

Date: 23rd July 2021

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Dear occupier,

We at Whitehouse Construction Ltd recently fitted flood resilient measures, including doors, to your property to help protect you and your home from the risk of flooding. We trust that these measures have helped reduce the worry and anxiety that can come because of this risk.

The flood doors installed have been designed & developed by us, over 15 years. They are manufactured at our state of the art, inhouse facility in Derby. The user guides issued to you at the time of installation state that the flood doors hold a Kitemark.

This is not the case. As part of a recent audit carried out by the Environment Agency and the British Standards Institute (BSI), it has been identified that the flood doors should not indicate that they carry Kitemark certification. Our flood doors are made in Derby. The Kitemark referenced belongs to our partner organisation who has ceased trading. This Kitemark only covers doors made at our partners premises and was withdrawn once the company ceased trading in March 2019. Therefore, we should not have referenced the flood doors were manufactured under a Kitemark certificate.

We are currently working with BSI and the Environment Agency to address this issue. Our lack of Kitemark certification to this one standard is not a reflection on the quality or fitness for purpose of our doors.

The original Kitemark referenced (PAS1 188) has now been superseded with a more stringent standard (BS851 188) requiring additional and more rigorous testing. We are and have always been committed to have our doors tested to this new standard and are currently working to secure dates in the immediate future at the testing facility. This is likely to be in September at the earliest.

As part of this process we thought it is important and necessary to write to all property owners that have our doors fitted and explain what is happening. Your flood doors are exactly the same as the ones we are having tested.

We hope that our commitment to secure testing demonstrates our confidence in product performance and thus providing even greater assurance, for you, the resident, that it will perform as required. Please note this matter relates to flood doors only.

In the meantime, we are offering residents:

1. a free maintenance check, and any required maintenance, of your flood doors. This will be carried out by our technicians at your convenience.
2. a dedicated hotline which will be available Monday to Friday between 08:00 and 17:00.

If you wish to talk to us about any of the information contained in this letter or would like to book a free maintenance check, please contact us:

- Telephone: 01335 344000
- Email: info@whc.ltd

We fully appreciate that the risk of flooding is an awful worry for those affected and our many years in this industry is purely driven by the desire to make a difference and reduce risk to home and business owners.



Our sincerest apologies for any inconvenience or concerns this oversight has caused. We trust the work we are completing now will lead to your complete peace of mind in our products performance, subject to compliance with the maintenance described in your user guide.

Whitehouse apologise wholeheartedly for the concerns that this may raise. This is a genuine oversight on our part and was not intentional. We remain committed to ensuring that you receive the best solution to increasing the flood resilience of your property. We are working with the BSI and Environment Agency to ensure that this issue is addressed at the earliest opportunity.

We have included a Frequently Asked Questions document for information. Should this not contain the information you need to answer any questions please contact us at the earliest opportunity.

Kind regards



Brell Ewart

Chairman, Whitehouse Construction