

Dear Leaseholder,

As part of our ongoing communications, we are providing an update to all leaseholders on the status of the Waking Watch and External Wall System (EWS) at Manor Mills.

### Waking Watch Update

LIV previously engaged with a single provider for the Waking Watch across all four of the buildings we manage 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. 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 apportionments of Schedule B of the lease. The new charge is in line with your lease, Schedule B: 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 as follows:

Apportionment 0.314811%  
Total Cost Until December 2020: £375.32

### NHBC Claim Update (External Wall System)

The EWS claim at Manor Mills is still ongoing, as we await further updates from your building's warranty provider (NHBC) on their preparations for the remedial work. We were advised that a meeting would be arranged between LIV, NHBC and an appointed contractor within months but this has yet to be scheduled.

We have also engaged the services of a Fire Engineer who will represent us during this claim to ensure that the works completed by the NHBC will meet the requirements we desire along with ensuring that the safety of residents is met throughout the project.

Please note that the safety of residents remains paramount. We will be back in touch at the earliest opportunity with any further information on the EWS claim.

If you have any questions about this update, please contact our team using the dedicated email: [ManorMills@liv-group.co.uk](mailto:ManorMills@liv-group.co.uk) as opposed to contacting me directly.

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>