

Statement from Amy Butzki - Resident Liaison Officer at Winchester Mews - Swiss Cottage Leisure Centre

Dear Residents and Leaseholders,

We are pleased to inform you that Starfish Construction has been appointed by Barratt Redrow to carry out the works at Winchester Mews – Swiss Cottage Leisure Centre. Please find below the latest updates regarding the reinstatement works and onsite activities scheduled for the week ending **Friday 19th December 2025**.

News & Updates

Every Wednesday there is a Fire Drill in the car park of Winchester Mews - Visage Building, this is a standard procedure to test the fire alarm systems as part of the on-going safety procedures.

Site Updates & Resident Engagement

We are pleased to provide an update on recent activities at Winchester Mews, reflecting our continued commitment to accessibility, safety, and clear communication with all residents. Please find below all the information and updates for Winchester Mews.

News & Updates

QR codes have been posted to each resident, where you can scan the code using your smartphone or tablet - here you will find all the weekly updates for this project - if you have any concerns or would like to know about the on-going works the QR code is a very helpful system. Our team are working very hard to deliver this project smoothly and appreciate your co-operation.



"Scan the QR code to stay up to date with all weekly updates for Swiss Cottage – Winchester Mews. We look forward to having you join us!"

Visits This Week:

10.12.2025 - Health & Safety (Barrats)

11.12.2025 - QA - T&A



Should you have any questions about the works, please don't hesitate to contact Amy Butzki - Resident Liaison Officer via email on Abutzki@starfishltd.com or via telephone on [07539011441](tel:07539011441).

Internal Balcony Works - Breather membrane & Top Hats Installed



Courtyard - Fire barrier, Top hat and Panel Installation



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External Balconies - Breather membrane, Decking Removal, Panel Installation

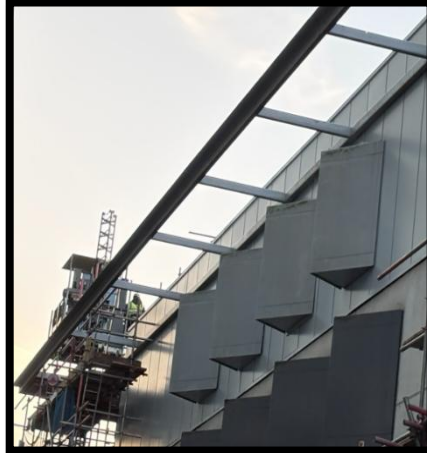


Plant Room - Courtyard - Pannels Installed

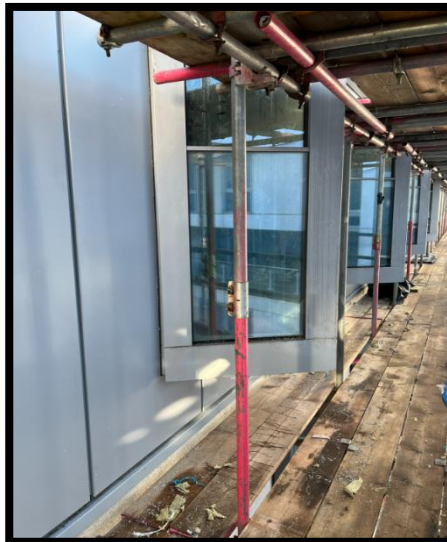


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Elevation 3 - Breather membrane and top hats & panel Installation



Elevation 3 - Panel Installation



Scaffolding Updates

- Scaffolding around the Swiss Cottage Leisure Centre is now **100% complete**, with handrail scaffolding securely placed around all balconies and terraces.
- Security alarms have been installed to ensure the safety of all residents.
- If you hear any unusual activity on the roof or have any concerns, please do not hesitate to reach out to a member of our team. We are always here to help and discuss any issues you may notice.
- If you see anything that doesn't look right speak to staff members and we will be happy to help.

