

Dear Leaseholder,

I hope this finds you and yours well! I am writing today to share an update on the External Wall System project at Manor Mills, Leeds.

As you may already know, there is a NHBC claim already underway in relation to weatherproofing issues, which includes elements of the building facade. As such, it is likely (although this requires confirmation) that some of the fire safety issues may be covered by the rectification works being instructed and project managed by the NHBC.

The NHBC have provided the following update for the claim at the development:

We now have our Desktop report completed by Surveyors and are now progressing the next stage which will involve some further intrusive investigations into the various façade elements at Manor Mills. This is required to ensure that the works to be undertaken can be suitably and fully specified for completion.

We now have the scope for intrusive investigations required at Manor Mills. Following a meeting with surveyors and third party contractors, we would propose to bring LIV into discussions to agree and arrange dates for completion of investigations and appropriate access requirements etc.

Following receipt of this information, LIV requested clarification on a number of matters, including the cost for the waking watch and why this is currently not eligible for covering by the claim at this time. The NHBC provided the following response:

In respect to other developments where NHBC has agreed to cover the costs of appropriate Waking Watch, these are on claims where ACM cladding is present on those buildings which is not the case at Manor Mills. We would reiterate that NHBC is not the Responsible Person under the Regulatory Reform (Fire Safety) Order 2005 and so cannot advise on appropriate actions to meet these obligations.

Part of the task ahead will require a collaborative approach between the NHBC and Manor Mills Residential Man Co Ltd, represented by LIV, to ensure that the costs are picked up by the correct parties. I assure you we are taking every effort to ensure that the costs for remediation do not fall to the service charge – and by extension the leaseholders – to pick up.

At this stage, there is no action required on your behalf; however, we will be doing our utmost to keep you and your fellow leaseholders updated every step of the way. 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.

To ensure that clear and transparent communication, we have created the following communication promises for the remainder of this project:

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.

We will initially use the email addresses stored on file for the first newsletter which is due on the 23rd July; however, if we do not hold your contact email and you wish to be added to the list, please email us on ManorMills@liv-group.co.uk confirming your property details.

Yours sincerely



Connor Scherer AIRPM
Senior Property Manager