

Chelsea Bridge Wharf
Queenstown Road
London
SW11

10 December 2021

Dear Resident,

Cladding Remediation Works Update

Further to our last update issued in November 2021, we have listened to feedback from residents, the Residents Association and Rendall & Rittner. Therefore, we would like to provide further information on the remaining cladding remedial works.

We are acutely aware of the disappointment and inconvenience experienced by residents due to the delayed completion of the cladding remedial works. Berkeley have undertaken the works in good faith and have treated the works with the same level of care and attention as every Berkeley project. As you may be aware, this is a multi-million-pound project, incurring further costs each day the project is delayed. Whilst this does not excuse the delays in any way, we hope it reassures residents that it is in our joint interest to conclude the works as quickly as possible.

We acknowledge the reasons we have provided for the delays in previous communications have appeared repetitive. The points below explain in more detail the reasons for the delays and how we are addressing those issues:

1. There have been difficulties securing adequate volumes of high-quality labour throughout the works. We have worked very closely with the cladding contractor over the last few months to address this by engaging additional subcontractors. You will see increased numbers of operatives on the scaffold in December and particularly after the Christmas break in January 2022.
2. Materials delivered to the site have been damaged. In some cases, the materials have required repair or even replacement by the manufacturer. We have addressed this by taking delivery of the majority of the remaining materials well in advance of completing the works.
3. There have been changes to the cladding contractor's site management team, which has also disrupted the works. We have worked closely with the cladding contractor to ensure their team has the adequate skills and experience to complete these works. We are also supplementing their site management team as required.
4. COVID has affected the works by reducing available labour numbers on site and in the wider supply chain. The national lockdown earlier this year had a noticeable impact. The works have and will continue to be delivered in line with the guidance provided by Public Health England. The Berkeley team continue to manage this.

Berkeley have an experienced team managing the works. They have extensive project management experience with Berkeley and the wider construction industry. The progress and issues on the project are escalated to Senior Management in Berkeley, who have had direct involvement in addressing the delays.

Throughout November 2021 and December 2021, there have been meetings between Berkeley Senior Management and the contractors involved in the works. These meetings have aimed to ensure a construction programme for the remainder of the works is agreed between all parties that is realistic and dependable. These discussions will conclude in December 2021, and we will provide an update on the outcome in early January 2022.

To conclude, we would like to reaffirm, that Berkeley do not wish to prolong this project any longer than is required and would like to return the buildings for the residents enjoyment as quickly as possible.

We will write to you with a further update in January 2022. We are very grateful for the continued cooperation and patience shown by the residents during these works.

Yours faithfully,

Berkeley