

Questions for CHT

Following the responses to the Residents survey did you undertake any internal process to look at how concerns over communications could be improved?

Who checked the Snagging Lists that were sent out on 18th August 2024 – they are a very unprofessional document which cannot be easily understood by the resident.

Are you aware that Alpha have commented on items in the Snagging List saying they will not fix them when we have a written commitment from CHT in relation to those items.

When will you respond to questions about the completion of landscaping and the recommendations of the Locogen report?

You mention in your letter you have a catalogue of photos for reference. Can we see these please ASAP. These should include photos requested by CDMM in respect of November 2022 snagging.

Why did you only hold back £60,000 of the bill to make Alpha finish the work? Surely this is the crucial part of why next to nothing of the issues have been sorted in the last 18 months since people moved in.

Why has the 18mm boards been missed from the bathroom to future proof the building as per the plans which now cannot be added to allow items of weight to be bolted to wall for disability items in the future?

Why was the replacement Air Source Heat Pump fitted to Charlottes house in August 2024 from 2021 and 3 years old and with a sticker attached to it saying, 'Not for resale' and not like for like but working?

Why did the Builders and Clerk of Works miss so much at the end of the job that was neither rectified nor fixed before handover to leave only smaller snagging issues?

How did the Clerk of Works, paid to check the work, miss the fact that switches in the kitchens and utility rooms that isolate electrical appliances are hidden behind appliances and not freely available to switch the appliance off in an emergency?

Why have the £1000 EDDI's that allow free renewable power to be used in the houses been switched off?

Why did the electricians wire the EDDI's to make them look like they work when, according to their manufacturer, "they are doing nothing"?

Why do bathroom soil pipes not have access to maintain any issues and not go up through the roof as per the plans?

Why are all the patio doors either badly fitted, don't close or lock correctly, badly scratched, falling apart, and not fit for purpose, including being too narrow to be compliant with building standards as accessible doors?

What date was the standard changed from Silver to Bronze downgrading the homes eco credentials?

Who decided to downgrade from Silver to Bronze?

When did you realise the standard had been downgraded?

Do you admit that CHT worked as an Estate Agent for TDGT when not legally registered to do so?

Ronnie, you mention in your letter that the 'electrical installations were safe and indeed were of a good standard of workmanship'. Can we ask who confirmed they were? The explanation you give is too loose and doesn't give the full details. Can we have all the where, why, when and what on the situation rather than just your thoughts on the matter as noted above?

You mentioned faulty appliances and wet hands. When the incident happened there were no wet hands and no faulty appliances plugged in by the residents. Where has this come from, given that the electrician confirmed on site to the owner that the switch was indeed faulty.?

Ronnie – you question the residents when they say the houses are unfordable to heat. You say 'costs are in line with what we would expect'. Again, please explain in detail what tests were carried out, who looked at each property, what was their qualifications and when did this take place? Also, what do you expect the bills should be as you have compared what you expected to what they are currently using as a property so what amounts of KW and costs can you tell us?

Each property wants a full set of plans?

Looking at the Clerk of Works credentials online from their website do they conduct lots of work like this as we have struggled to find anything in the CDM portfolio of work other than projects that specifically mention they are MECHANICAL and ELECTRICAL ENGINEERS?

All the water supply pipes have not been insulated where they enter the building. Why is this the case and why did the Clerk of Works not notice this?

Normally the main parties on a large job like this would be the Builder, the Quantity Surveyor and the Architect. How much involved and which meetings did the architect attend? Did CHT or someone else take the responsibility of the architect in any meetings?

If you are not at fault with the overall breakdown in communication and the diabolical condition of these new houses, then who is at fault, and will you help fix all the issues?

Do you have a process for dealing with damage caused by contractors during snagging?

When do you plan to complete required works to move lamppost blocking footpath and install barriers to prevent vehicles driving down the footpath from Cults Drive into Auld School Close, i.e. Moray Council Transportation Department's snagging list?

When will the approved landscape plan on the CNPA website, also provided to each resident by USB stick after moving in, be fully implemented?

Questions for TGDT

Could you please provide an overview of the contractual framework for the project to the meeting, including who appointed who and when, together with their primary roles and responsibilities.

