

(Please quote this number when telephoning or writing to us)

19th April 2018

Dear Mr Vats

F.A.O. the homeowner

Costs relating to necessary building works at Citiscape

On 9th March 2018, the First Tier Tribunal found that "a service charge is payable by the tenants [of Citiscape] in respect of the estimated recladding cost". We recognise this decision was disappointing to homeowners and may have placed considerable financial burden on you.

I am pleased to inform you that Barratt Developments PLC ('Barratt') has decided to pay for the necessary recladding works.

Barratt was the developer of the building in 2001 and 2002 and recognises that some of the current property owners are its customers. In light of the Tribunal decision and in line with its commitment to put customers first, Barratt has decided to step in and fund the cladding replacement. It hopes this will provide owners and residents with peace of mind. Barratt will pay for the recladding of the building and interim fire safety measures, including fire wardens, however it will not be providing funding for any other work which for instance might be required as a result of maintenance issues or because of the age of the building.

Barratt does not accept liability for the necessary repairs – the building was signed off as compliant with building regulations during construction and on completion by independent approved inspectors. Barratt also has no involvement in the freehold of the building which it sold to a third party in 2003.

FirstPort will continue to lead the recladding project and has appointed a project manager to oversee it day-to-day. Details of the work schedule will be available once the project specification has been agreed and a contractor appointed. We will be communicating with homeowners and residents every step of the way.

In the meantime, please do not hesitate to contact us on 0333 321 4080 or via our dedicated Citiscape email address: citiscaperecladdingupdates@firstport.co.uk.

Yours sincerely

Will Caldwell
Senior Property Manager



Homeowner FAQs

1. What is happening?

Barratt Developments PLC has stepped forward to fund the recladding and interim fire safety measures. FirstPort will lead the recladding project and has appointed a project manager to oversee it day-to-day. We are aiming to carry out the works as soon as possible. We are currently preparing the specifications for different construction methods so that the works are properly tendered and the residents can examine the options and costs. We will involve residents throughout the process and there will continue to be regular meetings with the Residents Association to discuss your comments, questions and concerns

The additional fire safety measures at the building will remain in place throughout the building works.

2. Will owners have to pay anything?

Barratt Developments is funding the cost of the external recladding works and interim fire safety measures. This includes funding the cost of the fire wardens brought in as a safety measure in June. Barratt Developments is stepping in on behalf of the individual apartment owners to fund costs solely relating to the work as described by the First Tier Tribunal.

Homeowners will be required to pay their usual service charge throughout the period. Barratt's decision to pay for the recladding does not affect any other costs on site. Barratt is not providing funding for any other work which may be required at Citiscape, for instance, other non-cladding repairs or work required because of the age of the building or as a result of maintenance issues.

3. I have other issues with my apartment, will Barratt pay for that work to be done?

No, Barratt is only funding the cost of the external recladding works and interim fire safety measures including the fire wardens which were implemented as a safety measure in June. Barratt is not providing funding for any other work which for instance might be required as a result of maintenance issues or because of the age of the building.

4. Why is Barratt paying the costs?

Barratt Developments PLC is a FTSE100 company and the UK's largest housebuilder. Over the last sixty years it has built more than 450,000 homes. It is committed to excellent customer service, having recently been awarded 5* for customer satisfaction for the 9th year in a row, a record for a major national housebuilder.

Barratt was the developer of the building in 2001 and 2002 and recognises that some of the current property owners are its customers. In line with Barratt's commitment to putting customers first and following the First Tier Tribunal judgment, Barratt has made this decision in order to provide owners and residents with peace of mind. Barratt will pay for the recladding of the building and interim fire safety measures including fire wardens.

You will understand that Barratt Developments does not accept liability for the necessary repairs – the building was signed off as compliant with building regulations

during construction and on completion by independent approved inspectors. Barratt also has no involvement in the freehold of the building which it sold to a third party in 2003.

5. Why has this decision been made now and not sooner?

It was important for all parties to receive the judgment of the First Tier Tribunal to fully understand the legal position. The Tribunal found that the cost of re-cladding and interim fire safety measures are in principle recoverable as items of service charge. In light of this decision, Barratt has decided to step in on behalf of its customers and fund the cladding replacement.

6. Who will be running the recladding project?

FirstPort will continue to lead the recladding project and has appointed a project manager to oversee it day-to-day. We are currently preparing the specifications for different construction methods and a contractor will be appointed through an independent tender process.

7. Will homeowners still have a say in the process?

Yes. We will communicate with homeowners every step of the way. Barratt will also be consulted throughout the project.

8. What sort of cladding will be used in the recladding project? Can we change the type of cladding?

As previously communicated through a letter to homeowners and the Residents Association, current proposals are to replace the existing ACM cladding with cladding that looks similar but has a fully non-combustible core.

As set out in the letter, Mark Bithrey of MDB Surveyors (which is currently the project manager for the recladding) analysed alternative options and concluded that the current like-for-like replacement of the cladding is the most suitable option. This was for reasons such as having to change the façade system of the building, having to obtain planning approval, detailing issues that may arise with the other options and ongoing maintenance costs.

To obtain another copy of the letter please don't hesitate to contact us on 0333 321 40 80 or email us at citiscapcladdingupdates@firstport.co.uk.

9. Will the building works cause disruption?

The work will be completed in accordance with the Considerate Constructors Scheme, however, given the scale of the necessary work, we anticipate there will be noise and disruption. There will be a need to erect scaffolding around the building, remove the existing cladding, check the cladding frame and put up new cladding. The project is likely to take 12 months or more.

We will do everything we can to minimise any disruption, but the priority is to ensure the work is completed promptly and that residents are safe.

The building works will need to be carried out in line with the necessary planning, inspection and regulatory processes.

10. What if I/my tenant wants to move out whilst the work takes place?

The building will remain habitable throughout the recladding project and we will not be providing alternative accommodation. If you have tenants in your property we advise you to seek legal advice regarding your individual rental contract which will set out your legal obligations.

11. Where can I find out more details about the planned building work?

We will involve residents throughout the process and there will continue to be regular meetings with the Residents Association to discuss your comments, questions and concerns. As soon as we have more information on the works schedule, we will provide it to all residents and homeowners via the usual channels – letter, email, meetings and “Your Property Online”.

12. Who do I speak to if I have any questions?

Please don't hesitate to contact us on 0333 321 40 80, or email us at citiscapcladdingupdates@firstport.co.uk

Further information on the cladding replacement and interim safety measures can be found in our previous correspondence and FAQs. These are all available on Your Property Online or on request.