From: Ivor Meredith <ivor.meredith@kingspan.com>

Sent: 18 June 2015 19:35 **To:** Graham Perrior

Cc: Dave White; Ian Davis (Operations Director); John Lewis; Steve Evans; Richard Burnley; Adrian Pargeter

Subject: Kingspan Project Query List

Hi Graham,

Further to today's meeting I attach our list of Projects that we are currently or have in the past had discussions on.

Can I ask that you help us understand which projects are on your radar, which ones are NHBC BC services and which are covered by your Warranty also most importantly which are pre 2014.

If you could help complete the columns highlighted in red we would be very grateful. As discussed if you can also advise from your list which jobs and cladding types your shortly looking to make a negative decision on and whether there is any additional information that will allow you to sign off the systems we can look to see if it is possible to obtain this information.

PROJECT NUMBER	DATE QUERY RECEIVED	PROJECT NAME	PROJECT ADDRESS	CLADDING TYPE	KEY CONTACT	CONTACT COMPANY DETAILS	STAKEHOLDERS / CONSULTANTS	NHBC Building Control Services	NHBC WARRANTY	PROJECT REGISTERED BEFORE 2014	Letter Written	Projects of concern	NHBC COMMENTS	
-------------------	---------------------------	-----------------	--------------------	------------------	----------------	-------------------------------	----------------------------------	---	------------------	---	-------------------	---------------------------	------------------	--

Once your produce your summary report if you could make this available to us so we may concentrate on the more urgent construction types.

From this matrix (headers copied above) you can also see :-

'projects of concern' – jobs where we have received all the build information and we feel that this construction would fall outside of acceptability based on our learnings from the testing in the last 12-18 months. As we have not received or reviewed all the project information this is not a conclusive list.

'Letter Written' – these are for projects where a letter of comfort has been written as we have been advised that the project has already been signed off pre Jan 2014 and all that is all that is required to satisfy yourselves. Please note we have only written these when we are happy with the construction's that have been retrospectively confirmed to us as we were not originally involved in the contract.

As advised at the meeting we are happy to work alongside you and assist you where possible to resolve the projects that have been highlighted as 'of concern'. We would also like to plan a review meeting when convenient at our Herefordshire HQ after your full summary has been completed.

Should you have any further questions please do not hesitate to contact the undersigned

Regards

Ivor J Meredith
TECHNICAL PROJECT MANAGER

mob: direct tel: direct fax:

From: Graham Perrior [mailto:GPerrior@NHBC.co.UK]

Sent: 16 June 2015 07:47

To: Ivor Meredith

Cc: Steve Evans; Dave White; Ian Davis (Operations Director); John Lewis

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Thanks for changing venues Ivor, very much appreciated.

Is a 10.00am start here in Milton Keynes convenient for you, or would you like to move the start time back slightly to allow for travelling?

We will review the latest BR 135 classification and get back to you.

I look forward to meeting Richard, Adrian and yourself on Thursday.

Kind regards

Graham Perrior MCIOB

Standards and Technical Manager

Direct tel:
email: gperrior@nhbc.co.uk



Raising Standards. Protecting Homeowners

NHBC | NHBC House | Davy Avenue | Knowlhill | Milton Keynes | MK5 8FP Tel: www.nhbc.co.uk

Please consider the environment before printing this e-mail

From: Ivor Meredith [mailto:ivor.meredith@kingspan.com]

Sent: 15 June 2015 18:20

To: Graham Perrior

Cc: Steve Evans; Dave White; Ian Davis (Operations Director); John Lewis

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Graham,

As our MD Richard Burnley is in attendance I have just had to check the availability with his secretary however Richard, myself and our new Head of technical and Marketing Adrian Pargeter will be in attendance.

For your perusal I have also attached the latest BR 135 Classification for a system using K15 which was referenced in our previous correspondence.

This is hot of the press so if you have any comments.

The 140mm K15 was tested behind a Euroclass B reconstituted stone cladding.

Regards

Ivor J Meredith
TECHNICAL PROJECT MANAGER

mob: direct tel: direct fax:

3

From: Graham Perrior [mailto:GPerrior@NHBC.co.UK]

Sent: 12 June 2015 13:22

To: Ivor Meredith

Cc: Steve Evans; Dave White; Ian Davis (Operations Director); John Lewis

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Good afternoon Ivor, trust you are well.

