

To All Residents

Southern Housing Group  
Fleet House  
59-61 Clerkenwell Road  
London EC1M 5LA

12 April 2021

Dear Resident(s) name,

### **Remedial works at Eastgate building**

I'm delighted to confirm that our application for a grant from the government's building safety fund to cover costs for the external wall system remedial work has been successful. The preliminary stages of this work are underway and we expect that you will soon see more activity on site as the specialist contractors mobilise to begin the next phase of work.

Separately, we need to draw your attention to some news we have received from Eastgate's original developer, Barratt PLC.

### **Background**

In line with its commitment to high standards in construction, Barratt PLC has told us that they have undertaken a detailed review of a small number of buildings. Eastgate in Woking is one of them. What these buildings have in common, among other things, is that they are constructed using a reinforced concrete frame (RCF) and share similar technical characteristics.

The review, in the form of a thorough investigation of these buildings' reinforced concrete frame, aimed to identify any potential concerns with the RCF following issues first noticed at another building in 2017.

### **What is Barratt PLC doing?**

As a precaution, the engineers appointed by Barratt PLC, have advised that some elements of the RCF, including some of the concrete columns in the car park of Eastgate building, as well as those in the residential areas, will need additional engineering work. Engineers have already begun work to the undercroft and are carrying out investigations to identify the extent of the work required elsewhere.

We have been assured by Barratt PLC and their specialist consultants that there is no cause for concern.

## Further work

Although we do not have the full details from Barratt PLC of exactly what work will be required, they have advised that the further engineering work is likely to be quite disruptive. As soon as we have more details, such as when the works will start, how long they will take and whether some apartments will be more disrupted than others, we will update you.

## How will residents be affected while the work is done?

The investigations are still underway, and as such, Barratt PLC does not currently have the details of the specific works that may be required and how the work will impact residents. However, we have been advised that it is likely that some residents may need to temporarily relocate while the works take place to ensure they can be completed as quickly and safely as possible. We are talking to Barratt now to establish how disruptive this work is likely to be and as soon as we know more we will let you know.

If any residents are required to temporarily move out, we will ensure that affected households have plenty of notice and all the help and support needed to make this as easy as possible. Barratt PLC has already confirmed that none of the costs for this work will be charged to residents either directly or through service charges. This includes the cost of any temporary relocations.

We know that this is not news you would want to hear. Having to move out for a short period of time is unwelcome but the safety and wellbeing of our residents is our top priority. We are working closely with Barratt PLC and its team of engineers to ensure this work is completed quickly and with as little disruption possible.

## Is this connected to the external wall system work?

No, this work is separate and not connected to the building safety works to the external wall system. That work will be continuing alongside any further engineering works by Barratt PLC. We do not expect significant delay to the external wall system remedial work, but we will advise you if this changes.

## Next update

We will write to you again with an update within the next four weeks. We will also be organising an online residents' meeting so that you can ask any questions and meet the team. If you would like to attend, please provide your email address so that we can send an invitation link.

In the meantime, if you have any immediate questions, please do not hesitate to contact us by email: [eastgate.info@shgroup.org.uk](mailto:eastgate.info@shgroup.org.uk) .

Yours sincerely

Suzanne Horsley  
**Director of Building Safety**  
**Southern Housing Group**