

We have had time to read the letter from CHT published on the TGDT website ahead of the EGM. On reflection we are very disappointed with this letter and do not think it helps progress things. There are a few things we would like to note:

- **We would ask that you publish clarification on your website that neither Crystal nor myself have been the parties involved in any intimidating or unreasonable behaviours as stated in the final paragraph before the numbered paragraphs).** The approach you have taken leaves it open for the community to jump to conclusions which can lead to rumours and inaccurate portrayals of individuals. We have also passed this on to our solicitor for legal advice.
 - We would also like it recorded that as residents we have felt uncomfortable when Alpha employees have shown up unannounced at our home without being able to clearly explain why they were here.
- We feel that the whole letter is a textbook example of gaslighting and making it appear that the issues are our fault or the fault of geopolitics. We have highlighted as early as October 2022 (over 6 months before moving in) that there were **serious concerns around communication and delivery of the project**. This is all documented in emails including in summary emails to MSPs etc.
 - It is our strongly held opinion that many of the claims and issues outlined in the numbered section of your letter arose because of a vacuum of information created by poor/non-existent responses from CHT/TGDT. The meeting in November 2023 came about because we were incredibly frustrated by a lack of response to snagging issues and having been left for a significant period without heating or hot water or reasonable information about the delay in rectifying.
 - It also seems incredible that it took the occurrence of the EGM for you to publish some of the information in the letter. It is the first time we have heard many of your reasons for delays despite our repeated requests for information.
 - We asked some simple questions at the start of July 2024 regarding the August snagging works (we requested a copy of what you think the Snagging Items are for 8 Cults Drive so we can agree or query. This was promised after the visit by the Clerk of Works last year and we have never received it despite multiple requests), the completion of our landscaping, the Locogen Report, and the issues with the front doors. Despite telling us you would respond the following week we still haven't received any answers. **This is all on you, not geopolitics or any 'hostile environment' created by us.**
- **Snagging/Defects** – You state there have been 'extended delays'. This is an understatement – we are now five months past, and it should be noted there were also extended delays in the house being ready for handover (which resulted in us losing two sales of our previous house and more stressful times). As you are aware we were so concerned about the quality of visible work before moving in we paid for a Snagging Contractor who found 147 issues – this was before we moved in so doesn't fit your criteria of 'defects that may not have been obvious at handover' and questions how they were accepted in this condition. Although you state that 'at no point has any of those with building experience suggested the build was of poor quality or below expected standards', the Snagging Contractor when asked said that it was unusual to find issues such as our kitchen counter or the extent to which glasswork was scratched. Without

being asked, our carpet fitters who work in new builds all the time said they had very rarely experienced internal doors being left with no clearance under them such as ours were, and the blind fitter again without prompting said he had never seen such a poorly fitted patio door.

- We reported an issue with our front door in January 2024 **which you classed as urgent, but which still hasn't been fixed.**
 - More recently, we reported our thermostat has an error code which requires an engineer and is resulting in our heating coming on at random times **ten days ago but we still haven't had a response.**
- **Renewables** – (Point 9 in your letter) Locogen concluded that further training in their use was required. You have not been able to provide us with information as to when this will take place. Nor have we heard anything about the other recommendations.
- **Metering and Energy Costs (Points 11 & 12).** It is not true that the metering issue did not become clear until after occupying. We informed Oliver Giles by email about this before we moved in and asked if he could rectify. Nothing was done and then he later denied that he had known anything about the metering issue.
 - We sorted our own metering (after going to Energy Ombudsman) and have been with Octopus since March 2024. Although EDF were very poor in their response, TGDT & CHT were far from being without blame. This stressful period for us was over an extended timeframe and ended up with a back bill of £1100 covering seven months. In terms of cost, **we are paying almost £40 per month more than our previous home** which had a poor energy rating, and faulty windows and doors.
 - In terms of the solar we are getting 4.1p per kwh for any export. Octopus pay up to 15p per kwh but this requires a functioning SMART meter which ours isn't. We understand from Octopus that SMART meters don't work in this area. This was never explained by CHT/TGDT.
- **TGDT** – the final paragraph congratulates TGDT on their work with stakeholders – we strongly feel the one set of stakeholders they have refused to work or communicate with is us residents. It has always appeared to us that there was a lot of pride in delivering an affordable housing project but with no consideration for the people, made up of the community who TGDT & CHT represent, living in them. We have expressed our frustration previously that two community organisations have acted so poorly.

Just to reiterate previous correspondence, this process has been more than 'challenging and frustrating', it has put a real strain on our mental health and also impacted on the physical health of our elderly relative who was staying with us when we had no heating or hot water.

Your letter does nothing to address our concerns and instead seeks to make excuses and point fingers. We have had to explore so many different avenues because you have not provided adequate responses or action. This is why we have no trust or faith in you, why we are in the position of the EGM, and why we have also had to consult a solicitor. Again, as a small illustration from our own property we have an issue with the front door that you classified as urgent in January that still hasn't been addressed, we have had faulty heating for ten days that you have not responded to, you have refused to supply us with what you believe to be the

Snagging List for the property, you will not tell us if the landscaping (beech hedges) will be completed for our property, you have shown no indication to deliver the extra training in the heating system recommended in the report, and you have only responded to us in any meaningful form after the calling of the EGM. Your refusal to accept any responsibility or show any meaningful action is shameful and not in line with two organisations that are there to support the community.

We hope you have time to reflect before the EGM and come up with some specific, clear, and timetabled solutions.

Mark & Crystal
8 Cults Drive