Regarding the meeting scheduled to take place at your production facilities in Pembridge next Thursday 18th June @10.00, would you agree to switching venues to our Milton Keynes Office?

Apologies for the short notice but perhaps let me know if this is convenient?

I look forward to hearing from you.

Kind regards

Graham Perrior MCIOB

Standards and Technical Manager
Direct tel:
email: gperrior@nhbc.co.uk



Raising Standards, Protecting Homeowners

NHBC | NHBC House | Davy Avenue | Knowlhill | Milton Keynes | MK5 8FP Tel: www.nhbc.co.uk

Please consider the environment before printing this e-mail

From: Graham Perrior Sent: 28 May 2015 14:53

To: 'Ivor Meredith'

Cc: Steve Evans; Dave White; Richard Burnley; Adrian Pargeter; Tony Millichap; Jo Caple; John Lewis; Ian Davis (Operations Director)

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Ivor.

Thank you for the update, we will review and respond shortly.

Regarding a meeting, We would like to accept your invitation to visit the Kingspan production facilities in Pembridge on the morning of Thursday 18th June 2015, perhaps a 10.00 start if this is convenient to you?

Steve Evans, Dave White, John Lewis and myself will attend.

I look forward to seeing you on the 18th june.

Kind regards

Graham Perrior MCIOB

Standards and Technical Manager
Direct tel:
email: gperrior@nhbc.co.uk



Raising Standards. Protecting Homeowners

NHBC | NHBC House | Davy Avenue | Knowlhill | Milton Keynes | MK5 8FP Tel: www.nhbc.co.uk

Please consider the environment before printing this e-mail

From: Ivor Meredith [mailto:ivor.meredith@kingspan.com]

Sent: 27 May 2015 14:41

To: Graham Perrior

Cc: Steve Evans; Dave White; Richard Burnley; Adrian Pargeter; Tony Millichap; Jill Lewis; Jo Caple

Subject: FW: Kingspan Kooltherm K15, use in facades above 18m.

Hi Graham,

We would welcome a chance to catch up and as discussed previously and would be happy to extend the invitation for you to visit our production facilities in Pembridge, Herefordshire, HR6 9LA or we could come to you.

5

This would also be a good opportunity for you to meet our new Head of Technical Adrian Pargeter.

Currently the following dates are possible at our head office or possibly at MK:-

18th June 22nd June AM only 23rd June 2nd July AM only

We are currently very busy trying to tackle the queries coming from industry with regards to the buildings that have already been sanctioned for construction (pre January 2014) however we have had no involvement in the contract or design until it has been completed. Thus it would be valuable to have a full understanding of how and who this was communicated to and what your expectations are from Kingspan.

I have added an update to your questions below:-

- 1. The following two reports above have been received from builders and have been successful in being able to demonstrate compliance with the performance criteria of BR135 as outlined in Option 3 of the BCA Guidance Note.
 - An Exova fire test assessment on a brick clad cladding build-up accepted by NHBC
 - A BWC assessment of a building with projecting concrete walkways at each level accepted by NHBC
 - Feedback I have received from our customer base is that the NHBC are now happy with K15 behind 102.5 brickwork and precast concrete panels, could you possibly confirm if this is the case.
 - Also if an assessment report has been written on a flat wall construction on a specific project are the NHBC happy to accept that as evidence if exactly the same build up is used else where.
 - We have a number of additional assessment reports that are due to be issued thus once we are in receipt we will add to the dropbox however you will also receive these from your clients as well.
- 2. During a previous meeting it was mentioned that a BR135 Certificate exists for the Terracotta fire test. It would be most helpful if you could send a copy of this certificate?
 - Attached to previous correspondence as sent on the 28th
- 3. Perhaps you could also provide us with an update on the current position in respect of the reports from the March 2015 fire tests on Terracotta and CAREA?
 - We are still waiting on these reports however we can confirm that the 140mm Terracotta system and the 140mm CAREA systems met the requirements of BS 8414-2 / BR 135 As soon as we have this information we will send this across.
- 4. It would also help if you could provide an update on how the test programme is progressing? In this respect it would seem sensible from our perspective to test an aluminium faced system as a matter of priority, which may provide indicative performance results that could be useful in other scenarios.
 - We have taken on board your comments and have progressed with the construction of an ACM system. All being well this will be burnt by the end of June.

