

Please open immediately
The Occupier

2 February 2012

Taylor Wimpey North Thames
1st Floor Building 2
Imperial Place
Maxwell Road
Borehamwood
Hertfordshire WD6 1JN

T: 020 8236 3800
F: 020 8236 3801

www.taylorwimpey.co.uk

Further to my previous letter dated 27 January 2012, I am writing to update you on the situation at Grand Union Village (GUV). Our main focus continues to be ensuring all apartments at GUV have a Carbon Monoxide (CO) alarm installed and activated, and conducting gas flue safety inspections in Harborough House and Brecon House.

I reiterate the importance of having a Carbon Monoxide (CO) alarm installed and activated in your home. We have made CO alarms available free of charge to all apartments at Grand Union Village (GUV). Please contact us on the details at the bottom of this letter if you have not received an alarm, or if you are having difficulties with installing or / and activating it. If you bought a CO alarm independently, please also let us know so that we have a record of this.

The safety of you and your family is our absolute priority. It is with this in mind that, if we do not have a record of you receiving a CO alarm, we will need to pass this information onto National Grid UK and the Gas Safe Register for their records and to make them aware of the situation. **Please note that failure to respond may ultimately result in the supply of gas being turned off to your property.**

We are making good progress with our gas safety inspection programme. As I explained in last week's letter, the reason we are focusing on Harborough House and Brecon House is due to our inspections identifying significant issues relating to gas flues within these blocks. If you are a resident in either of these two blocks and you have not been in contact with Taylor Wimpey to arrange an appointment for a gas safety inspection then please contact us as a matter of priority on the details at the bottom of this letter.

We continue to carry out sample testing in other phases across the development to establish whether there are any further issues relating to extended flues. You will therefore continue to see increased activity on site during this time and in the coming weeks.

I would like to offer my apologies for what I am fully aware are difficult and inconvenient circumstances and I would also like to offer my thanks for your patience and your help in working with us to resolve this situation.

This week, we met with representatives from the GUV Community Development Trust, GUV Residents Association and Ward Councillors. The focus of the meeting was to establish effective communication channels with GUV residents and to ensure information is reaching all parts of the GUV community. This was a positive meeting and we agreed that we will continue to provide written updates each week to residents. In addition to this, we will:

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

Taylor Wimpey North Thames is a
division of Taylor Wimpey UK Ltd

- remain in regular contact with the attendees of this week's meeting;
- put up posters in all apartment blocks to ensure awareness is raised in relation to the issues at GUV – a paragraph, translated into ten languages, regarding contacting us if the reader has any difficulty understanding the notice, will be included;
- update the GUV Community Website <http://www.guvcommunity.org.uk/> with the weekly update letters; and
- actively contact, where possible, residents who have not been in contact with us or residents we know have difficulty understanding the information we are providing.

Contact Information

Taylor Wimpey North Thames - Customer Care

- Tel: 020 8236 3809
- Email: norththamescustomerservices@taylorwimpey.com

Taylor Wimpey GUV site team

- Tel: 07920 765968

GUV Estates Office

- Address: Hertford House, Taywood Road, Northolt.
- Opening times: Monday to Friday from 9am to 5pm
- Tel: 020 8845 8230.

GUV Community Centre

- Address: 1st Floor (above Costcutters), Weaver House, Higham Mews, Northolt.
- Opening times: Monday to Friday from 9am to 5pm.
- Tel: 020 8845 8518.

I would like to reiterate that the health and safety of our customers continues to be of paramount importance to us. We continue to work closely with the Health and Safety Executive (HSE) and the relevant housing associations to ensure the situation is resolved as quickly and safely as possible.

I will write to you again next week with a further update. However, in the meantime, please do not hesitate to contact us using the details above with any questions or concerns that you may have.

Yours sincerely



Glyn Hopping
Managing Director
Taylor Wimpey North Thames