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***27 October* 2026**

Subject: Update on building safety remediation work at Sycamore 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 Sycamore 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 . This information will help support the detailed design and planning of any future cladding replacement work for Sycamore Court and other buildings, subject to full funding being secured.

The surveys- known as 'opening-up' surveys- are expected to last approximately one week and are due to start week beginning Monday, 2 November, although this may be subject to change depending on weather conditions or project requirements. If there are any significant changes, we will let you know.

The surveys will involve carefully opening-up small sections of the external wall system so specialist engineers can inspect the materials and structure behind the current façade. This information will help support the detailed design and planning of

any future cladding replacement work for Sycamore Court and other buildings, subject to full funding being secured.

All works will take place externally and no access to flats is required. Any areas affected by the inspections will be repaired afterwards, and we will make every effort to minimise noise and disruption while the works are carried out. Access equipment such as a cherry picker / scaffolding may be positioned close to the building and windows. If this directly affects your home, we will contact you directly.

These survey works will be carried out by Michael Dyson Associates, supported by our partner contractor Emanuel Whittaker. All operatives will carry official identification, and we ask that residents please observe any safety signage while work is underway.

Once the surveys are 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 Sycamore 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.

Funding update

We are continuing with our application for funding through the Government's Cladding Safety Scheme for Sycamore Court. The funding process has two stages: the first provides Pre-Tender Support funding to help prepare the project, while the second provides funding to carry out the building works. We are currently progressing the first stage, which is taking longer than expected, and hope to have this resolved in the coming weeks.

In the meantime, we are continuing with the design and contractor selection so that the programme keeps moving. We will let you know when we receive a decision on this phase of the funding.

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 Sycamore 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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