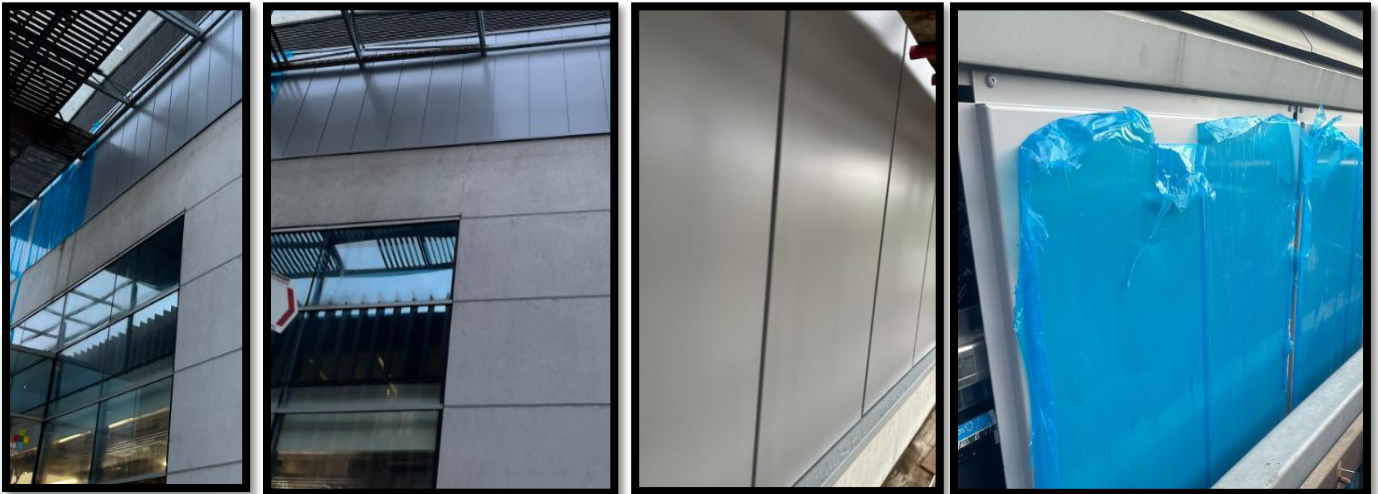


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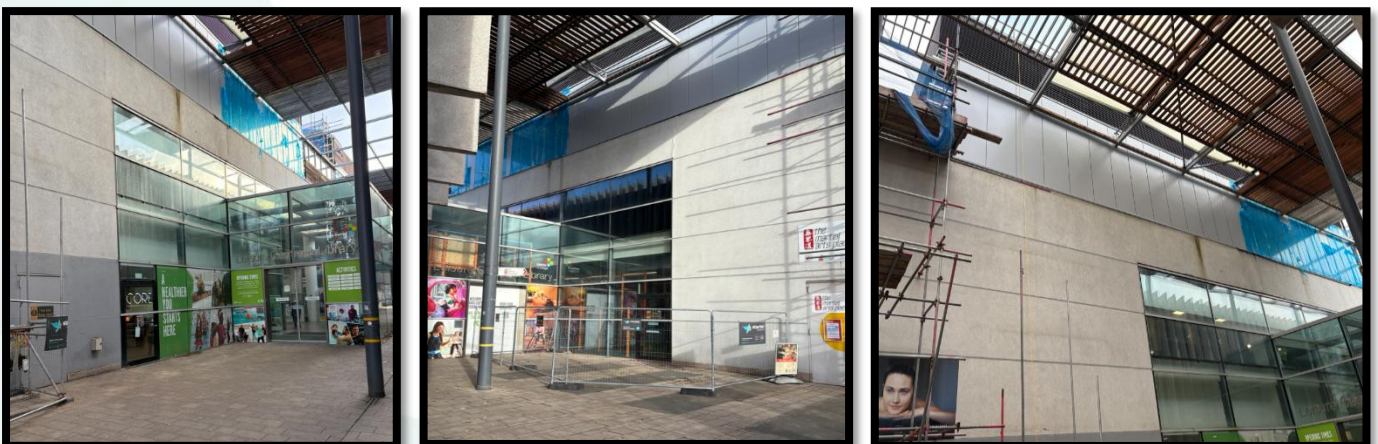
Scope of Works

- The remediation works include the complete removal of the existing ACM cladding system, as well as all timber decking and balustrades. These will be replaced with a more efficient and secure aluminium cladding system.
- We have now completed the top hats.
- installation of fire barriers has now begun and the next stage of works will be the panel installation.
- Installation of new aluminium cladding panels, compliant with the latest building safety and fire regulations
- Upgrading of balustrade systems to meet enhanced structural and safety standards.
- Application of fire-stopping barriers and insulation systems behind cladding to improve building fire performance.
- Comprehensive waterproofing and sealing works to ensure long-term durability and weather protection.
- Replacement of terrace and balcony flooring finishes with non-combustible, slip-resistant materials for improved safety and aesthetics.

