

09 September 2021

Dear resident,

Delays to Lisgar Terrace Peacock Court Completion

I am writing with news about the Lisgar Terrace refurbishment programme. Unfortunately, a serious water leak in one of the flats in Peacock Court has caused significant water damage to the interior of several flats in that building. This means the final completion date for the refurbishment works is delayed.

The escape of water was caused by a factory-fitted valve in one of the new boilers. Our primary contractor, Durkan, has already sent the boiler back to the manufacturer for a forensic inspection and analysis. Naturally we all want to be sure that the faulty valve is a one-off occurrence.

Peacock Court was scheduled for completion in **September 2021**. The scale and scope of the extra work required, combined with the UK-wide supply-chain and materials concerns that you will have heard about in the news, means we do not yet have a definitive programme and timetable. However, we have been assured that we can expect full completion **no later than early next summer**. Durkan's project team is working hard to confirm the timetable and hopes to finish earlier.

The work on Dorigen Court and Garland Court is not affected. These buildings remain on track to complete as planned.

We will write to you later next month with a further update. In the meantime, Southern Housing Group is also updating Councillors and others affected by this situation.

If you have any questions or concerns regarding this in the meantime, please do not hesitate to contact our Customer Service team using the contact details below.

Phone: [0300 303 1772](tel:03003031772)

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Ian Pattinson

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