

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, 1st August 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 9 properties completed to date—representing 31.35% of the total project. We will be in contact with all residents to book in an appointment for the removal of the cladding - please note that works will take three (3) days to reinstate the windows and doors.

News & Updates

We're pleased to share that new, high-visibility signage has now been installed at the front of Winchester Mews, marking a significant step forward in improving the accessibility and overall experience for residents and visitors alike. The updated signage clearly highlights the building entrance, making it far easier for delivery drivers, family members, friends, and first-time visitors to locate the property without confusion or delay.

In addition to the main entrance signage, directional signs have also been introduced throughout the site to support better navigation across the development. Whether someone is delivering a parcel, visiting a loved one, or simply trying to find their way around, these enhancements aim to reduce frustration and create a smoother, more welcoming experience for everyone.

We're already seeing the benefits of this upgrade, with a noticeable drop in complaints from delivery drivers who previously had difficulty finding the correct entrance. This small but impactful change has made a real difference and reflects our ongoing efforts to respond to resident feedback and make meaningful improvements where possible.

As always, we're committed to working closely with the community to make Winchester Mews a place we can all be proud of. If you have any feedback, ideas, or suggestions on how we can continue to improve the building, surrounding spaces, or the overall community experience, we'd love to hear from you.



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).

News & Updates

Upcoming Coffee Morning



We're excited to invite you to our upcoming coffee morning on **Thursday, 7th August 2025**, taking place at **19 Winchester Road, London, NW3 3NG - Swiss Cottage Community Café**. This is a great opportunity to come together as a community, enjoy some refreshments, and share your thoughts, feedback and suggestions on how we can continue to improve your living experience.

At our last coffee morning we were pleased to welcome two residents - and this time, we're hoping to see even more of you join us! The weather is expected to be pleasant, so we'll be hosting the vent outside the café, where you'll spot clear signage and our friendly team members easily identifiable in their starfish construction hi-vis vests.

We look forward to see you there and hearing what matters to you most!

Cladding Update

- 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.**



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).

Windows and Balcony Works Update

Window and Balcony Works Update:

All the VSL, Snap board, Rockwall and fire mastic have been installed on external balconies

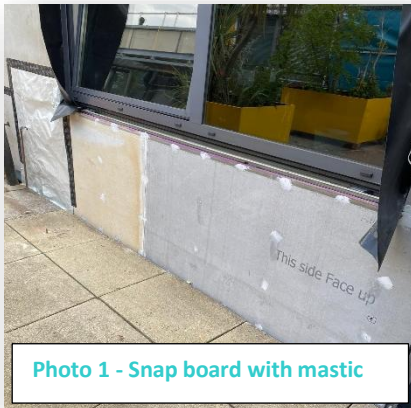


Photo 1 - Snap board with mastic



Photo 2 - EPDM Applied



Photo 3 - Rockwall Installed



Photo 4 - VSL Installed

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.



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).

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.

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.
- Timber removal is currently in progress in the balcony patio areas.
- We have now completed the stripping of the Phase 2 plant room, and successfully installed the VSL, Rockwool, and snap board systems.
- The next stage of this process will be the installation of the breather membrane
- 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.

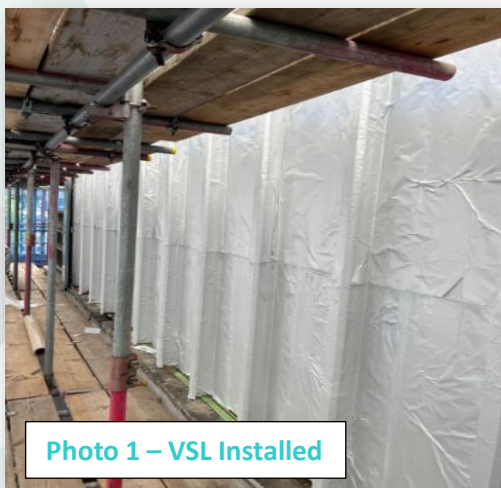


Photo 1 – VSL Installed

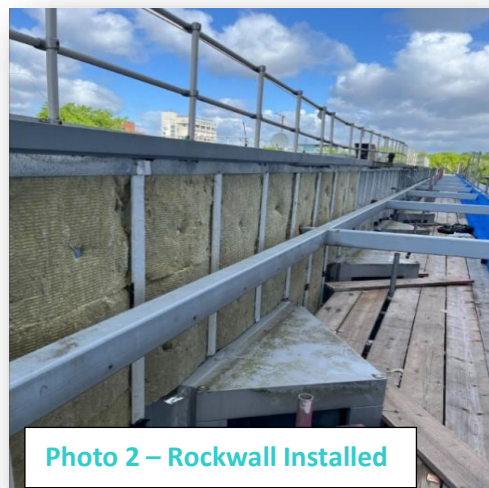


Photo 2 – Rockwool Installed





Photo 3 – Rockwall Installed

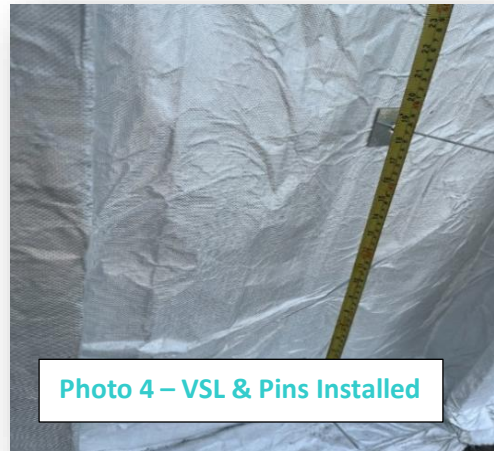


Photo 4 – VSL & Pins Installed

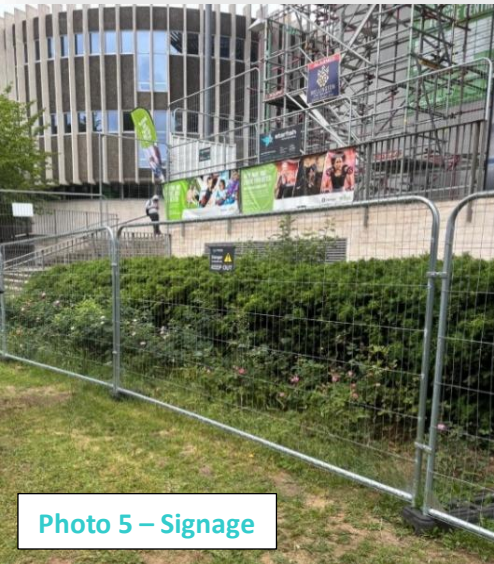


Photo 5 – Signage



Photo 6 – Cladding Removal



Photo 7 – VSL Mastick Applied

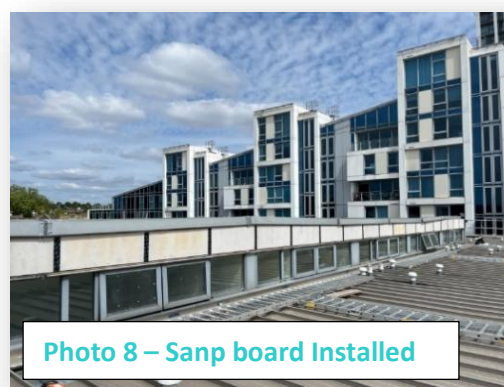


Photo 8 – Sanp board Installed



Newsletters & QR Codes

- Newsletters will be issued monthly, with the latest edition scheduled for release in **August 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 will also be 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

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Project Manager

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Email: ssage@starfishltd.com

Working hours: 8am-4:30pm



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).