

TURNBERRY QUAY

Building Safety Remediations - Internal & External

FREQUENTLY ASKED QUESTIONS

Here you will find a list of 'Frequently Asked Questions' (FAQs) about the building safety remediation works at Turnberry Quay (TQ) - these FAQs are available to download at the project website www.turnberryquay-remedials.co.uk

This document will be updated as required to ensure current information about the remediation works is always available.

If you have any queries that are not answered below, please reach out to your Resident Liaison Officer at the following email address rlo.turnberryquay@regenfacades.co.uk

CONTACT INFORMATION

EMAIL ADDRESS

rlo.turnberryquay@regenfacades.co.uk

WEBSITE

www.turnberryquay-remedials.co.uk

Q1: WHY ARE YOU UNDERTAKING WORKS AT TURNBERRY QUAY?

Bellway Homes commissioned a Fire Risk Appraisal of External Walls (FRAEW) and a Fire Safety Assessment (FSA) to Waterford Court, Cashel Court and Clonmel Court (collectively referred to as Turnberry Quay) - these assessments were carried out by an Independent Fire Engineer and made recommendations for remediation and maintenance to both the exterior and interior of the building.

Q2: WHAT EXTERNAL REMEDIATION WORKS ARE TAKING PLACE AT TURNBERRY QUAY?

Each building at Turnberry Quay requires remediation work to the façade - this will involve removing some of the existing components and replacing them with new or alternative products to meet the recommendations within the Fire Risk Appraisal of External Walls (FRAEW) report.

At Turnberry Quay, the external remediation works (to address life-critical fire safety defects) include the following:

- remove the existing aluminium & zinc rainscreen cladding system and replace with compliant components to provide a tolerable level of risk (as per the recommendations made within the FRAEW report). The existing cladding panels themselves will be reinstated as they already meet this requirement.
- remove brickwork locally around windows and doors and introduce suitable cavity barriers to provide a tolerable level of risk (as per the recommendations made within the FRAEW report). The removed brickwork will be saved and reused or replaced with colour matched alternatives.

Q3: WHAT INTERNAL REMEDIATION WORKS ARE TAKING PLACE AT TURNBERRY QUAY?

Each building at Turnberry Quay requires remediation work to communal areas and to apartment front entrance doors - this will involve removing some of the existing components and replacing them with new or alternative products or undertaking maintenance works to meet the recommendations within the Fire Safety Assessment (FSA).

At Turnberry Quay, the internal remediation works (to address life-critical fire safety defects) include the following:

- passive fire protection works within the communal ceiling void above each apartment front entrance door (forming the services penetrations into each apartment).
- communal fire and riser cupboard doors.
- apartment front entrance doors (FEDs).

Q4: WHO IS PAYING FOR THE REMEDIATION WORKS?

There will be no cost to residents or leaseholders (for remediation costs in connection with life-critical fire safety defects).

Q5: HOW LONG ARE THE REMEDIATION WORKS EXPECTED TO TAKE?

BUILDING NAME	FAÇADE START	FAÇADE FINISH	EWS1 CERT	INTERNAL START	INTERNAL FINISH
CASHEL	2025 Spring	2026 Spring	2026 Summer	2025 Spring	2026 Spring
CLONMEL	2025 Spring	2026 Spring	2026 Summer	2025 Spring	2026 Spring
WATERFORD	2025 Spring	2026 Spring	2026 Summer	2025 Spring	2026 Spring

Q6: WHAT CERTIFICATION WILL BE PROVIDED UPON COMPLETION OF THE WORKS?

EWS1 certificates will be provided by an Independent Fire Engineer to your Property Manager upon the successful completion of the façade remediation works - this document provides evidence that the external walls have been assessed for tolerable risk and meet the recommendations made within the Fire Risk Assessment of External Walls (FRAEW) report.

Please refer to FAQ Question 5 for anticipated timescales.

Q7: WHAT ARE THE WORKING HOURS GOING TO BE?

Hours of work permitted within the access license.