Elevation 1 - Above The Leisure Center - Panel Installation



Elevation 1 - Above The Leisure Center - Scaffold Strike



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Christmas and New Year Shutdown for 2025/26

0333 016 5399

In case of emergency, call the number above

Tuesday	23rd December	All Depots Closed from 12.30pm
Wednesday	24th December	All Depots Closed
Thursday	25th December	All Depots Closed
Friday	26th December	All Depots Closed
Saturday	27th December	All Depots Closed
Sunday	28th December	All Depots Closed
Monday	29th December	All Depots Closed
Tuesday	30th December	All Depots Closed
Wednesday	31st December	All Depots Closed
Thursday	1st December	All Depots Closed
Friday	2nd January	All Depots Closed
Saturday	3rd January	All Depots Closed
Sunday	4th January	All Depots Closed
Monday	5th January 2026	All Depots Business as Usual

Our emergency telephone operates 24/7



Should you have any questions about the works, please don't hesitate to contact Amy Butzki - Resident Liaison Officer via email on Abutzki@starfishltd.com or via telephone on [07539011441](tel:07539011441).

As we approach the festive season, the team at Starfish Construction would like to extend our heartfelt thanks for your patience, understanding, and ongoing support throughout the Façade Remediation Project at Claremont Place. Your cooperation has been invaluable in helping us progress smoothly and safely on-site.

Please note that our site will be closed for the Christmas break from Tuesday 23rd December 2025 to Monday 5th January 2026. During this time, no construction activities will take place.

If during this period you notice any activity around the site, please call our emergency operations line at **0333 016 5399**. If you suspect criminal activity or an injury, please contact the emergency services on **999**.

We wish you a joyful Christmas and a Happy New Year.

Winchester Mews - Visage Residents

- Scaffolding has been erected around Swiss Cottage Leisure Centre, and we have observed that it is in close proximity to the Winchester Mews building. Letters have been hand-delivered and sent to all residents facing the scaffold elevation. We kindly request that residents keep their blinds/curtains closed during working hours (Monday–Friday, 8am–4pm).
- Should you have any queries or concerns, please do not hesitate to contact your designated Resident Liaison Officer, Amy Butzki at 07539011441 or abutzki@starfishltd.com
- Additionally, you can also get in touch with your concierge at concierge@thevisage.com, and they'll be happy to pass any messages or feedback along to *Amy Butzki*.

Newsletters & QR Codes

- Newsletters will be issued monthly, with the latest edition scheduled for release in **September 2025**, This will include the most recent updates and news regarding the ongoing works around Swiss Cottage Leisure Centre.
- QR Codes have been placed around Swiss Cottage Leisure Centre and Winchester Mews. They have also been posted to each individual resident, simply scan these codes with your phone camera or tablet to access weekly updates via the project hub.
- If you have not yet received a copy of the newsletter or the QR code, please contact your Resident Liaison Officer, Amy Butzki, at abutzki@starfishltd.com, who will be happy to send you a copy of the previous edition.
- If you have any questions or concerns please feel free to contact one of our staff members who will be happy to help you. Please see details below.



Contact Information



Resident Liaison Officer

Name: Amy Butzki

Telephone: 07539011441

Email: abutzki@starfishltd.com

Working hours: 9am-4:30pm



Site Manager

Name: Geanina Rusu

Telephone: 07983356770

Email: grusu@starfishconstruction.com

Working hours: 8am-4:30pm



Project Manager

Name: Stuart Sage

Telephone: 07908461775

Email: ssage@starfishltd.com

Working hours: 8am-4:30pm

Frequently Asked Questions

Q. How long will the works take to complete. Start to finish?

A. Works are scheduled to begin in early March 2025 and are expected to be completed by the end of January 2026.

Q. What happens if damages to my wall occurred when Starfish Construction carried out the works?

A. Starfish Construction will carry out a pre-condition survey which will take place before we start any works to the cladding (building), we do this, so we have photographic evidence of any previous damages covering both parties.



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