

### Frequently Asked Questions

Below you will find a list of frequently asked questions and answers - these are also available to download on the project website [www.prospectplace-remedials.co.uk](http://www.prospectplace-remedials.co.uk)

This document will be maintained by the Resident Liaison Officer (RLO) so that current information is up to date.

If you have any questions that are not answered within this document, please reach out to your Resident Liaison Officer via email on [rlo.prospectplace@regenfacades.co.uk](mailto:rlo.prospectplace@regenfacades.co.uk)

#### EMAIL ADDRESS

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[www.prospectplace-remedials.co.uk](http://www.prospectplace-remedials.co.uk)

#### Q.1: What is recladding and why is it necessary?

Recladding is the process of removing the existing cladding material from a building and replacing it with something new. Cladding is a layer of material that is applied to the outside of a structure to provide protection and insulation, and to improve the appearance of the building.

Recladding can be done for a variety of reasons, including to repair or replace damaged cladding, to upgrade the energy efficiency of the building, or to change the appearance of the building.

In some cases, recladding may be necessary for fire safety reasons - as the external walls of a building can act as a conduit for the spread of flames and smoke in the event of a fire.

By replacing the old cladding with a more fire-resistant material, the risk of a fire spreading via the exterior walls of the building can be reduced or effectively stopped.

## **Q.2: What recladding work is being undertaken by Regen Facades at Prospect Place?**

Regen Facades has been employed to remove and replace the Aluminium Composite Material (ACM) Cladding System to Alderney House (Block A), Breakwater House (Block B), Caldey Island House (Block C), Davaar House (Block D1), Douglas House (Block D2), Dover Court House (D3), Duncansby House (Block D4), Eddystone House (Block E) and Pendeen House (Block T).

The ACM areas are being replaced with a Rockpanel FSXtra Cladding System.

In addition to the above, Regen Facades has been employed to replace the Insulated Render System, Spandrel Panels and Timber Cladding to Davaar House (Block D1), Douglas House (Block D2), Dover Court House (D3), Duncansby House (Block D4), Eddystone House (Block E) and Pendeen House (Block T).

Bellway is undertaking further external wall surveys (FRAEW) and internal surveys (FSA) across blocks A - D, E & T, to ensure that the full scope of remedial works required under the Self Remediation Terms (SRT) is undertaken.

These works will enhance the performance of the façade under the Building Safety Act.

The current scope of façade works on Alderney House (Block A), Breakwater House (Block B) and Caldey Island House (Block C) is partial at this time, and the surveys being undertaken will create the full scope in compliance with the SRT.

An EWS1 certificate will be provided by the Fire Engineer upon completion of the remedial works for each block.

Please refer to Question 4 for a table of programmed works being undertaken by Regen Facades. This details each cladding type per building and the anticipated date for EWS1 certificates.

## **Q.3: What is an EWS1 Certificate and when will it be issued?**

An EWS1 certificate is a document that provides evidence that the external walls of a building have been assessed for fire risk and are compliant to fire safety regulations - the certificate is required for certain types of buildings in the UK (including multi-occupied residential buildings).

The EWS1 certificate is issued by a qualified professional (such as a Chartered Surveyor or Fire Engineer) who has assessed the external walls of the building and determined that they meet the standards for fire safety.

An EWS1 certificate will be provided upon the successful completion of each building - you will not need to wait for other buildings to be completed before an EWS1 certificate is provided.

The anticipated EWS1 dates are shown within the table of Question 4.

#### Q.4: When are these works anticipated to finish?

The estimated programme of work is as scheduled below:

Block & Name	ACM	Balconies	Insulated Render	Timber	EWS1
Block A – Alderney House	Completed		TBA – Phase 1b	TBA – Phase 1b	TBA – Phase 1b
Block B – Breakwater House	Completed		TBA – Phase 1b	TBA – Phase 1b	TBA – Phase 1b
Block C – Caldey Island House	Completed		TBA – Phase 1b	TBA – Phase 1b	TBA – Phase 1b
Block D1 – Davaar House	Completed		2024 September	Completed	Pending
Block D2 – Douglas House		Completed	Completed		Pending
Block D3 – Dovercourt House	Completed		2024 September	Completed	Pending
Block D4 – Duncansby House		Completed	2024 September		Pending
Block E – Eddystone House	Completed		Completed	Completed	Pending
Block T – Pendeen House	Completed		Completed		Issued

#### Q.5: What are the working hours?

Monday to Friday	08:00 am to 18:00 pm.
Saturday	08:00 am to 13:00 pm (only to meet key programme deliverables).
Sunday & Bank Holidays	No work will take place on Sunday or Bank Holidays.
Christmas & New Year 2024	No work will take place between 23/12/24 and 03/01/25.