We can provide further detail of the further test program when we meet. Should you have any queries in the meantime please do not hesitate to give me a call on the numbers below.

Thanks and regards

Ivor J Meredith
TECHNICAL PROJECT MANAGER

mob: direct tel: direct fax:

From: Graham Perrior [mailto:GPerrior@NHBC.co.UK]

Sent: 27 May 2015 11:49

To: Ivor Meredith; Tony Millichap

Cc: Steve Evans; John Lewis; Dave White

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Good morning Tony / Ivor

Trust you are well.

We don't appear to have received any further information since your e-mail 28th April 2015, copied below.

As it's been a while and this problem certainly won't just go away, I would suggest that now is probably a good time to get together for an update on respective progress?

Perhaps you could advise of convenient dates to meet?

Kind regards

Graham Perrior MCIOB
Standards and Technical Manager
Direct tel:
email: gperrior@nhbc.co.uk



Raising Standards. Protecting Homeowners

NHBC | NHBC House | Davy Avenue | Knowlhill | Milton Keynes | MK5 8FP Tel: www.nhbc.co.uk

Please consider the environment before printing this e-mail

From: Ivor Meredith [mailto:ivor.meredith@kingspan.com]

Sent: 28 April 2015 15:59

To: Graham Perrior; Ian Davis (Operations Director)

Cc: Steve Evans; John Lewis; Dave White

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Dear Sirs,

We trust all is well.

Please find attached revised BS 8414-2 Report which includes 12mm CP board Sheathing and relevant BR 135 Classification. We will follow with an update and address your questions below.

Regards

Ivor J Meredith
TECHNICAL PROJECT MANAGER

mob: direct tel: direct fax:



From: Graham Perrior [mailto:GPerrior@NHBC.co.UK]

Sent: 08 April 2015 08:26

To: Tony Millichap; Ian Davis (Operations Director)

Cc: Ivor Meredith; Richard Burnley; Steve Evans; Jo Caple; John Lewis; Dave White

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Dear Tony.

Thank you for your e-mail update 13th March 2015.

We have reviewed the additional information and summarise our findings below. Where appropriate we have included suggestions on how to move forward.

- 1. The following two reports above have been received from builders and have been successful in being able to demonstrate compliance with the performance criteria of BR135 as outlined in Option 3 of the BCA Guidance Note.
 - An Exova fire test assessment on a brick clad cladding build-up accepted by NHBC
 - A BWC assessment of a building with projecting concrete walkways at each level accepted by NHBC
- 2. During a previous meeting it was mentioned that a BR135 Certificate exists for the Terracotta fire test. It would be most helpful if you could send a copy of this certificate?
- 3. Perhaps you could also provide us with an update on the current position in respect of the reports from the March 2015 fire tests on Terracotta and CAREA?
- 4. It would also help if you could provide an update on how the test programme is progressing? In this respect it would seem sensible from our perspective to test an aluminium faced system as a matter of priority, which may provide indicative performance results that could be useful in other scenarios.

9

I trust this is satisfactory and look forward to receiving further details.

In the interim please let me know if you require further information.

Regards

Graham Perrior Standards & Technical Manager

Direct tel: Direct fax:

Mobile: email: gperrior@nhbc.co.uk

NHBC | NHBC House | Davy Avenue | Knowlhill | Milton Keynes | MK5 8FP www.nhbc.co.uk | Tel:

From: Tony Millichap [mailto:tony.millichap@kingspan.com]

Sent: 13 March 2015 18:17

To: Ian Davis (Operations Director)

Cc: Ivor Meredith; Richard Burnley; Alistair Hodder; Steve Evans; Jo Caple; John Lewis; Dave White; Graham Perrior

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Hello lan,

As promised under action point 1 please find attached an updated schedule of testing. We do hope the schedule shown may be further accelerated, ongoing discussions with BRE suggest this may be possible and we will keep you informed.

Under point 5 we have instigated a 'global specification' to be created based upon existing test data as that used for the Elephant Park assessment to cover masonry or concrete outer leafs (anticipate earliest receipt beginning of May).

