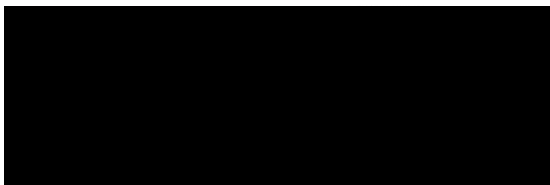




Important - For the attention of the current homeowner

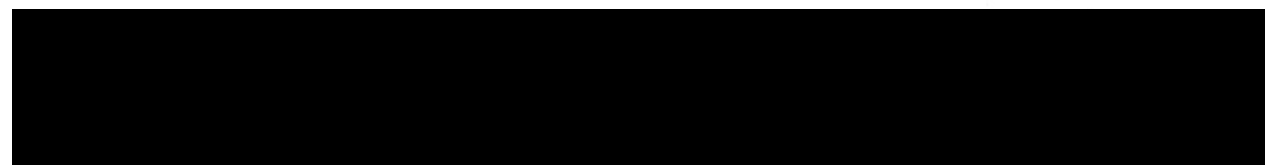


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28 September 2016



I would like to take this opportunity to make you aware of customer concerns surrounding some properties within our Kingsmeadow development in Peebles, and this letter is to update you on the situation.

A number of the homes at this development have been constructed using some mortar that does not meet Taylor Wimpey's design standards, or that of the NHBC. From the affected homes that we have had the opportunity to inspect we have been reassured that they are structurally sound.

We are confident of the NHBC approved technical solution and the work that has already been carried out on a number of homes, but I understand why the situation at our development could raise concerns for our customers. We will, therefore, provide every home at Kingsmeadow with an additional 20 year warranty to cover any issues specifically caused by mortar quality.

This is in addition to the current NHBC 10 year warranty that covers your home, and will provide each home with a total of 30 years' warranty cover for mortar. We will send you a letter within the next month that will confirm the details of this additional warranty.

Our aim is always to provide clear, open and honest communications to our customers, and it has taken us longer than we would have liked to obtain reports from an independent expert engineer to be able to provide our affected customers with added reassurance on the NHBC approved technical solution.

We are fully committed to carrying out the works that are needed for the remaining affected homes as soon as possible. These works will progress over the next few months and it is likely that you may experience some noise disturbance and dust. We will do our best to minimise this as much as possible. I would like to take this opportunity to apologise in advance for any inconvenience this may cause you, and thank you for your continued understanding.

Taylor Wimpey UK Limited
Registered Number:
1392762 England and Wales.
Registered Office:
Gate House, Turnpike Road
High Wycombe, Buckinghamshire
HP12 3NR

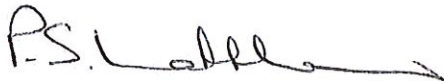
Taylor Wimpey East Scotland is a
division of Taylor Wimpey UK Ltd

Please be assured that we strive to deliver new homes and developments of the highest quality, and we always aim to do the right thing for our customers whether that's now or in the future, notwithstanding the NHBC 10 year warranty that comes with every new home that we build.

If you have any reason to be concerned about your home, we are very happy to arrange for one of our team to visit you to discuss the details of the mortar issues we have identified, the NHBC approved technical solution, and also our independent engineer's report that endorses this NHBC solution.

Should you wish to discuss any aspect of the above, or you would like further information please do not hesitate to get in touch with my Head of Customer Service, Sarah MacAndrew on 07918 563 594 or email us at kingsmeadow@taylorwimpey.com.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. Matthews', with a long horizontal flourish extending to the right.

Peter Matthews
Managing Director