



3<sup>rd</sup> October 2019

Dear Owner,

### **APARTMENT BALCONIES**

In my last letter, I committed to providing with you an update on the proposed remedial works by the end of this month, and I am pleased to say that we have made progress since I was last in touch.

#### **1. Remedial Works**

We have been in dialogue with a number of specialists over the past 8 weeks, and can confirm that the revised solution of improving the handrail of the balustrades, rather than replacing them, remains the recommended approach. Our appointed building surveyors have been in contact with specialist contractors, and following an extensive tendering process, we have a shortlist of two businesses. Both companies are going to provide us with designs for their proposed solutions, which we will then evaluate with our appointed consultants. We should have the details on these proposals by the end of October.

#### **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.*

#### **3. Communication**

Once we have agreed the final design with the specialist contractor, we will be in touch with all residents to advise on the logistics of how and when the works will be undertaken.

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

William Clarke  
Hammerson  
Aquis House, 49-51 Blagrove Street, Reading, RG1 1BU  
Tel: +44 (0)118 900 5532  
Email: [william.clarke@hammerson.com](mailto:william.clarke@hammerson.com)