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Date: 2 March 2026

Great Cliff (Dawlish) Ltd
c/o Crown Property Management Ltd
135 Reddenhill Road
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FAO: Alex McCarthy

By email: alex@crownpropertymanagement.co.uk

Dear Alex

**FLATS 3, 11, 12, 13, 16 AND 20 GREAT CLIFF, MARINE PARADE, DAWLISH, DEVON EX7 9EX**

Further to instructions being received via Crown Property Management, we inspected various flats at the above development which are experiencing problems in relation to water ingress.

Our initial inspection was undertaken on 28 January 2026, followed by a second inspection on 20th Februa 2026.

Great Cliff is a purpose-built block of flats which we understand was built in 2006 by Midas Homes.

The property is of traditional construction, with masonry cavity external walls, slate covered pitched roofs and uPVC windows.

Several flats are experiencing water ingress, mostly entering through the heads of the windows, and the affected flats are located on differing floors of the property.

All flats affected are, however, affected on the sea-facing elevation.

**Areas affected.**

**Flat 3**

Flat 3 is provided on the ground-floor of the property and the area affected is the front bay window, where water drips through the head of the window into a bucket. We understand from speaking to the lessee that the water ingress only occurs during strong wind-driven directional rain conditions, although the paintwork on side reveals of the window are starting to peel, so the water ingress does appear to be travelling around the head of the window down the sides.

Inspecting externally, the window unit has a spandrel panel at first-floor level, and the mastics around the window unit and at the junction between the window and the spandrel panel have split.

uPVC windows will also allow water to collect in the frames, as they are hollow.

In terms or remedial works, re-sealing all of the mastics to the windows initially should reduce the amount of water ingress occurring, although in strong storm conditions, it is believed that the windows will allow water ingress through the junction with the gaskets.

Ultimately therefore, over the longer period, replacement of the window unit will be necessary, and it would be worth considering replacement in thermally broken aluminium, or similar, to provide a more robust window unit, and also one that is not hollow on the frame.

**Flats 11 & 12.**

Flat 11 and 12 are flats which are provided at second floor level, and the party wall between the two flats joins the centre of the front bay window.

Both flats are suffering from water ingress through the head of the bay window, with dampness extending in across from the splayed window in Flat 12, extending on the ceiling and to the head and sides of the window.

In Flat 11, the damp patch is apparent to the top corner of the window on the splayed bay window return.

Flat 16 and 17 are located at third floor level above and these flats and they have a small balcony flat roof provided above the bay window, which is lined with lead sheet.

Due to the promenade tiles, most of the lead sheet is not visible, although the box gutter does appear to be leaning backwards towards the building, and it is provided with a proprietary expansion joint.

There is a minor gap to the corner of the leadwork on the balcony of Flat 17, although water also appears to be entering on the parapet.

It is noted that some of the flats have had cavity trays replaced in past years, although with balconies, the problems relating to water ingress could be associated with several issues such as:

a) the failure in the lead sheet

b) problems associated with the detailing between the leadwork and the walls,

c) issues under the door threshold.

As Flats 11 & 12 are showing signs of failure leaking across the ceilings and not just above window heads, this is considered more likely to be a problem with the leadwork forming the balcony waterproofing. Whilst lead is a good material, there are now products specifically designed for balcony systems such as Westwood Industries Wecryl 230 system or Triflex.

In order to detail correctly, we would recommend that the coping stones are also lifted as part of any re-roofing works so that the roof membrane can be dressed up and across the top of the cavity walls to fully encapsulate the wall to roof detail.

The door threshold will also always be a weak point and the doors to the upper flat are old and could be leaking. Leaks on the door threshold will run behind the lead upstand and thus into the property beneath.

As part of any re-roofing scheme, the patio doors should be removed so the balcony membrane can be dressed up and over the threshold, and a lead tray can be installed under the doors to protect against water penetrating down through the door.

**Flat 13**

Flats 13 is located on the 2nd floor and is, again, suffering from problems with water ingress around the bay window. Damp staining is apparent each side of the central window, with the ceiling being damp stained. We were also advised that rainwater drips into buckets following rainfall on the right-hand splayed window when looking out. There is also damp running across the beam which spans the width of the bay.

Above this is another balcony serving Flat 18, although this balcony has been coated in felt as opposed to leadwork.

The doors serving this balcony do appear to be leaking, with the mortar eroded around the sides of the doors.

In addition, the upstand height to these doors is low, being approximately 70mm, and the British Standard for roof upstands requires a minimum of 150mm.

The leaking doors will unlikely however cause the damp staining above the head of the main windows, which is more likely to be a detailing issue where the balcony meets the perimeter walls, and potential cavity tray failure.

Again, we would recommend that the roof covering is stripped, with the coping stones being lifted so that the balcony waterproofing can run up and over the perimeter walls. In addition on this, we recommend the door set is replaced, and when it is reinstalled, it is installed over a lead tray to provide additional protection. The waterproofing system should also run up and over the threshold to the door aperture.

**Flat 16**

Flat 16 has water ingress running along the top of the double doors, which may also be contributing to the water entering Flat 11 beneath.

Flat 16 is on the 3rd floor of the property, beneath the main mansard roof and access will be required at roof level to fully inspect the roof level box gutter and associated roofing abutment.

There is a slate missing at roof level and this could be the source of water ingress if the sarking felt is not lapped correctly over the lead forming the box gutter.

As access will be required to replace the missing slate, we recommend the box gutter is checked for any blockages or failure when access provisions are available.

**Flat 20**

Flat 20 is a top-floor flat built within the mansard roof and is suffering from longstanding damp issues to the side of the mansard, and also to the flank wall in the living room. Damp levels to the side of the mansard were however a maximum 44%, with the dampness to the side elevation wall being between 19% and 23%, which is a reduction on when we last inspected.

Bearing in mind we inspected after a long period of storm weather, the damp levels were not particularly high, therefore previous repairs do seem to have improved matters.

There is nonetheless still some residual damp left over.

On the side of the mansard with the party wall, the mortar underneath the coping is cracking and would benefit from being raked out and re-pointed.

On the side wall side soakers on the roof do appear to be installed with an incorrect lap, and stripping out and replacing the soakers at this abutment would be beneficial.

We trust that this brief letter report provides the information and advice you require. If we can be of any further assistance, please do not hesitate to contact us.

We mention that our report has been prepared for you as our client, and we cannot accept responsibility for it to any third party who may become acquainted with its contents without our prior knowledge and consent in writing.

Yours sincerely

**TONY GERMAN BSc Hons MRICS**
**FOR AND ON BEHALF OF CROFT SURVEYORS**