Monday to Friday	08:00am to 17:00pm
Saturday	08:00am to 13:00pm (by strict prior notification to meet key deliverables)
Sunday & Bank Holidays	No working.
Christmas & New Year 2025	No working between 23/12/25 to 05/01/26.

Q8: DO YOU NEED ACCESS TO MY PROPERTY?

Internal access to your property will be required to undertake an Internal Condition Survey prior to the commencement of works and to undertake mandatory maintenance to your apartment front entrance door (see FAQ Question 9 for further details about Internal Condition Surveys).

You will be contacted by the Resident Liaison team by advance notice when access is required.

Q9: WHAT IS AN INTERNAL CONDITION SURVEY AND WHY DO YOU NEED TO DO ONE?

Internal Condition Surveys are required to all apartments prior to the commencement of works - this is to ensure your home is returned to normal upon completion of the remediation and maintenance work (as vibrations to the walls may cause minor cracking to internal finishes).

Access to your home will be required to undertake the condition survey - an assessment of your walls and ceilings (and other finishes within close proximity will be taken) - a copy of the survey report will be shared with the leaseholder and act as a record of condition prior to the works commencing.

You are not obligated to have an Internal Condition Survey but refusal would mean we are unable to undertake repairs to your home upon completion of the works (should repairs be required).

Our Resident Liaison team will reach out to you and arrange a suitable appointment before works commence on site.

Q10: WHAT SHOULD I EXPECT ON THE CONDITION SURVEY VISIT?

- You will be contacted by the Resident Liaison team to arrange a suitable time and date for the survey.
- You will be told the name of the person carrying out the survey in advance of the appointment.
- The person carrying out the survey will present their ID card to you before requesting entry to your home.
- You will be required to sign an access consent form.
- The person carrying out the survey will take several readings and photos within your home.
- The inspection will take approximately 30 minutes to complete.
- The leaseholder will be provided with an electronic copy of the condition report within ten working days.

Q11: WHY IS THERE SCAFFOLDING ON MY BUILDING?

Scaffolding provides a safe and stable platform for our site teams to access and work at height.

It is required to facilitate the cladding and brickwork remediation works at Turnberry Quay.

Q12: WILL THE SCAFFOLDING BE WRAPPED IN PLASTIC SHEETING?

The scaffolding will be wrapped in flame-retardant debris netting – this is different to monoflex sheeting which is a solid sheeting sometimes used during construction.

Debris netting helps reduce the risk of personal injury and/or property damage caused by falling objects and creates a safer environment for operatives and pedestrians. Debris netting is typically made from a lightweight, porous material that allows light to pass through (making it suitable for recladding schemes where residents remain in-situ during the works).

Q13: CAN I USE MY BALCONY AND/OR TERRACE DURING THE WORKS?

It has been agreed with your Property Manager that you will not have access to your balcony and/or terrace until all works are complete and the scaffolding has been removed from your building – as the works pose a risk to personal safety and are effectively a construction site.

Access to your balcony and/or terrace will be restricted with a 'Jack-Lock' type adhesive fastener – this will prevent normal access to your balcony but will maintain some ventilation.

You will need to clear your balcony and/or terrace of all personal belongings prior to the commencement of works to ensure the safety of your items and to ensure safety critical works can proceed unobstructed. Our Resident Liaison team will reach out nearer the time to provide advance notice.

Items left on your balcony and/or terrace may cause delays to safety critical works.

Restrictions to your balcony and/or terrace does not affect your normal means of escape (please reach out to your Property Manager for further details about your existing Fire Strategy and Fire Risk Assessments).

Q14: WILL THE WORKS BE NOISY?

Remediation works to the cladding and brickwork will be noisy (as we need to remove the existing façade treatments and replace the system back to the main structure) and as such you should expect noise disruption until all works are completed on your building.

If you have concerns about the noise on site please contact your Resident Liaison Officer.

Q15: WILL SECTIONS OF THE BUILDING BE LEFT UNINSULATED?

Some of the external wall insulation needs to be changed as part of the cladding remediation works (behind the aluminium and zinc cladding areas) – but we will not leave the building exposed for any longer than reasonably needed, however some exposure should be expected due to the nature of the replacement works.

