

05 September 2019

Dear Resident

IMPORTANT INFORMATION – requirement to vacate your apartment

As you are aware, we have been undertaking building remediation work to the cladding and façade at Citiscape. We understand this work is disruptive and appreciate your continued patience.

During the course of the work to replace the external cladding on the building, some unrelated structural issues were identified. An independent structural engineer was appointed to assess these. While investigations are ongoing, access will be required to the building and, in particular, to all individual flats on the ground and first floors.

As a precautionary measure, and to facilitate the additional work, we are arranging for residents to move out of the building while this is undertaken. **This means all residents will be required to fully vacate the building.** We will be relocating residents to temporary accommodation over the next few days – initial information about this, and about how we will support you, are enclosed with this letter. **Please be assured that residents will not be liable for the cost of this temporary accommodation.**

For the majority of residents, we expect you to be able to return to your homes within a matter of weeks. Residents on the ground and first floors will be impacted for a longer period of time, which we will discuss with you separately.

We understand how disruptive this is for you, and sincerely apologise. We would like to emphasise the reason for taking this action is to ensure the safety of residents and to identify and remedy any issues with the building as soon as possible.

Your move out will take place this week. The specific date of your move will be confirmed by the on-site team, along with details of your temporary accommodation. We will work with you to help ensure you are ready to move on this date.

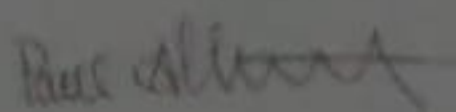
During the moving period we would ask that you observe any instructions given by the on-site team. To this end, please avoid having visitors or guests during this time, and **limit the number of people in your flat to 10 or fewer.**

The investigations have also identified that there may be an increased risk should there be winds of a level likely to cause structural damage. We are monitoring the weather carefully and **current reports indicate this is unlikely.** However, please be aware that if there is any possibility of such weather we will ask all residents to leave the building ahead of the move out schedule. On-site teams would coordinate this.

A full set of questions and answers is included overleaf and please do speak to the FirstPort team who are on-site to answer any questions you may have and are here to assist you. We understand this will be concerning and an inconvenience, but we are following expert advice and will be on hand to help you throughout this process.

We're providing more property managers to work on-site over the next few days to help support you through this process. These property managers will be at the development from 8am-7pm. Should you have any queries out of hours, you can call our dedicated hotline on 07562438112.

Yours faithfully



Paul Atkinson, Operations Director, FirstPort