



19 September 2018

Dear

RE: Kingsmeadow, Peebles – update to phase one (properties built using M2.5 mortar)

Further to our last correspondence to you on 12 September 2018 outlining the summary of the Scottish Borders Council (SBC) independent report, which related to the use of M2.5 mortar in phase one of our Kingsmeadow development, we would like to take this opportunity to provide you with an update.

For clarity, we can confirm that the M2.5 mortar used in the construction process on properties in phase one of the development has sufficient strength to meet the structural requirements of the houses and garages. As you may be aware, your property was built in phase one of the development, and we remain fully committed to fulfilling our responsibilities to you and all affected homeowners at our Kingsmeadow development.

Please also be assured that our robust technical solution, which is supported by our appointed structural engineer, the NHBC, and further endorsed by the SBC independent report, will continue to be implemented when it is required in order to remedy the issue.

We would like to confirm that over the period that we have been aware of this issue, it is clear that only some houses in phase one have a durability issue. In fact, we have inspected a significant number of houses where no issues have been identified.

We remain firmly of the view that repointing is only necessary for properties that have been identified as requiring remediation by our structural engineer. However, we also understand and fully acknowledge that some homeowners living in homes constructed using M2.5 mortar have asked for us to proactively repoint their home. This may include properties where repointing has been previously considered unnecessary by our structural engineer. In direct response to these express requests on the part of homeowners, we have therefore decided to implement an approach that demonstrates our continued commitment to resolving the issues at the development.

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Therefore, moving forward, when a homeowner of an M2.5 home in phase one requests a repaint of their home, regardless of whether our inspection has found this necessary, we will include their property in our ongoing programme of repointing work at the development.

We wish to make it clear that our position remains unchanged and that we do not consider that such an action is required from a technical perspective (which as you are aware has been supported by the SBC independent review), nor do we consider that we are under any obligation to undertake this work. However, we do wish to support homeowners wherever possible and where requested.

In light of the above, we are able to confirm a commitment to repaint properties in phase one at Kingsmeadow that have been built with M2.5 mortar when requested by the homeowners, and we would like to complete all repointing work within three years.

Where a repaint is requested by a homeowner, we will adopt a sensible approach to ensure that properties are scheduled for work in a fair and systematic order. We will make sure that a suitable notice period is agreed with homeowners before starting any works.

Existing commitments to repaint homes for 2018 mean that we will now shortly look to programme works for spring 2019. We will contact you within the next few weeks with more details on what we need to consider should you wish for your home to be repointed.

As a demonstration of our confidence in the technical solution and our commitment to carry out the necessary works, we would like to remind all homeowners at the Kingsmeadow development that we have previously provided you with the added reassurance of a 20-year extended warranty in relation to the mortar used on your home, which remains in place. This is in addition to your existing 10-year NHBC warranty.

If, at any time, you have concerns about your home in relation to this issue, or you have any questions, please do not hesitate to contact our Customer Service team at kingsmeadow@taylorwimpey.com.

Yours sincerely



Ian Drummond
Managing Director