

Kingston Quay Residents' Association

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Barratt Homes West of Scotland
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17th March 2010

Kingston Quay Wallace Street Glasgow

For the attention of Mr James Watson Managing Director

Dear Mr Watson

Building Defects

As you are aware we have put a hold on legal action against your company regarding the as built defects which are highlighted in our surveyors report, to allow you to make assessment and carry out the necessary repairs. We supplied both yourself and NHBC with a copy of the report some 10 months ago and expected action to have been taken to rectify the issues. To date you have failed to rectify the problems. Purchasers who put their faith in buying their property from the country's largest builder deserve nothing less than a high quality service, but to date that has not been our experience.

I met with your Mr Ian Ross complaints manager over two months ago.

At that meeting Barratt were given permission to carry out a further survey to assess the condition of the roof. This was on the understanding that KQ would receive your full report and recommendations on how you intend to rectify the defects. It was agreed that your report was to be completed and passed to KQ within four weeks. To date we have still not received said report.

Our survey report highlights the problem areas and as built defects which are repeated throughout the full building. The report also confirms the poor building practices which were employed by your sub contractor. It is now imperative that you confirm exactly when your company intends to rectifying all the items contained, this will prevent further deterioration in the fabric of the building to continue.

There are various other matters to discuss with regard to the overall condition of our building including the reimbursement for repairs which have been completed to date. For example, Mr McGhee agreed to cover the costs for sub standard lifts to be repaired some 2 years ago but then reneged on this offer. One lift has been out of operation for approximately 4 years. The development has also incurred considerable expense in replacing the ropes in a number of the remaining lifts. The ropes should

have a life span of 10 years plus, but in our case required replacement within four. We have been advised that the damage was caused by moving building materials at the initial construction stage.

The owners, through our factors A&K, were required to complete and pay for these repairs. Failing to do so would have caused the lifts in question to be condemned as unsafe by the insurance inspector. In fact the inspector has condemned a lift in core A this week due to the same problem.

The owners are having their AGM on 26th March 2010. We, therefore require your outline proposal and time frame for the work to be completed by 25th March. This will allow your response to be communicated directly to the 378 owners at the AGM. If you are not in the position to provide such details by this date the owners will be advised accordingly and legal action will be reinstated.

It has also recently come to our attention that your company is preparing to replace the kitchen and bathroom in a fellow owners flat. We understand the cost for the kitchen alone is in the region of £20,000.

As there are many owners who purchased flats at the similar date and at the premium rate, will you please advise when you intend to extend this offer to the remaining owners who meet the same criteria.

We are astonished that you are willing to carry out this work before the million pounds of as built defects are completed. The words Nero and fiddle come to mind

The fact that you are replacing the kitchen after only five years is confirmation that the product is of a substandard quality and is not as described in you sales brochures. Owners were told that they were buying into a luxury development and therefore expect high quality products throughout. Nothing could be further from the truth.

I would be happy to meet with you to discuss these issues and can be available at short notice if required.

I look forward to receiving your response.

Yours sincerely

Scott Ferrie
Chairman KQRA