Action point 6 has progressed in that we feel some resolution has been made around clarity of BS8414 test duration via the working group, we will renew pursuing this with BRE.

We trust the foregoing and enclosed is of assistance. Please do not hesitate to contact me with any queries.

Regards

Tony Millichap Head of Technical

Mobile

From: Ian Davis (Operations Director) [mailto:IDavis@nhbc.co.uk]

Sent: 05 March 2015 17:02

To: Tony Millichap

Cc: Ivor Meredith; Richard Burnley; Alistair Hodder; Steve Evans; Jo Caple; John Lewis; Dave White; Graham Perrior

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Tony,

Many thanks for meeting us today. There was some useful progress made. Attached is a short note recording the agreed actions. Let me know if you any amendments.

10

Regards

From: Tony Millichap [mailto:tony.millichap@kingspan.com]

Sent: 27 February 2015 08:21

To: Graham Perrior

Cc: Ian Davis (Operations Director); Ivor Meredith; Richard Burnley; Alistair Hodder; Steve Evans; Jo Caple

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Dear Graham,

Firstly we would like to confirm our preference for a meeting next Thursday 6th March, at your location in Milton Keynes at a time to suit yourselves to be confirmed. In attendance for Kingspan Insulation would be Mr Richard Burnley Managing Director, Mr Ivor Meredith Technical Projects Manager and myself.

Below I have provided further narrative to explain how the evidence listed was originated chronologically, an additional column in the list further explains the relevance with respect to the various routes to compliance we have encountered. Further I have attached a programme of ongoing and future testing, the rationale for which is also discussed below.

The original test result to **BS8414 Pt1 (Kooltherm K15 60mm, cement particle board)** was completed in 2005 and marked our commitment to support Kooltherm K15 as fit for the intended purpose, subsequently the result was incorporated within independent approvals (BBA and LABC) as aids to demonstrate compliance.

Further testing was commissioned to address queries raised via consultants on specific projects and resulted in a test to **BS8414 Pt2 (Kooltherm K15 85mm, high pressure laminate)** which represents a common combustible cladding format.

From this point on we have supported many varied approaches to compliance through various project teams resulting in the evidence referenced. Test result **BS8414 Pt2 (Kooltherm K15 80mm, terracotta cladding)** again aims to represents a broader section of the market.

Our forward test programme is predicated on trying to capture the widest spectrum of variables encountered through our experience. The primary factors being level of fire performance (combustibility) of a given cladding format and secondly thickness variation in Kooltherm K15. Other potential variables such as sheathing boards and secondary grids / methods of attachment and fire barriers have remained constant where possible and form part of our specification advice.

Within the attached spreadsheet we have summarised the split of cladding formats encountered. This alongside analysis of Kooltherm K15 thicknesses specified has helped to shape the test programme.

Our ongoing involvement with ARUP among other consultants has included project specific assessments (First Street) but also looking into solutions around demonstrating wider relevance of testing evidence and sense checking the principles behind our forward test programme. We are committed alongside ARUP to supporting a PHD thesis resulting in a mathematical solution to anticipating performance given the various established data points.

NHB00001136/12

Considering a wider context we are also involved in the consultation process around reviewing the standards involved. Colleagues within our wider business are also generating performance data against European standards such as DIN4102, SP105 and LePIR all of which will help inform future solutions and assist with influencing the development of a European standard which has begun.

I trust the foregoing is of some assistance ahead of our meeting and look forward to seeing you on the 6th March. Please do not hesitate to contact me with any queries.

Regards

Tony Millichap Head of Technical Mobile

From: Graham Perrior [mailto:GPerrior@NHBC.co.UK]

Sent: 24 February 2015 16:50

To: Tony Millichap

Cc: Ian Davis (Operations Director); Ivor Meredith; Richard Burnley; Alistair Hodder; Steve Evans

Subject: RE: Kingspan Kooltherm K15, use in facades above 18m.

Dear Tony

Thank you for your e-mail dated 17th February 2015 and for the link to the Kingspan drop box which contains a considerable number of substantial documents.