Why did you not pay a professional to check the snagging issues with the houses in the first year rather than leaving it to the tenants who may not have a skill set in this and as they are renting have no long-term responsibility to the property. The TGDT and the community own the properties and have a responsibility to catch every snagging issue.

On reflection, do you think it was a good idea to promote the housing including on radio and with a Royal visit when it was clear that residents had a lot of concerns?

It is beyond doubt that a mixed group of residents feel that they have been treated very poorly throughout this process and suffered from poor communication and lack of response to serious

concerns, e.g. left without heat, etc. Is there any individual or organisation who accept responsibility for this. Did you ever discuss how you would improve this as an organisation.

Please supply the residents with the full original Locogen specification and report as asked previously from 2020/21 that fully explains what is good and bad about the renewable system?

Why were Locogen asked to independently report on their original specification meaning it cannot be independent as they are checking their own work?

What was the CARES Funding actually for; when was it awarded, and what are the associated conditions?

Why have the Trust who were awarded CARES Funding to purchase £1000 EDDI's for the properties to redirect power to items so that these items can be used either free or at a cheaper cost not pushed to have these units working as surely this is a term of the funding to use it for working units that provide the benefits to the residents?

Do you have the documentation pack including warranties for each of the rented properties? And have you checked the warranties are indeed accurate and can be used in the event of an issue?

Why do you not want to listen to residents and work with them to fix the properties to the standard they should be?

Is it the case that only the Operations Manager and the Chair at TGDT make all the decisions and these are not getting passed to the other Directors and when discussions take place Directors are agreeing on items and decisions without the full facts?

How was it decided that Oli would update their position on the housing at the KATCA meeting and then refuse to answer questions saying this will bias the EGM – surely if there were concerns of biasing the meeting then the TGDT position should not be put forward either.

If you are not at fault with the overall breakdown in communication and the diabolical condition of these new houses, then who is at fault, and will you help fix all the issues?

Alpha have stated that TDGT was responsible for electric connections and meters. Could someone responsible explain why it all went so wrong?

Has TGDT now established a process for:

- a. reconciling electricity bills?
- b. restitution for unobtainable solar PV exports?
- c. restitution for additional electricity used due to missing insulation?
- d. restitution for additional electricity used due to ASHPs not working?

Do the tenancy agreements include the right to income from solar PV exports?

Why did 2 directors at the public meeting on 3rd July state that they were unaware of the issues with the housing when there had been a very large number of emails received raising concern. Why did your internal communication fail?

You state that an independent renewables report was commissioned and awarded to Locogen. As Locogen specified the system initially, how do you consider them independent?

When previously questioned on the renewable installation and wiring. He would not answer questions on the basis “we were trying to build a case”. Why would he state that and who coached him?

The chair of TGDT stated publicly that the board were “perfectly aware that there is no solar powered hot water in the properties” ... is this CHT’s position also?

Please tell the meeting who submitted all the required documentation to obtain completion certificates (as displayed on TGDT’s website) and on what dates were these documents submitted to Moray Council?

Who purchased and supplied the ASHP to all properties? Please confirm they were all brand new, with full installer’s and/or manufacturer’s warranty at the point of commissioning.

Mr McRae’s letter points 2,3,4,5 and 6 need transparent explanation to the floor. Please explain your thought processes on these matters as all parties present at the November 23 meeting are also present tonight. You will be prepared to do this?

Do you think the use of language that suggests intimidation of contractors by members of this community is constructive and truthful?

You will of course have in place a plan to deliver to this community the development as advertised, as per approved design statement, constructed to the relevant building standards and safe and fit for purpose? Please share your methodology to the meeting.

Please warrant to the meeting that all properties, upon entry, were in your expertise compliant in terms of insurability and mortgageability? And that currently in the event of a property insurance claim or a mortgage/loan inspection there would be no issues for the owners or tenants.

Can you warrant to the meeting that all properties are fully compliant with building warrants and approved and accepted plans and that they are electrically and structurally safe and legally compliant.

You will be able to attest that the onsite drainage is compliant with planning in terms of soakaway, rodding points and that all service pipes are correctly laid? Furthermore, please express your confidence to the meeting that we will find no latent defects with these installations as these also have been certified as completed to MC and CNPA. Who provided these certifications to the aforementioned bodies, when and was it part of their contracted responsibility?