



Mackenzie House

Update | External Wall Systems
November 2021

Hello,

We hope this finds you well as we are getting ready for the Christmas season! Thank you for taking the time to read our latest email.

Waking Watch Update

We write today to update you on the final balances owed following the removal of the Waking Watch at Mackenzie House, Leeds. Please consider this your November update in lieu of the standard monthly email update for November 2021.

As you know, we have completed a reconciliation of the Waking Watch at the development and have now finalised the balance. There is an outstanding balance in relation to the Waking Watch, which unfortunately means that there is a final balance that is due to finalise setting these invoices.

We understand that a further balance due causes financial strain on you. Therefore, our credit control team is more than willing to work with you, including accepting payment plans, which will allow you to settle your final balance over six monthly instalments.

There are several reasons why there remains a balance:

- The Waking Watch was initially paid for using Sinking Fund loans, which now need to be repaid.
- The Waking Watch cost increased as per the minimum wage requirements mid-year.
- There were unbudgeted costs such as welfare requirements for the operatives.

Lastly, as the Waking Watch has been removed, there remains a requirement for an Evacuation Management Strategy. This means that one operative must always remain onsite to assist in the event of an evacuation.

As with the Waking Watch system, we have split this across the numerous developments that LIV manage and have agreed to a fixed price for this. As such, there is an additional charge now, and you will shortly receive (via post) FAQs to explain how we have worked this charge out along with details of the average price this will cost and payment plans.

Lastly, we can confirm that a full written update will be sent before the 20th of December on the position of the remediation projects. Our team are working extremely hard behind the scenes to get the projects to a healthy position before the year-end.

Thank you for taking the time to review our latest email. As always, you can find copies of this and all previous newsletters [here](#).

You'll hear from us again next month, and if we have any big news to share before then, we will reach out. As always our team are on-hand to answer any questions at BuildingSafety@liv-group.co.uk

Thank you,

LIV Group

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