



## Manor Mills

Monthly Newsletter | 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 newsletter – please read on to find out the latest updates on the External Wall Systems project.

### *Project Update*

Our team are in continued discussions with the NHBC regarding the settlement of the claim. While the discussions have been progressing, we feel that the time to complete basic actions by the NHBC has been slow. We have therefore entered into the formal complaint procedure with the NHBC in the hopes that we can ensure our target of settling before the end of 2021 is met.

The latest update – from the 4th November 2021 – was that the team at NHBC was requiring board approval for the final settlement offer they were prepared to offer.

Unfortunately, they didn't share this figure with us; however as previously disclosed, we fully intend to share this figure with you before any offer is accepted and discuss this in full detail with leaseholders at a meeting.

Thank you for taking the time to review our latest newsletter. 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](mailto:BuildingSafety@liv-group.co.uk)

Thank you,

Connor Scherer

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