

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

Dear Residents and Leaseholders,

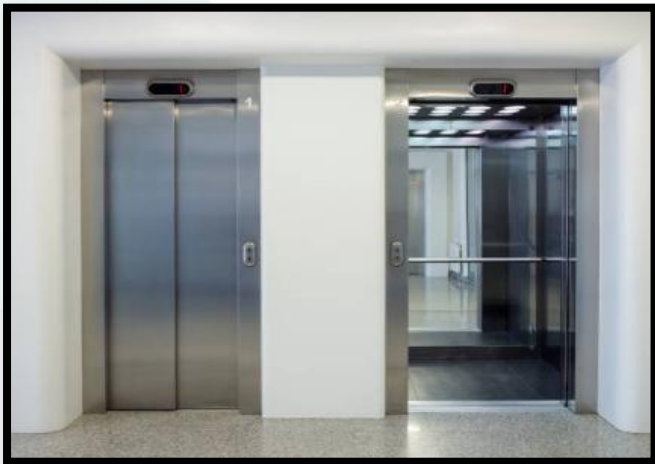
We are pleased to inform you that Starfish Construction has been appointed by Barratt Redrow to carry out the works at Winchester Mews – Swiss Cottage Leisure Centre. Please find below the latest updates regarding the reinstatement works and onsite activities scheduled for the week ending Friday 5th September 2025

### News & Updates

Every Wednesday there is a Fire Drill in the car park of Winchester Mews - Visage, this is a standard procedure to test the fire alarm systems as part of the on-going safety procedures. We have also commenced cladding removal works, from the first stage of windows and doors removal with **17** properties completed to date—representing **89.47%**. All residents have been contacted with an appointment for the removal of the cladding works. Please note that works will take three (**3**) days to reinstate the windows and doors.

### News & Updates

In addition, the newly installed signage across the site continues to enhance navigation and communication, making it easier and more intuitive for everyone to move around with confidence. Furthermore, the second lift is now fully operational and available for use, providing improved accessibility.



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](mailto:Abutzki@starfishltd.com) or via telephone on [07539011441](tel:07539011441).

## 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!"

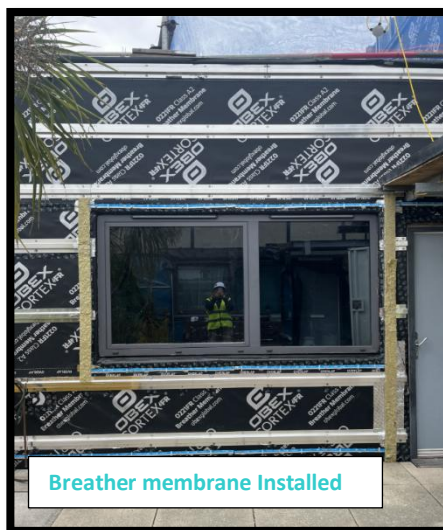
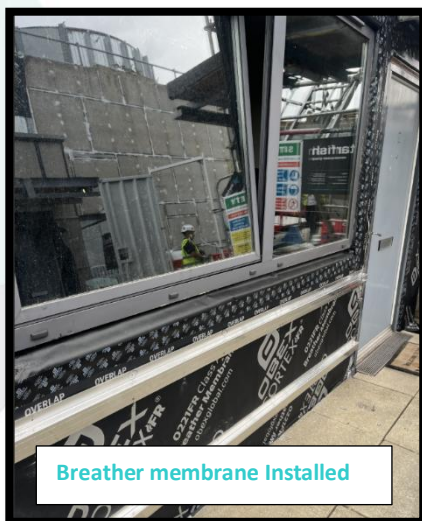
## Cladding Updates

- All appointments for the reinstatement works for windows and doors have been booked, to ensure work can be carried out safely and efficiently, we kindly ask that you provide clear access to all windows by:
- **Removing all items from the window sills, including picture frames and ornaments**
- **Keeping general access routes clear and free from obstruction**
- **Moving bedframes and furniture away from effected working areas.**

## Windows and Balcony Works Update

Window and Balcony Works Update:

There is 3 flats remaining to remove windows and doors. We have started the installation of the breather membrane, top hats, fire barriers and panels to courtyard from Flat 11 RHS towards Flat 4.



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](mailto:Abutzki@starfishltd.com) or via telephone on **07539011441**.



Snap board with mastic



Cladding 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.

## 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](mailto:abutzki@starfishltd.com)
- Additionally, you can also get in touch with your concierge at [concierge@thevisage.com](mailto:concierge@thevisage.com), and they'll be happy to pass any messages or feedback along to Amy Butzki.

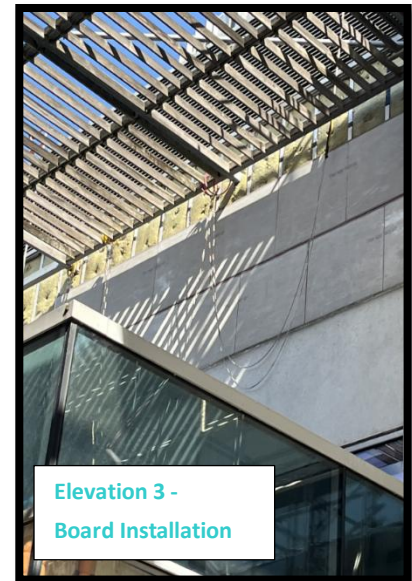
## Scope of Works

- 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.
- Window removal is currently in progress in the balcony patio areas.



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](mailto:Abutzki@starfishltd.com) or via telephone on **07539011441**.

- We have now completed elevation 5 plant room, with the installation of breather membrane
- The next stage of this process will be the installation of fire barriers and top hats.
- 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.



## 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](mailto: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.



## 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. Will access to my home be needed all the time?**

A. No, we will not require constant access into your home. Most work will be conducted externally, using Haki stairs and hoists installed on the scaffolding to access balcony areas.

If internal access is ever needed, your Resident Liaison Officer, Amy Butzki, will contact you in advance to arrange a suitable time. We will never enter your home without your prior permission and consent.

**Q. How will my safety and security be maintained while scaffolding is in place?**

A. Safety and security are a top priority. Scaffolding will be secured and inspected regularly, and only authorised personnel will have access. Security lighting and hoarding may also be used to safeguard the site.

**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.

**Q. What will happen if the works are not completed by the expected date?**

A. If there are any delays to the scheduled completion of the project, your Resident Liaison Officer, Amy Butzki, will keep you informed with regular updates. You will typically receive at least two weeks' notice of any significant changes to the schedule, although timelines may be adjusted depending on the progress of the works.

**Q. Will lifts and communal areas remain in use during the works?**

A. Yes, both lifts and communal areas will remain operational. Where short-term restrictions are necessary for safety reasons, we will provide clear signage and advance notice.

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## Contact Information



**Resident Liaison Officer**

Name: Amy Butzki

Telephone: 07539011441

Email: [abutzki@starfishltd.com](mailto:abutzki@starfishltd.com)

Working hours: 9am-4:30pm



**Site Manager**

Name: Geanina Rusu

Telephone: 07983356770

Email: [grusu@starfishconstruction.com](mailto:grusu@starfishconstruction.com)

Working hours: 8am-4:30pm



**Project Manager**

Name: Stuart Sage

Telephone: 07908461775

Email: [ssage@starfishltd.com](mailto:ssage@starfishltd.com)

Working hours: 8am-4:30pm



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