

Dear Leaseholder,

As part of our ongoing communications, we would like to take this opportunity update all leaseholders on the status of the Waking Watch and External Wall System (EWS) at all of our buildings in the Leeds Dock area.

### Waking Watch Update

LIV previously engaged with a single provider for the Waking Watch across all four of the buildings LIV manages on the Dock. Upon a recent performance review, we made the decision to terminate our contract with the current service provider and brought in a new contractor from April 1, 2020.

The new Waking Watch service will cost £12.50 (+VAT) per hour for a team of four operatives working round the clock. To fund this cost, we will be raising separate charges to cover the expense of the Waking Watch. As a result, you will be charged for this service as per your apportionment with Schedule B.

The new charge is in line with Schedule B in your lease: entire building charges and therefore will be apportioned as such. This service is necessary to keep the entire building operational, including any commercial units. Your exact costs are now included in your service charge demand.

### External Wall Systems Update

We have been involved in detailed discussions with our appointed Fire Engineer and Surveyors over the past few weeks and can report that we are in the process of finalising our 'next steps' document which we will share with leaseholders shortly. Following this extensive review, the Fire Engineer identified some areas that require further onsite investigation. Unfortunately, the current COVID-19 public health emergency is making it difficult to establish a safe date to complete the examination, but we are working to finalise this work as soon as possible.

Once the investigations are complete, we will be able to finalise our remedial plan and begin the process of completing any remedial work. We have also contacted the Ministry of Housing, Communities & Local Government about the recently announced cladding fund that has been established to help with these matters, but have yet to receive confirmation that our buildings are eligible for funding. We will continue to pursue this matter.

If you have any questions about this update, please contact our team using the dedicated email: [LeedsDock@liv-group.co.uk](mailto:LeedsDock@liv-group.co.uk). The safety of residents remains paramount, and we will be back in touch at the earliest opportunity with any further updates on the EWS.

### Estate Charge

You will be notified on your next statement that your charges have increased recently, this is due to the inclusion of VAT from the Estate Managers.

LIV do not manage the estates at the Leeds Dock scheme and therefore rely on the figures received from the Estate Managers in relation to the amount we collect from leaseholders and then forward on.

The total figures received at the start of the year did not include a VAT element, unfortunately this was not noticed when we inputted the figures into the accounting system.

In order to rectify this issue and to ensure we correctly pay the Estate Managers we have had to back date and charge you a one of charge for the previous 2 Estate Service Charges along with a 20% increase on the next 2 estate charges.

Please note this does not affect your Water or Building Service Charges.

Kind regards,

Connor Scherer AIRPM  
Senior Property Manager

**Please note – Due to the developing COVID-19 situation in the UK, it may not always be possible to update you via the standard postal service. To help this, a dedicated page has been set up on our website where you will be able to receive the latest updates along with copies of all previous correspondence – all letters are downloadable for your records.**

**You can access the page at: <https://www.liv-group.co.uk/blockmanagement/procedures/updates>**