



# Manor Mills

## Monthly Newsletter | External Wall Systems Newsletter 3, October 2020

Welcome to our third monthly newsletter!

We hope this finds you and your family safe and well! Firstly, we apologise this letter is a bit late. We had a technical glitch, but we should be back on track for the timing of November's newsletter. Thank you so much for your patience and understanding.

In this month's newsletter, we will let you know where we stand in the progress with the NHBC, provide an update on the waking watch procedure and share information we've received on the block's insurance policy.

### *NHBC Claim*

The NHBC are well on with confirming their specification in anticipation of a Quarter 1 of 2021 start date. We understand this means that with winter upon us, water is entering the properties more so than usual, which means that the water ingress section of the claim, which hasn't been resolved yet is causing distress and concern to residents. Unfortunately, there is no temporary fix available, which means the only way to resolve this is by completing the works required on the External Wall System.

We are scheduling our quarterly update meeting with the NHBC in anticipation of a further update, which will hopefully include more specific details. We look forward to sharing these details with you as soon as we have them.

### *Manor Mills Insurance*

This year, we were required to provide the findings of the fire engineer reports (detailing the discovery of non-compliant building materials) to the insurance broker in advance of the renewal date.

Unfortunately, when the broker went to the open market, it became clear that none of the insurance companies would offer any cover, all due to the building safety issues found at the building. Regrettably, this is becoming a national issue. Thankfully, we were able to use our existing relationships within the industry to resolve this extremely concerning position and secure cover in time for the renewal date, avoiding any risk to the building.

However, the bad news is that the new policies come at a premium and will result in a significant increase to the insurance policies. Please know that we have worked tirelessly to get you the best deal possible, which ultimately led to a partnership policy, working with both Zurich & Allied World to create a 100% cover policy. The total costs of the policy is as follows:

Zurich - £86,719.30  
Allied World- £119,882.19  
Total Cost - £206,601

As such, significant thought is going into the 2021 Manor Mills budget, to minimise the impact on leaseholders for next year's Service Charge.

### *Waking Watch*

Per our discussions with the fire engineer, the Waking Watch at the scheme will continue until the completion of the External Wall System.

Due to the change in the government guidelines, the operatives have been upgraded to be:

7am – 7pm (Mon – Sun)  
1 operative  
1 LIV site staff

7pm – 7am (Mon – Sun)  
2 operatives

This unexpected bill will continue to be included in the charges to leaseholders; however, we are working extremely hard to negotiate with the NHBC for the inclusion of such costs with our warranty claim. Our legal council has reviewed the situation and provided some feedback, and we are now entering a complex period to try and recover these costs. We will keep you up-to-date as we work through this.

We hope this newsletter has answered your questions!

You'll hear from us again with our next newsletter the week of the 23<sup>rd</sup> November 2020. As always, if we have anything to share before then, we will do so via bulletin. In the meantime if you have any queries or concerns, please reach out to [ManorMills@liv-group.co.uk](mailto:ManorMills@liv-group.co.uk)

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

LIV Group

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