

Dear Leaseholder,

I write today to provide you a comprehensive update on the current status of the External Wall System at Clarence House.

### **Building Safety Fund**

I can confirm that LIV Group has already registered its interest in the government fund on behalf of Clarence House Leaseholders. Although we have not yet completed the final remediation reports, we are able to present the factual findings of the surveyor's reports to progress our application for funding. We are due to hear back in the coming days and will keep leaseholders updates as our application progresses.

### **Continued Communication**

Originally, it was our intention to keep leaseholders up to date with correspondence every six weeks; however, we recognize that leaseholders want further and better communication at this delicate time, and we agree. Therefore, going forward, we will update leaseholders on the information of this application through the following communication strategy.

#### **1. Website Updates**

LIV have posted all copies of correspondence onto our website for leaseholders to be able to check regularly when it's convenient for them. You can access this at <https://www.liv-group.co.uk/blockmanagement/updates/>

#### **2. LIVE Q&A Session**

LIV are in the process of setting up a live presentation to leaseholders to present some of the findings along and any other information we currently have on the next steps via a digital platform. The session will be streamed to a secure link where leaseholders will be able to watch. It is via this platform that we will also be conducting a live Question and Answer session with leaseholders.

It is intention to have this as a monthly session where we are able to answer any questions leaseholders may have to the best of our ability based on the information we have to-date. Our initial session is currently scheduled for July subject to final approval. Once confirmed, we will send an agenda, the confirmed date, and details regarding how to access will be sent at a later date.

#### **3. Letters**

We hope that the above communication channels will improve the regular contact between LIV and leaseholders, and we will continue to send letters like this one periodically. However want to move to a monthly update via email, therefore all leaseholders who want to be included on this list should email your property address to [LeedsDock@liv-group.co.uk](mailto:LeedsDock@liv-group.co.uk) where we will be able to add your details to our mailing list and begin these updates.

### **Report Status**

Further work is been conducted on the remediation plan at this stage following the completion of the intrusive surveyor reports at the start of the year. We are in the process of completing this and are prepared to present the current status of the reports in our online session that will be announced shortly.

I trust this letter provides you a comprehensive update, and I look forward to the opportunity to discuss this with you further in the future weeks.

Kind Regards

Yours sincerely



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Senior Property Manager