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***27 October* 2026**

Subject: Update on building safety remediation work at Magnolia Court

Dear Customer

Following our last building safety update, we're pleased to confirm that we are now at the design stage for the external wall system for Magnolia Court as part of our building safety programme.

This marks a major milestone as we progress through the government's Cladding Safety Scheme (CSS) funding process, to explore options for the removal and replacement of the external wall system and any associated remediation work on your building.

Upcoming survey works

Our architect and lead consultants for the project, Michael Dyson Associates, are currently developing plans for the proposed works, and surveys are needed to help inform the design.

They have extensive experience of building safety and refurbishment work on residential buildings and have delivered similar projects for housing providers across the UK and supporting us on a number of our high-rise blocks.

Starting next month, Michael Dyson Associates will begin carrying out survey and investigation works at a neighbouring building. This information will help support the detailed design and planning of any future cladding replacement work for Magnolia Court and other buildings, subject to full funding being secured.

At this stage, no survey works are required at your block. However, we will keep you informed if this changes and if future surveys are required.

Once the survey across the neighbouring building is complete, Michael Dyson Associates will continue developing design options and proposals for the building. We are planning to hold customer drop-in sessions later in the year when they are developed, where you will be able to meet the team, view the emerging plans for your block, ask questions and share feedback as the project develops.

We are committed to keeping customers informed throughout this process and we will share further dates and details for these sessions closer to the time.

Choosing a contractor for the building safety works

We have now invited companies to bid to carry out the building safety works at Magnolia Court and our other affected buildings, who will send us their proposals. We will then review the bids and aim to appoint a contractor by early in the new year.

Leaseholders have already been contacted separately about this process. We will let you know who has been appointed and share a more detailed timetable once it has been agreed.

What's next?

Once we have chosen a contractor, we will write to you with the expected timetable and next steps for the programme, including the Building Safety Regulator approval and the next stage of funding applications needed before work can begin, as well as details of any additional improvement work that we are able to do to minimise future inconvenience.

If any further surveys are needed to support these applications, we will let you know in advance through posters in communal areas or text messages. If we need access to your home, we will write to you directly. We will do our best to keep any disruption to a minimum.

Thank you again for your ongoing engagement, patience and feedback as we take these next steps to further improve safety at Magnolia Court**.**

If you have any further questions in the meantime, you can visit our website where you will find some frequently asked questions (www.salixhomes.co.uk/cladding-faqs) or if you would like to arrange a home visit to discuss any part of our Building Safety programme in more detail, please contact us using the details at the top of this letter.

You can also visit the government's Cladding Safety Scheme webpage to find out more information on the programme for residents and leaseholders, as well as complete a short survey on your experience. Just visit: www.gov.uk/government/publications/cladding-safety-scheme/cladding-safety-scheme-information-for-leaseholders-and-residents.

Yours sincerely,

Ed Sidley
Senior Programme Manager at Salix Homes

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