening meeting for residents to share the latest updates on remediation and repairs to homes. The meeting will be led by Helen Wilson, your new Regional Managing Director, along with members of the Abri team.

This meeting is open to all residents of Elm Road. Please join us for this if you can, we always like to see as many of you there as possible. If you would like to join the meeting remotely on Microsoft Teams, please contact our Resident Involvement Manager, Peter Walkinshaw at peter.walkinshaw@abri.co.uk for the details.



Resettlement update

It's been a busy time as we engage with customers currently living away from their home at Elm Road. So far, we have supported three families from Petworth Court move into a permanent home away from Elm Road. For those customers still living in serviced apartments, we will continue to concentrate on moving you into vacant Abri properties.

Our Resettlement Officers Gemma Gould and Janet Richardson, are in contact with customers living away from Elm Road to ensure the current information we have from your housing needs assessment completed last year is still accurate, allowing us to update where necessary.

WOBURN COURT UPDATE:

- Improvements to your flat – we will be discussing with you the planned improvements to your home, including colour and kitchen options, changes to the heating system, management of belongings and the support we offer to help you return home once works are completed. If you have not been able to speak to us about this yet, please contact hello@abri.co.uk
- The flats will be completed and ready to move into from October
- Greyline will refurbish the security office in Dukes Way car park as part of this programme work and once this is completed the security guard can be re-located.
- We've appointed consultants to oversee the internal refurbishment works to Woburn Court and a contractor, Greyline, will be starting the works here in June. Once the works start, no-one other than authorised contractors will be able to enter the building



PETWORTH COURT UPDATE

- Management of remaining belongings - we are arranging discussions with all former Petworth Court residents to discuss arrangements for belongings which remain in their flats. If we have not been able to contact you yet, please contact hello@abri.co.uk
- Once we are able to clear flats 1-9 work will then start on removing the fire damaged parts that collapsed onto the flats 10-12 on the upper floor and update these residents We will aim to make a final decision on the way forward for Petworth by the end of the summer, with remediation starting in the autumn and completing summer 2027
- Extra hoarding remains in place around Petworth Court to separate the private patios from the communal garden. This is to provide increased site safety and security

CLADDING REMEDIATION PROGRAMME UPDATE

The first stage of this work will begin over the summer as we start to remove the unsafe cladding from Petworth Court, as part of the dismantling works. Vistry are the principal contractor and will manage the site. They will be starting to develop their site set up arrangement to allow them to manage the cladding remediation works.



Vistry built the original building and so it is their responsibility to put the defects right. They will be paying for the remediation, but it will be a different company, employed by Vistry who will do the actual work. That is who you will see on site, and we will confirm their details shortly.

To ensure the building is properly repaired Abri will be employing an independent Clerk of Works. It will be their job to inspect all the repair work in detail before it is accepted. We will also employ our own fire and structural engineers to check everything is being done properly. We are also employing a specialist agency to digitally document all the works, giving us a complete record of everything that is done.

We are making it a priority to minimise disruption for residents during the duration of the works. We are aiming to have the cladding remediation programme completed by the end of 2028.

COST FOR RE-CLADDING WORKS

Homeowners will not be recharged for any costs relating to the remediation of the cladding.

Your new Housing Partner

Tasnya Chowdhury is your new Housing Partner for Elm Road. She takes over from Aimie Law. As your Housing Partner, she is your main point of contact for housing-related matters. She works closely with residents to listen to concerns, support tenancies, and help resolve issues about homes, estates, and neighbourhoods. She will coordinate with other teams and external partners to address repairs, safety concerns, anti-social behaviour, and general wellbeing, making sure residents feel heard, supported, and safe in their homes. This will be for all general needs residents at Elm Road. For residents who are currently displaced or have an active resettlement case, your designated housing contact will remain Aimie Law.

You can contact Tasnya at:

Tasnya.Chowdhury@abri.co.uk / 020 3949 3846



PEST CONTROL - REMOVAL OF EXTERNAL BOILER CUPBOARDS

Our contractor Tactical is continuing to carry out weekly visits to bait and monitor rodent activity in communal areas. They are also visiting homes where potential pest issues have been reported.

Alongside this we are removing all external boiler cupboards. Based on resident feedback they have been contributing to pigeon nests and problems. We have been in contact regarding access for those who have these cupboards. Please continue to report any concerns to us at email info@octavia.org.uk, or contact Tasnya, using the contact details below.



RESIDENT CAR PARK - WATER LEAKS INVESTIGATION ONGOING

The water leaks in the car park are caused by two separate issues.

The water leak that comes through the upper podium in the centre of the Residents Car Park is due to failed water proofing system on the upper podium. We have inspected this with the original waterproofing contractor and are developing remedial works.

Alongside this, several of the condense overflow pipes are allowing water to pass into the residents' car parks in various locations. We have identified and written to the flats concerned about next steps as we continue to work on this.

Your building has a simultaneous evacuation fire strategy

If you hear the common alarm, you and everyone in your household must leave the building immediately. Please read your building's evacuation strategy and let us know if your circumstances have changed and you need help with leaving the building in an emergency.

WANT TO TALK TO US?

To get in touch with the Housing team contact:

Tasnya Chowdhury

Tasnya.Chowdhury@abri.co.uk
020 3949 3846

Naim Ahmed

Naim.Ahmed2@abri.co.uk
020 4615 0437

You can also contact us at

ElmRd@abri.co.uk or call 0300 123 1567

To report a repair or pest issue,
email info@octavia.org.uk

www.elmroad.co.uk