I expect you are aware that, following Ian Davis' letter of 5th February 2015 to you and his letter of the same date to Gene Murtagh, we received a letter from Kingspan's solicitors concerning the information we intend to publish for builders. We have provided a draft of our communication to builders to Kingspan's solicitors. We have allowed time for a reply later this week before we publish it.

As stated in our response to Kingspan's solicitors we are keen to continue our discussions, with NHBC's objective being to understanding what evidence there is that can be published to support our mutual builder customers who chose to use K15 in situations outside of the scope of BBA certificate 08/4582. That evidence should demonstrate compliance with the Building Regulations and NHBC Standards, ideally in accordance with the guidance set out in BCA Guidance note 18 'Use of combustible cladding materials on residential buildings'.

The documents in the dropbox appear to be duplicates of documents you have already provided, and some are incomplete, which doesn't really help us to move forward.

Considering the amount of information provided, it would really help if Kingspan could:

• Provide a clear technical justification to explain the precise relevance of each document and how it helps demonstrate compliance with the Building Regulations and NHBC Standards, in particular in accordance with BCA Guidance note 18.

NHB00001136/13

- Where documents or research work are incomplete, tell us when the work is likely to be completed and when Kingspan will be able to share it with us.
- Describe to us the full programme of work proposed or underway, including the work being carried out by Arup, and the timescales so that we have a
 full picture of what is being proposed and can constructively contribute to the programme.

As you know, to help move forward we are willing to meet with you to discuss this. But to make any meeting effective, we would need your detailed response to the above points a few days before we meet.

Therefore I look forward to receiving further information as soon as possible and it would be helpful if you could let me know when I can expect to receive it. If you can get back to me by the end of this week, then we have availability to meet on Tuesday 3rd March or Thursday 5th March.

I will give you a call at 12.00 midday tomorrow to check whether you have any queries on the above .

Best Regards

Graham Perrior Standards & Technical Manager

Direct fax:

Mobile: email: gperrior@nhbc.co.uk

NHBC | NHBC House | Davy Avenue | Knowlhill | Milton Keynes | MK5 8FP | www.nhbc.co.uk | Tel: | Fax |

Please consider the environment before printing this e-mail

From: Tony Millichap [mailto:tony.millichap@kingspan.com]

Sent: 17 February 2015 10:20

To: Graham Perrior

Cc: Ian Davis (Operations Director); Ivor Meredith; Richard Burnley **Subject:** Kingspan Kooltherm K15, use in facades above 18m.

Dear Graham,

Further to our ongoing correspondence and as promised via our telephone conversation Friday 13th February, I have enclosed a consolidated summary of supporting evidence with respect to the use of Kooltherm K15 above 18m. Documents referenced can be accessed here – Click here to view NHBC.

As discussed we would welcome the earliest opportunity to meet and progress solutions to ongoing concerns. Please do not hesitate to contact me in the event of any queries.

Regards

Tony Millichap Head of Technical

Mobile **M**

Kingspan Insulation Limited

Pembridge, Leominster, Herefordshire, HR6 9LA, UK

tel: fax:

www.kingspaninsulation.co.uk







Kingspan Insulation is a limited company registered in England and Wales. Registered Number: 01882722. Registered Office: Pembridge, Leominster, Herefordshire, England. HR6 9LA. VAT GB428602456. This e-mail (including any attachments) is confidential and intended solely for the use of the addressee. If you have received this e-mail in error please notify the sender immediately, delete the e-mail from your system and destroy all hard copies. Any unauthorised dissemination, distribution or copying is prohibited. Although we have taken steps to ensure that this e-mail (and any attached files) are free from virus, it is your responsibility to carry out your own virus checks before opening any attachment. We cannot accept any liability for loss or damage sustained as a result of software viruses. E-mails and communications sent by or to persons in our firm may be viewed and monitored by persons other than the named addressee.

This email is confidential and is intended for the addressee only. If you are not the addressee, please delete the email and do not use it in any way. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. NHBC reserves the right to monitor all email communications. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email. NHBC, the National House-Building Council, is limited by guarantee in England, No 320784. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. NHBC Building Control Services Ltd, registered by guarantee in England with Company No. 01952969. Registered

address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC Services Ltd registered by guarantee in England, No 03067703. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. If you make a claim under a Buildmark policy your personal details will be stored and processed in accordance with the Data Protection Act. Your personal details may be passed to others involved with your claim such as the original builder, or a consultant or remedial works contractor that we may employ in connection with your claim(s) and matter ancillary to your claim(s). Other than disclosure provided for in this statement, we will not pass any data about you to any other party without your permission unless we are required to do so by law.

