

26 August 2021

Alan Williams
17 Kotuku Cres
Takanini 2112

Dear Alan

I hope that you and your family are doing okay while we are operating in Level 4. While our teams are unable to build during this time, I thought I'd take a moment to provide you with an update on our engineering survey work for homes built by Finesse Residential in the Sunline Estate.

We continue to work through a process to fully understand the issues identified in some homes at Sunline Estate. As we have discussed this will take some time and we are still in the initial phase of assessing and understanding the issues. We began this process in late June and anticipate our initial investigation will be ready for review at the end of September, unfortunately this timeline may push out a little depending on the extent of our Level 4 lockdown period.

Our investigation to date

We are currently investigating the internal house structure and the external ground the estate was built on. To date we have completed the following:

- Completed an initial site visit with all homeowners to understand which homes have issues and explain our process going forward.
- Engaged a team of independent consultants who will assess both the interior and exterior of your homes.
- Completed an assessment of the current ground levels throughout the area which will help us compare what the levels are now to what the levels were when the subdivision was completed.
- Installed survey control points at a series of houses throughout the area which will allow us to monitor any possible change in floor levels going forward.

What comes next?

We have selected two homes for an invasive investigation. These homes are representative of the designs built by Finesse Residential in Sunline Estate and also are displaying more significant issues than other homes. This work will include the removal and reinstatement of wall linings and floor coverings to ensure we can investigate and document our findings effectively. Geotechnical Engineers will continue to review the ground levels taken and the ground conditions to ensure we understand the full scope. This may require access to the external parts of your property. **We will not require access internally unless we advise you in writing.**

Once we complete the findings from the internal and external investigations, an independent structural engineer will review the findings and will provide another update with what you can expect next. In the meantime, if you have any questions, please give me a call on 09 534 2754.

We appreciate your patience while we work through this process.
Please stay safe and take care.



Andrew Harrison
Director

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31 March 2022

Alan Williams
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Takanini 2112



Dear Alan,

Engineering study on homes at Sunline Estate

Since I was last in touch with you in August, I'm writing to update you on progress and next steps on the independent engineering study we commissioned on 18 Finesse homes in the Sunline Estate. I also want to thank you again for your cooperation and patience as this work has been carried out. This is very much appreciated.

You'll recall we wanted to better understand unexpected cracking occurring in walls in some houses within a defined group of homes. We have since undertaken monitoring through visual inspections and in some homes carried out more in-depth assessments which have included removing wall linings and carpets and foundation exploration.

For some homes, there is no impact at all which is what we would expect. For homes impacted we have confirmed what has been happening and the remedial work required. The key factor is the way the foundations in some homes are settling into the ground over time. Given the age of the homes this settling process will be coming to an end, but as I have set out in more detail below, the engineer's advice is to continue ground monitoring through another full cycle of seasons before beginning repair work. This way we can be confident the remedial work will be done correctly the first time and not need to be revisited.

We are sorry this further investigation and work has been needed and we will be doing everything we can to minimise disruption in providing a sure and lasting resolution as quickly as possible.

Findings from engineering study

Every new home is built with an allowance for its foundations to settle over time within an expected tolerance range. The independent engineer has established that the allowed tolerance range has been exceeded in some homes and we are now following this advice in working towards putting this right.

1. All homes in the Sunline Estate remain structurally sound, the recommendations below relate only to fixing the unexpected cracking in some walls we have seen in some homes.



2. We have identified how to fully remediate every home that has been affected and will discuss this with you. We will begin design work and preparation for remediation work required, once the monitoring work is complete, assuming our findings are in line with what we expect.
3. Before beginning this work, however, the independent engineer also recommends we maintain ground monitoring through a full year as there are normal variations in ground settlement from season to season to ensure all settlement as fully stabilised.
 - To do this we will install controlled reference points to ensure the best option for each individual home. This also means we now intend to complete monitoring in November 2022.
 - The independent engineer has recommended further investigation into the original geotechnical reports, which provided the basis for calculating how each home would settle, produced for the affected homes. We have begun working through this with the relevant engineers and expect to complete this process over the coming months.

