

Dear Leaseholders,

After discussions with Manor Mills' warranty provider, LIV can now confirm that the National Housing Building Council (NHBC) has agreed to settle a new claim regarding the issues with water ingress from the external wall system (EWS) on your building. This letter provides the latest update on what this means for leaseholders.

As you may remember, NHBC were due to start the remedial works in May 2019, however, the project was halted after the appointed contractor highlighted further concerns related to the construction of the EWS.

Following expert advice, NHBC began a new investigation into the EWS, and specifically into the additional concerns raised. LIV also commissioned a Façade Fire Risk Assessment, in line with government guidelines at the time, to document the potential defects of the EWS and any potential risks it poses to the building.

At the end of NHBC's investigation and LIV's commissioned assessment last year, we put in another claim to the warranty provider.

At the end of last month, NHBC agreed to settle the claim relating to EWS at Manor Mills and are engaging with us to establish what is covered within the settlement. As part of the process, we were informed that according to the Regulatory Reform (Fire Safety) Order 2005, the NHBC will not be responsible for covering the costs associated with the fire safety concerns raised from our investigations.

Therefore, the cost of the Waking Watch – this is the 24/7 manned watch that patrol the building – will continue to be costed in the leaseholders' service charge at a rate of £10 a week per apartment. This safety measure is required for the building to remain compliant with the Regulatory Reform (Fire Safety) Order 2005.

LIV is reviewing the Waking Watch protocol and exploring other alternative long-term measures for the building, such as upgrading the current fire alarm system to match the building's new fire strategy. We will report back with a cost analysis and recommendations once an appointed Fire Engineer is in place to advise on the matter.

Finally, NHBC specialists are currently undertaking the tendering process for a main contractor to manage and complete necessary works covered in the new EWS claim. We understand that this remediation work could take several months.

The safety of our residents is paramount. We aim to ensure we keep leaseholders up to date with available information as work begins on the property. If you have any further questions, please contact our team using this dedicated email: [ManorMills@liv-group.co.uk](mailto:ManorMills@liv-group.co.uk).

Kind regards,  
Connor Scherer