



Response to media reports: Jordan Springs East

You may be aware of media reports about a ground settlement issue at Jordan Springs East.

We have a vibrant and close-knit community at Jordan Springs East, one we've been a part of for more than a decade. We recognise that most Australians consider their home to be their most important asset and Lendlease is fully committed to supporting our affected customers.

Acting for our customers

Since becoming aware of the ground settlement issue in 2018, we've been working with residents to rectify the issue and its impact. This has involved:

- Extensive geotechnical investigations by an independent engineer, initially in the immediately impacted area and then for caution, the entire Jordan Springs East precinct;
- A peer review of the independent engineer's methodology by two other leading international geotechnical engineering firms;
- Inspecting homes to ensure they were structurally safe;
- Working with our customers to understand and rectify impacts;
- Establishing a compensation scheme for impacted residents;
- Establishing a dedicated customer hotline and email.

Localised impact

Our investigations and expert advice have determined that the excessive ground settlement issue is an isolated, localised issue, impacting around 90 houses in the Armoury Road area.

Since 2018, we've removed two houses at Jordan Springs East. In addition, at this stage we've offered to repurchase a further 42 houses where damage relating to settlement has occurred at a level considered to be inconsistent with Australian Standards despite the homes remaining structurally sound and safe to occupy. So far, approximately 20 owners have accepted our offer.

Compensation for our customers

We've established a compensation scheme with the Commissioner for Fair Trading to support those residents impacted by excessive land settlement at Jordan Springs East. This is anticipated to be a small group of residents in a localised area and is not a precinct-wide issue. Impacted residents have a choice under the scheme to either have their home repurchased by us or to receive appropriate compensation. The compensation scheme was developed with input from the NSW Office of the Building Commissioner. We'll continue to work with impacted residents in accordance with that scheme.

Protecting customer privacy

Owners are not asked to sign confidentiality agreements when we repair their property. In accordance with normal commercial and industry practice, owners who receive financial compensation or an agreement to repurchase their house are asked to sign mutual confidentiality agreements meaning Lendlease is also bound by confidentiality.

Penrith City Council action

Recently, Penrith City Council placed a notation on the planning certificates of 841 properties, before investigations requested by Council's experts have concluded. Based on the extensive geotechnical investigations that we've undertaken during the past two years, Lendlease doesn't agree with the position of the Council.

We're urging Council to provide clarity to customers around the removal of the notation from properties which are not impacted, and we remain committed to working with Council for the benefit of our customers.

For more information

Customers who are concerned can call our dedicated hotline for Jordan Springs East on 1800 906 470 or email jseenquiries@lendlease.com.