

20<sup>th</sup> February 2020

Dear Owner,

## **APARTMENT BALCONIES**

In my last letter, I advised that we would write once we have an agreed and approved final design to resolve the balcony glazing issue. While we are not quite at that stage, I wanted to get in touch to update you on our progress.

### **1. Remedial Works**

The remedial handrail design process is very nearly complete and we will be reviewing the final proposals with our contractor in the first week of March 2020. We will then need to test the design in an off-site location, before we proceed with installation. Prior to commencing any works, we will write to you to explain what is being done, why it is being done and how our contractors will carry out the works. We will also provide you with the programme of works so that you know the expected timelines for each stage of the process.

### **2. Health and Safety**

The safety of residents, owners and everyone visiting the block remains our number one priority. Our guidance with regards to the balconies remains the same – this is as follows:

We strongly recommend that residents avoid using the balconies and, specifically, avoid contact with the balcony glazing. The risk is that a glazing failure may result in falling glass.

I know that this process is taking longer than expected, and I want to apologise for any inconvenience this has caused. It is important that we get this right, and that we end up with the right solution, but I know the delay must be frustrating.

We thank you for your continued patience on this matter and should you require any additional information, please contact myself in the first instance.

Yours faithfully

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