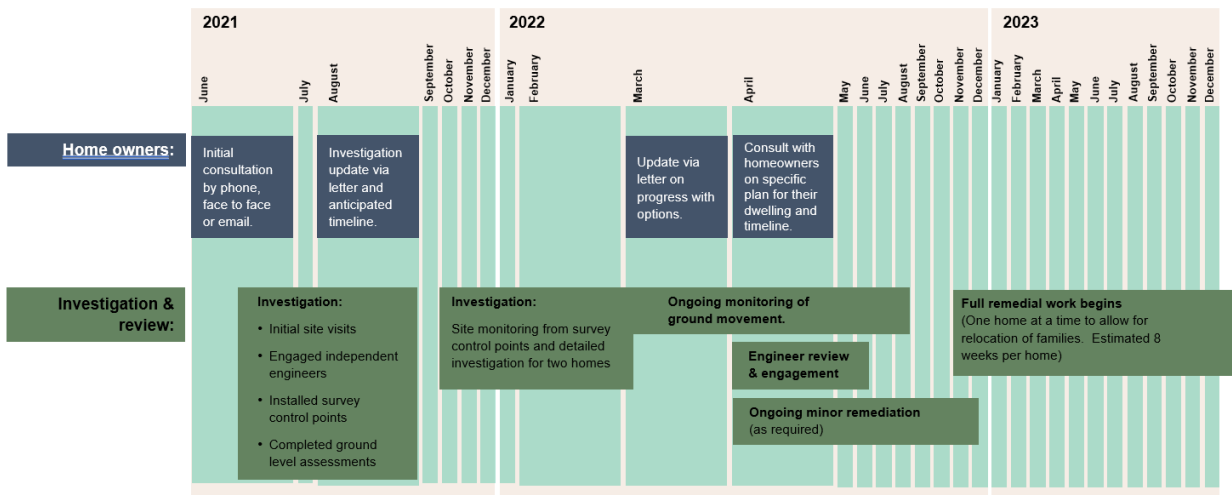
What does all this mean for you?

Finesse builds quality homes and we are committed to delivering the right solution for each of these homes. We want the best outcome for you and we will continue to work towards making this happen.

As noted, some homes will not need remedial work. Where work is needed we will discuss arrangements for completing this with you in more detail and closer to the time. To help reduce the impact of this on you we will provide alternative nearby accommodation as needed for you and your family.

To give you added assurance of the work undertaken we will commission and provide you with a second independent engineering report on your home 18 months after the remedial work has been completed.

The timeline below provides an overview on our progress so far and our recommendations for the future:



I will be happy to discuss this with you further and provide any more information that may be of help.

Kind Regards,

Andrew Harrison
Director

21 December 2022

Alan Williams
17 Kotuku Cres
Takanini 2112

Engineering study on homes at Sunline Estate



Dear Alan,

I'm writing to update you on progress regarding the independent engineering study we commissioned for 18 Finesse homes in the Sunline Estate earlier this year.

Over the past 12 months we have continued to monitor the levels of 27 Kotuku crescent. During November and December, we were able to work through the data collected to verify our remediation strategy. The results have shown us that our intended *remediation strategy* needs to be reassessed. We expected to align our remediation strategy with the data collected for the remedial works prior to Christmas, however the reassessment is vital in ensuring that we execute a robust remediation strategy so that the present issues in your home do not reoccur.

We are working with our independent engineer and remediation contractor to revise this strategy with the most recent meeting being held on the 14th December. We plan to continue working through the above with a priority for remediation of 27 Kotuku and anticipated commencing late January early February.

All communication for remedial works, scheduling, and required accommodation arrangements for those impacted will be shared with you in more detail closer to time.

We remain committed towards making this happen and apologise for this delay. I am happy to discuss this letter in person or over the phone if you feel the need.

Kind Regards,

Andrew Harrison
Director