#### Q.6: What access will be required to my property?

Internal access will be required to undertake an internal condition survey.

No further access to your property is envisaged.

You will be contacted by the Resident Liaison Officer if further access is required.

### **Q.7: What is a condition survey and how does it affect me?**

Minor cracking may occur to the internal plasterboard forming the external wall of your home (as we undertake remedials to the cladding systems). To ensure that your home is returned to you in the same condition, we may undertake an internal condition survey to record to condition of walls, floors, ceilings, and other finishes.

During this survey an assessment of the walls, floors, ceilings, and other finishes will be recorded.

Access to your apartment will be needed.

The Resident Liaison Officer will contact you to arrange a suitable appointment for the condition survey to take place.

You are not obligated to have an internal conditions survey, but refusal may mean that Regen will not consider action on any internal repairs that may be needed on completion of the works.

### **Q.8: What to expect on your condition survey appointment?**

- You will be contacted by the Resident Liaison Officer 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 and request access to your home.
- You will be required to sign an access consent form (granting access to your home).
- The person carrying out the survey will take several readings and photos within your home.
- The inspection will take approximately 30 to 45 minutes to complete.
- The leaseholder will be sent an electronic copy of the condition report within ten working days.

### **Q.9: Why is there scaffolding on my building?**

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

It is required to facilitate the replacement of the existing cladding systems at Prospect Place.

### **Q.10: What elevations will be scaffolded and when?**

Regen will require scaffolding to all elevations at all times during the recladding operation – please refer to Question 4 which tables the anticipated completion dates for each building.

### **Q.11: Will the scaffold be wrapped with debris netting or plastic sheeting and what impact will this have on light to my apartment?**

Regen will wrap the scaffolding with flame-retardant debris netting.

Debris netting helps reduce the risk of injury or property damage caused by falling objects and creates a safer environment for workers on the scaffold. It 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.

**Q.12: Can I use my balcony/terrace during the recladding work?**

Balconies will be restricted whilst hazardous works are taking place outside of your apartment - this is for safety reasons as the works pose a potential risk to personal injury.

Access to your balcony will be temporarily restricted by installing a 3M Jackloc type adhesive restrictor (the restrictor will prevent unauthorised access to the balcony but maintain ventilation).

Please remove all your belongings from your balcony before the commencement of works to ensure their safety.

**Q.13: Will I be able to store personal items on my balcony throughout the works?**

Personal belongings must be removed from your balcony before the commencement of works.

Items restricting the works may cause a delay to the programme.

**Q.14: Will building materials or tools be stored on my balcony and are any hazardous materials being used or removed?**

Regen Facades will store most materials within the site compound until they are needed - some materials will be stored on or near your balcony when work is taking place.

Hazardous materials will not be stored on your balcony.

Regen retains a COSHH (Control of Substances Hazardous to Health) folder on site for all hazardous materials and their control measures - such as the correct storage and disposal of hazardous materials.

No tools will be stored on your balcony.

**Q.15: How long will sections of the building be uninsulated?**

The external wall insulation on your building needs to be changed as part of the cladding remediation works.

Regen 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).

It is noted that some areas of the building have been exposed for some time (due to the administration of Jessella Limited and the take-over by Regen Facades Limited). It has been agreed that we will prioritise the replacement of the insulation to these areas.

### **Q.16: How will my privacy be protected?**

Residents are advised that operatives will require access to all areas of the scaffolding at all times.

You are advised to close your windows when works are taking place directly outside your apartment - you will find key updates on progress and a short-term programme within the monthly newsletters.

You should contact the Resident Liaison Officer if you have any concerns over your privacy or to raise a complaint about a member of the construction team (operatives will display an identification number on their hi-vis or helmet for this purpose).

### **Q.17: What security measures are in place?**

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

- Securing the perimeter of the site, restricting unauthorised access to the site and scaffolding - this has been done by installing fencing with signage, locked gates and dedicated access points.
- Having low level discreet lighting to the site compound to deter unauthorised access.
- Having a silent alarm (with cameras and sensors) installed to alert the first responders of unauthorised access to the scaffolding and within the site compound.
- Restricting balcony doors (when hazardous works are taking place) to prevent access onto balconies and the scaffolding - this will reduce the risk of personal injury posed by the construction works.

