

Clarence House

Monthly Newsletter | External Wall Systems

Welcome to our first newsletter!

We hope this finds you and your family safe and well. As you know, the pandemic paused our efforts to assess and replace the external wall system at Clarence House, but we are pleased to inform you that we are now able to continue to move forward

We know you are keen to hear where we are in the process, what the next steps are, and when you'll hear from us next, so we created this newsletter to keep you informed.

Please read on to find out more about our proposed communication process, where we are now, and when you can expect to hear from us going forward.

Our Communication Promises:

Emails

- We will send a monthly newsletter email updating you on the progress we have made in the previous month.
- When we have important updates to share, we will send email bulletins in between our monthly newsletters to keep you informed.

Letters

- We will continue to provide written correspondence where required, but we are recommending all leaseholders join the email newsletter mailing list, as it will be the fastest, most efficient way to stay updated.
- All our formal posted letters will continue to be published on <https://www.liv-group.co.uk/blockmanagement/updates/> for you to access at any time.

Live Sessions

- We are in the process of setting up a live presentation via a digital platform to leaseholders to present some of the findings and any other information we currently have on the next steps.
- 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 Question and Answer session with leaseholders and the Fire Engineer who conducted the report.
- We are planning to host our first Q&A session in July once we have the feedback from the onsite inspections – we will share the date and details as soon as we have them.

Monthly Update: June

In this section, we aim to provide updates on the steps we have taken in the last four weeks and our immediate next steps.

Report Analysis

The information received in the Stage 1 and Stage 2 Reports has been compiled by our Fire Engineer into an “External Wall Construction Assessment”. These reports provide the basis of the recommendations for remedial actions. We do, however, then need to complete final onsite inspections in order to confirm the findings in these reports.

Onsite Inspections

We began planning the final onsite inspections in early June – as you can imagine lots of liaising with engineers, organising permits and equipment goes into these. Good progress has been made and we are expecting to complete these assessments on 1st July 2020.

Waking Watch

As you are aware, LIV initially implemented a Waking Watch across the four developments we manage within the Leeds Dock Estate. Following proactive discussions with the property manager of other blocks on the Estate, we submitted a proposal to West Yorkshire Fire & Rescue Services to extend the use of the multi-

operatives across the buildings managed by them. The new system would, therefore, allow the cost to be further spread across more blocks, which would reduce the cost to the commercial tenants and leaseholders. We hope to provide an update on this very soon.

Q&A: June

In this section we will share some of the questions we have received from leaseholders to keep everyone informed:

1. Is the cost of these surveys being met directly or indirectly by the leaseholders?

The cost of these has been paid for via the service charge of Clarence House.

2. Do I have the right to see the full, detailed, unedited survey reports?

At this stage, the reports are updated daily. Once we have the finalised versions along with a remediation plan we will be requesting permission from the freeholder to release these.

3. How does the fact that the reports are being analysed / updated prevent you from releasing the reports prior to updating so that leaseholders can analyse them themselves?

These reports are highly technical so we believe it is best that the experts provide a final summary report along with remediation steps for the sake of clarity for everyone involved. Releasing the reports at this time may cause too many questions from all parties on a matter that has since been investigated and changed.

4. You welcome questions and answers in your live planned feedback session. Do you accept that if leaseholders had sight of these reports before the session, they would be in a position to frame their questions in a more specific and meaningful way?

We are organising a presentation with a live Q&A session, we will also be looking to do follow up sessions once this is completed, to answer any points not covered in the session.

5. What is there to lose by releasing the reports you have now and a small update later once finalised?

It is to prevent resource from being dedicated to answering multiple questions at the same time when that information could have changed since the reports. We need to be able to fully understand the reports, results and remedial plans in order to be best

placed to represent leaseholders.

6. Were these survey companies/ fire engineers chosen by the freeholder? If not, then by whom?

Design Fire Consultants were selected by the freeholder on the recommendations made by LIV Group following a full tendering process.

7. Has LIV registered interest in funding or applied for funding?

We have registered interest, which is the furthest we can go at this stage. Once you register interest in the fund, the government then appoints a case handler to work on the full application.

8. Why do you need further testing?

Further testing is needed at this stage to verify the remediation documents we have created. Once this is complete we envisage small amendments before we are able to finalise our remediation and final assessment.

Our next monthly newsletter will go out on 23rd July 2020, but please keep an eye on your inbox for any bulletins in the meantime.

If you have any queries about the contents, please contact the Leeds Dock Team on LeedsDock@liv-group.co.uk

Thank you for taking the time to read June's newsletter,

LIV Group