



9 February 2026

Paul Hackett - CEO  
Southern Housing

By Email

Dear Paul,

I am writing with my concerns about major works currently being carried out at Wellend Villas in my constituency, following a meeting I held online with a range of affected residents at the end of January.

I have summarised below the issues raised with me and a number of issues I believe must be addressed before works commence on block 3.

### **Problems reported to me**

Residents reported to me the following problems and concerns about the works on blocks 1 and 2, which I believe must be solved ahead of work on block 3:

- Damage caused by contractors during the process of removing the original cladding, which created cracks in external walls and water ingress into flats.
  - Noise that has gone on for longer than originally promised, causing real problems for residents who work at home. I am aware your team has previously referred to a respite room being available to residents, but this provision has been described by residents as unsuitable for work, and lacking daylight, fresh air or privacy.
  - Uncertainty and concern about the process for replacing materials on balconies, and associated problems with external balcony doors. Residents told me about balconies with severely warped decking and external doors that were unable to be closed, both of which are serious safety concerns that residents felt were not being handled with any urgency. (I assume that the balconies and problems with the external door frames form part of the scope of the major works and, if not, I believe they are related and should be dealt with alongside them.)
1. Delays to the timetable resulting in a long period – residents reported being left for up to eight months with no external insulation fitted, leading to high energy bills. Residents told me that they had been informed one reason for this was a delay getting the proposed new cladding system approved.

It was unclear to me whether these delays to signoff were due to council planning processes or the signoff of materials/systems at the Building Safety Regulator. In either case, ideally the work to remove insulation from block 3 should not start until the works there have been signed off fully by all relevant bodies.



Siân Berry MP  
Member of Parliament for Brighton Pavilion  
House of Commons, London SW1A 0AA

In addition, please let me know if there is anything I can do to prompt the relevant body on your behalf. I have recently helped unblock a lost fire remediation work application for residents at a privately owned block elsewhere in the constituency.

Finally, I believe my casework team will separately be taking up some individual problems with ongoing repairs outside of the major external works, but I did particularly want to mention problems residents told me about with repairs to common parts, including bike parking areas and communal doors, as well as issues with smells from external drains.

I also wanted to express my disappointment here more generally that the residents have reported continued problems with communications and gaining information about the progress of these repairs. And this is despite the very high optimism I heard when I met your new team working on these issues that contact and communication issues would be much improved through new systems. Any response about this general point would be very much appreciated, including any actions being taken to improve things.

And finally, with this in mind, I would also like to request data on the number of formal complaints SHG has recorded from Wellend Villas residents during 2025, and how many of these have been recorded as being related to the remediation work. Through my casework I have observed that, on occasion, unless residents state explicitly that they are making a formal complaint, it may not be logged as such, so I would like to know the relevant figures.

I look forward to your response on these matters.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Siân Berry'.

Siân Berry MP  
Green Party, Brighton Pavilion