This email is confidential and is intended for the addressee only. If you are not the addressee, please delete the email and do not use it in any way. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. NHBC reserves the right to monitor all email communications. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email. NHBC, the National House-Building Council, is limited by guarantee in England, No 320784. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. NHBC Building Control Services Ltd, registered by guarantee in England with Company No. 01952969. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC Services Ltd registered by guarantee in England, No 03067703. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. If you make a claim under a Buildmark policy your personal details will be stored and processed in accordance with the Data Protection Act. Your personal details may be passed to others involved with your claim such as the original builder, or a consultant or remedial works contractor that we may employ in connection with your claim(s) and matter ancillary to your claim(s). Other than disclosure provided for in this statement, we will not pass any data about you to any other party without your permission unless we are required to do so by law.

This email is confidential and is intended for the addressee only. If you are not the addressee, please delete the email and do not use it in any way. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. NHBC reserves the right to monitor all email communications. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email. NHBC, the National House-Building Council, is limited by guarantee in England, No 320784. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. NHBC Building Control Services Ltd, registered by guarantee in England with Company No. 01952969. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC Services Ltd registered by guarantee in England, No 03067703. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. If you make a claim under a Buildmark policy your personal details will be stored and processed in accordance with the Data Protection Act. Your personal details may be passed to others involved with your claim such as the original builder, or a consultant or remedial works contractor that we may employ in connection with your claim(s) and matter ancillary to your claim(s). Other than disclosure provided for in this statement, we will not pass any data about you to any other party without your permission unless we are required to do so by law.

This email is confidential and is intended for the addressee only. If you are not the addressee, please delete the email and do not use it in any way. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. NHBC reserves the right

to monitor all email communications. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email. NHBC, the National House-Building Council, is limited by guarantee in England, No 320784. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. NHBC Building Control Services Ltd, registered by guarantee in England with Company No. 01952969. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC Services Ltd registered by guarantee in England, No 03067703. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. If you make a claim under a Buildmark policy your personal details will be stored and processed in accordance with the Data Protection Act. Your personal details may be passed to others involved with your claim such as the original builder, or a consultant or remedial works contractor that we may employ in connection with your claim(s) and matter ancillary to your claim(s). Other than disclosure provided for in this statement, we will not pass any data about you to any other party without your permission unless we are required to do so by law.

This email is confidential and is intended for the addressee only. If you are not the addressee, please delete the email and do not use it in any way. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. NHBC reserves the right to monitor all email communications. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email. NHBC, the National House-Building Council, is limited by guarantee in England, No 320784. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. NHBC Building Control Services Ltd, registered by guarantee in England with Company No. 01952969. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC Services Ltd registered by guarantee in England, No 03067703. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. If you make a claim under a Buildmark policy your personal details will be stored and processed in accordance with the Data Protection Act. Your personal details may be passed to others involved with your claim such as the original builder, or a consultant or remedial works contractor that we may employ in connection with your claim(s) and matter ancillary to your claim(s). Other than disclosure provided for in this statement, we will not pass any data about you to any other party without your permission unless we are required to do so by law.

This email is confidential and is intended for the addressee only. If you are not the addressee, please delete the email and do not use it in any way. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. NHBC reserves the right to monitor all email communications. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email. NHBC, the National House-Building Council, is limited by guarantee in England, No 320784. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. NHBC Building Control Services Ltd, registered by guarantee in England with Company No. 01952969. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. NHBC Services Ltd registered by guarantee in England, No 03067703. Registered address: NHBC House, Davy Avenue, Knowlhill, Milton Keynes MK5 8FP. If you make a claim under a Buildmark policy your personal details will be stored and processed in accordance with the Data Protection Act. Your personal details may be passed to others involved with your claim such as the original builder, or a consultant or remedial works contractor that we may employ in connection with your claim(s) and matter ancillary to your claim(s). Other than disclosure provided for in this statement, we will not pass any data about you to any other party without your permission unless we are required to do so by law.