Q16: HOW WILL MY PRIVACY BE PROTECTED?

Operatives will require access to all areas of the scaffolding to undertake safety critical works – you are advised to close your windows and curtains when works are taking place directly outside of your apartment (you will find key updates on progress and a short-term programme within the monthly newsletters).

If you feel that your privacy is not being respected then please reach out to your Resident Liaison Officer to raise concerns or a complaint about a member of the site team (operatives will display an identification number on their personal hi-vis or helmet for reference).

Q17: WHAT SECURITY MEASURES ARE IN PLACE FOR THE SCAFFOLDING AND AROUND SITE?

It has been agreed that reasonable measures to secure the site include:

- securing the perimeter of the construction site by restricting access to the compound and scaffolding – this will be done by installing suitable fencing and signage with locked gates and dedicated access points.
- providing low level discreet lighting to the site compound, perimeter of the scaffolding and to the dedicated access points to deter unauthorised persons from accessing the construction site.
- providing an alarmed security system to the compound and scaffolding (utilising CCTV cameras and sensors) to alert the first responders of unauthorised access.
- restricting balcony doors to prevent unauthorised access to balconies or scaffolding during the works.

Q18: WHAT SHOULD I DO IF I WITNESS TRESPASSING OR CRIMINAL ACTIVITY?

Please follow these steps:

1. In an emergency situation you should consider contacting the emergency services on 999.
2. Inform the concierge of the situation.
3. Email the Resident Liaison Officer with details of the incident and provide any useful information that you may have gathered – this will help us investigate internally and take actions / make improvements to security provisions where appropriate.

Q19: WILL THE WORKS AFFECT THE PARKING IN LANARK SQUARE?

Some surface level car parking will be affected by the works (as space is required to position a site compound and set down area for material deliveries) – these areas will be occupied for the duration of the works and reinstated to their pre-works condition upon completion of the remediations.

Residents with affected car parking spaces will be reallocated within Lanark Square.

Q20: WILL THE SITE BE KEPT TIDY DURING THE WORKS?

Regen Facades commits to keeping the site and working areas tidy for the following reasons:

- **Safety:** A tidy site reduces hazards for workers and anyone else on the site.
- **Efficiency:** A tidy site allows workers to be more efficient with their tasks.
- **Professionalism:** A tidy site reflects well on the company.
- **Social Value:** A tidy site helps to reduce our impact on the community and the environment.

Please contact your Resident Liaison Officer if you have concerns about the cleanliness of the site.

Q21: WHAT IS THE REGULAR RESIDENT DROP IN SESSION?

The Resident Drop-In Session is an informal virtual meeting (facilitated by the Resident Liaison Officer) providing residents with an opportunity to meet the construction team and receive a direct update on progress and time for open Q&A dialogue with the wider stakeholder team.

Residents are encouraged to take up this opportunity for an additional communication route.

Reach out to rlo.turnberryquay@regenfacades.co.uk to learn more about this meeting and how to get involved.

Q22: WHAT IS THE REGEN FACADES COMPLAINTS PROCEDURE?

Your complaint should be made in writing to the Resident Liaison Officer via the email address provided.

The Resident Liaison Officer will inform the designated contact (usually the Project Manager) of the complaint and will communicate with both parties whilst the complaint is being reviewed.

Once the designated contact responds to the complaint and has either resolved the complaint or made reasonable efforts to address the complaint, the complaint will be closed.

Complaints will be dealt with promptly by the designated contact and resident liaison team - we aim to provide an acknowledgement within 48 hours and a satisfactory conclusion within 10 working days.

If the designated contact does not sufficiently address the complaint, you can request that it is escalated to the Project Director - this will automatically be copied to a Company Director.

You have the right to register a complaint via the Considerate Constructors Scheme - you can find out how to do this here <https://www.ccscheme.org.uk/for-the-public/complaints-procedure/>

Q23: HOW DO I CONTACT THE RESIDENT LAISON OFFICER?

Resident communication is encouraged via email so that queries can be accurately recorded.

Email Address: rlo.turnberryquay@regenfacades.co.uk

Phone: 07719 908008