



INTRODUCTION TO REGEN FACADES

Regen Facades has been contracted by Bellway Homes to undertake mandatory fire safety remediation work at Turnberry Quay (Waterford Court, Cashel Court & Clonmel Court) to both Internal and External areas of the building.

Remediation works and associated costs are being funded by Bellway Homes – there is no cost to residents or leaseholders.

A dedicated Resident Liaison Officer (RLO) has been appointed to ensure you are kept informed throughout the programme of works and to answer any questions you have. Christina can be reached via email at rlo.turnberryquay@regenfacades.co.uk

In the New Year, we will be hosting a 'Meet the Contractor Event' followed by a Q&A session about the upcoming works – this will provide an opportunity for residents to meet key members of the team and learn more about the planned remediations.

If you have any questions in the meantime, please reach out to your Resident Liaison Officer on the contact details shown here – we aim to provide a timely response to all queries and will seek answers directly from the construction and stakeholder teams.

Thank you for your co-operation in advance.

CONTACT INFORMATION

RLO EMAIL ADDRESS

rlo.turnberryquay@regenfacades.co.uk

RLO PHONE NUMBER

07719 908008

EMERGENCY CONTACT

07355 059518

WEBSITE & FAQs

www.turnberryquay-remedials.co.uk

ANTICIPATED PROGRAMME DATES

BUILDING NAME	FAÇADE START	FAÇADE FINISH	EWS1 CERT	INTERNAL START	INTERNAL FINISH
Cashel Court	2025 Spring	2026 Spring	2026 Summer	2025 Spring	2026 Spring
Clonmel Court	2025 Spring	2026 Spring	2026 Summer	2025 Spring	2026 Spring
Waterford Court	2025 Spring	2026 Spring	2026 Summer	2025 Spring	2026 Spring

SEQUENCE OF WORKS

1. In accordance with the Building Safety Act 2022, deliver a compliant façade design with fire engineered solutions to the Building Safety Regulator.
2. Commence Internal remediation and maintenance to the communal areas and apartment front doors.
3. Erect scaffolding and hoists to the exterior of the building to facilitate access for the façade remediation works.
4. Undertake the façade remediation works required to the **Cladding and Brickwork** areas (all in accordance with our strict quality assurance procedures).
5. Demobilisation from site.
6. Independent Fire Engineer will provide a compliant EWS1 certificate to your Property Manager.

JOIN THE MAILING LIST

Please reach out to you Resident Liaison Officer (RLO) via email at rlo.turnberryquay@regenfacades.co.uk to request to join or leave the remediation works newsletter mailing list.

Subscribers will receive a copy of the latest updates.

INTERNAL CONDITION SURVEYS

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 occur to internal finishes).

Access to your home will be required to undertake the survey – an assessment of your walls and ceilings (and other finishes within close proximity will be taken). A copy of this survey will be provided to the leaseholder as a record.

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 to your building (should they be required).

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

YOUR APARTMENT FRONT DOOR

Maintenance works are required to your apartment front door and to the services ‘letterboxes’ entering your home. You will be contacted by the Resident Liaison Officer to schedule an appointment for these **mandatory works** nearer the time.

You will need to be available for a weekday from 9am to 5pm for the necessary works to take place. Maintenance work will be undertaken in the morning on the day and an operative will return in the afternoon to carry out any making good.

CLEARING BALCONIES

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

Access to your balcony 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 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.

EWS1 CERTIFICATES

EWS1 certificates (from an Independent Fire Engineer) will be provided to your Property Manager soon after the completion of the façade remediation works.

FREQUENTLY ASKED QUESTIONS

You can download a copy of the Frequently Asked Questions factsheet from our dedicated remediations website – this can be accessed via www.turnberryquay-remedials.co.uk

If you have any questions in the meantime, please reach out to your Resident Liaison Officer on the contact details shown overleaf and we will seek answers from the relevant construction and stakeholder team members.