

Progress on remediating dangerous cladding: insights from property owners

During the passage of the Housing (Cladding) Bill, the Minister for Housing committed to ensuring that every building affected by dangerous cladding would be put on a pathway towards obtaining a Single Buildings Assessment by the end of summer 2024.

In August 2024 the Local Government, Housing and Planning Committee sought the views of people affected by cladding about what progress they were seeing since the Act came into force.

Members of the High Rise Action Group provided their views, which are summarised below. All respondents are owners of buildings with cladding in Edinburgh and Glasgow.

Question 1: Has there been progress made in the remediation of your property or the property/properties you represent or live in?

- No progress at all
- None whatsoever.
- Persimmon has taken ownership of the cladding and fire safety issues but progress is extremely slow, and regular communication practically non-existent. It is mooted that there may be another Persimmon / Owners meeting in September / October for an update but no dates have been confirmed.
- No
- No, but we are not allowed on the scheme
- No. Clearly politicians and solicitors don't live in these properties and so are unaffected.
- Nothing has been done I have yet to have ANY correspondence from Barratt
- Yes there has. Urgent mitigation work has been completed and transition from draft (Scotgov funded) SBA to developer led SBA is work in progress. Communication remains patchy.
- No
- No

Question 2: Is there any more clarity on the timescales in which remediation might take place?

- No clarity. Barratts have shifted from blaming the lack of SBA spec to saying they are waiting for a developer remediation contract. The only change is the change in excuse for no progress
- No information at all from anyone, including SG on this.
- We had hoped for the remediation programme to have started 'now' but this point has passed, and with a meeting planned for autumn we will be lucky if this gets off the ground this year. If it does it will probably take a few years to complete and be signed off 'properly' so such issues do not arise again.
- No

- No
- Definitely not
- I have heard nothing from Barratt
- Our developers have appointed a design team. We as residents are yet to see the developer SBA so are unsighted on what work is required. We have a good idea as we have seen the draft SBA but developers are in my opinion reticent to readily share information. We have been given a vague start date of Summer 2025 although every date in this whole process has been pushed back.
- No
- No

Question 3: Has there been any improvement in the quality of communication you have received from the Scottish Government?

- Communication from Scottish Government and from local MSP (SNP) has been non-existent. Emails unanswered since Feb.
- None whatsoever. Zilch Communication. Kaukab Stewart MSP promised over one year ago to revert to me with answers to my questions, but none ever received and she doesn't bother to answer my reminders, so I have given up.
- We cannot recall having received a communication directly from the Scottish Government, possibly because The Bond Building remediation is technically under direct control by Persimmon.
- No communication
- No, it's been quite poor. My MSP has given one update but it doesn't tell me anything
- Absolutely not. Not a jot is given by the Government. They were happy enough to accept the money from Westminster specifically to deal with the cladding issue mind you.
- There has been zero passed to me
- Despite being part of a Bronze group Chaired by Scotgov Cladding remediation team I have found communication very poor. Much information throughout the process has been misleading and we were only informed of activity late in the day.
- Definitely not
- Had I written 3 weeks ago I would have expressed my utter frustration that the promises repeated in so many forums of improved communications had simply not been fulfilled BUT and I am in a somewhat privileged position, I am very delighted to report that in the last 3 weeks, there seems to have been a sea change in attitude. There has been some very good open communication, and they have received the very frank, and candid criticisms of their behaviour, acknowledging their failures, and not only pledging to resolve the issues, but taking the first real steps to actually deal with them. One example of that is to provide an FAQ document, and their willingness to share it with me prior to publication to see if it actually addresses owners and residents' real

queries and answer them in an intelligible way and not using language they described a 'government speak' There has been a welcome shift in their declared desire and wish to make themselves available to owners both in developments and on a wider basis. The use of podcasts/video and other accessible means of communication is intended. The suggestion from owners of a regular communication, in a similar style to that used in the 'Trams to Newhaven' project seems likely to be implemented. They plan regular monthly newsletters. I now have scheduled weekly meetings with the Head of Cladding Remediation Policy, and monthly joint meetings with her the heads of Future Model Unit, and the Developer Commitments and Financial Wellbeing Unit. The first weekly meeting has already happened and was most constructive.

Any other points you want the Committee and Directorate to consider?

- Monthly emails with progress or lack of. These were delivered by the Tram project and were very helpful. There's a team of officials working on this we're told. But nobody can provide a monthly email newsletter??
- Just confirm that the Hot House is on the list of SBA's, when this shall be carried out and confirm that SG shall pay for the remediation (as we are an orphan building)
- Where a contractor has accepted full responsibility for a remediation programme the Committee and Directorate should request details of the timelines and targets for such works, pass these onto the residents (still unable to move and still paying full Council Tax, when the Council is partly to blame for the situation we find ourselves in) and hold the contractors to account for delays, poor communication etc. The owners / residents committee cannot easily do so and the lead in such matters need to come from the Government.
- Stop wasting time overthinking it and get it done
- The fact that you are happy for people to be trapped in their homes, often unable to sell them, beggars belief. The scandal of the EWS1 forms that are not worth the paper they are written on is an absolutely disgrace. These "experts" don't even visit properties, yet charge hundreds of pounds.
- The lack of contact has been a joke
- I believe the desire to keep information confidential is to the detriment of the process
- Better communication
- There is a huge issue on insurance which I have only just become aware of. which particularly impacts the development in which I live - but actually concerns every tenement in Scotland where there is no common block building insurance. This extends well beyond cladding remediation.