The existing CCTV systems at Prospect Place will remain in operation.

### **Q.18: What should I do if I witness trespassing or criminal activity?**

Please follow these steps:

1. Call the police - this should be done in the first instance as they will be able to act in emergency situations.
2. Inform the Prospect Place concierge.
3. Email the Regen Resident Liaison Office - to make them aware of the details of the incident and provide useful evidence so that it can be investigated, and actions taken.

### **Q.19: Will the communal gardens still be accessible during the works?**

The communal gardens around your building will not be accessible throughout the programme of works (as the space will be needed for access and the distribution of materials).

Please refer to the monthly newsletters for updates on the use of these communal spaces (as we may open areas once the construction works have progressed sufficiently).

Some of the landscaping and plants will need to be removed to facilitate the works - everything will be reinstated upon completion.

**Q.20: Why has the Cardiff Bay Trail been closed?**

Some pedestrian and cycle routes will be affected during the course of the cladding remediation works – please refer to local signage for details.

The Cardiff Bay Trail has been temporarily closed from Ferry Lane to Pendeen House to facilitate the construction works (this section runs behind Alderney House, Breakwater House & Caldey Island House).

Please contact the Resident Liaison Officer for more information.

**Q.21: Will the work affect the availability of parking on site?**

There is no surface level impact on parking. Some back-propping is required to the covered car-parking, if you are impacted by this the management company will provide alternate parking for you.

**Q.22: Will the work be noisy?**

The removal and replacement of the cladding system will be noisy, and residents should expect a certain degree of noise disruption until works are completed (to your building and to neighbouring buildings).

In order to minimise noise disruption, Regen Facades has actioned the following:

- A dedicated cutting station has been created within the site compound – this will be the primary location of all fabrications (although some localised cutting will be necessary). The cutting station is acoustic lined to reduce the transfer of noise.
- The on-site forklift will be modified to have a white noise alarm, to reduce the noise pollution created by the traditional reversing sound.
- Operatives have been reminded that residents are living in-situ (whilst these works are taking place).
- Operatives are required to use the walkie talkies provided to communicate at distance (rather than to shout from the scaffolding).
- Radios are not permitted on the scaffolding.
- Mobile phones are not permitted on the scaffolding.

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

### **Q.23: Will the site be kept tidy during the works and how do I raise concerns of cleanliness?**

Regen Facades will ensure the site remains tidy throughout the construction works - part of our commitment to be a considerate contractor. Site tidiness is important 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 site cleanliness.

### **Q.24: How do I make a complaint about the work?**

Regen Facades complaint procedure:

- Your Complaint should be made in writing to the Resident Liaison Officer via the email address provided (please provide as much detail as possible so that your complaint can be effectively dealt with).
- The Resident Liaison Officer will record all Complaints (and will report them to the stakeholder team).
- The Resident Liaison Officer will inform the Designated Contact (usually the Project Manager) of the Complaint and will communicate with both parties while the Complaint is being investigated.
- 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 Officer - we aim to provide an acknowledgement within 2 working days 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 (via the Resident Liaison Officer) - this will automatically be copied to a Company Director for action.

### **Q.25: What is the Resident Drop-In Session?**

The Resident Drop-In Session is an informal virtual meeting, facilitated by the Resident Liaison Officer, where all residents have the opportunity to meet and have an open discussion with the Project Team undertaking the fire safety remediation works.

These meetings will provide a verbal update on the progress with the remediation works and include time for Q&A. Residents are encouraged to take up this opportunity for an additional communication route with those leading the remediation Project.

Reach out to the Resident Liaison Officer at [lo.prospectplace@regenfacades.co.uk](mailto:lo.prospectplace@regenfacades.co.uk) to learn more about this meeting and get involved.



**Q.26: What are the contact details for the Resident Liaison Officer?**

You should contact your Resident Liaison Officer for all queries and complaints about any part of the work.

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

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[rlo.prospectplace@regenfacades.co.uk](mailto:rlo.prospectplace@regenfacades.co.uk)

07719 908 008

**Q.27: What are the Out of Hours contact details?**

In an emergency please contact 999.

Out of Hours Contact Name: Stuart Davies

Out of Hours Contact Number: 07983 655 966

Key contact information will be displayed on the Project Notice Board located at our Project Office.