

OCEANS ESTATE

Building Safety Remediations – Internals

FREQUENTLY ASKED QUESTIONS

Here you will find a list of 'Frequently Asked Questions' (FAQs) about the building safety remediation works at Oceans Estate (OE) – these FAQs are available to download at the project website www.oceansestate-remedials.co.uk

This document will be updated as required to ensure current information about the remediation works is always available.

If you have any queries that are not answered below, please reach out to your Resident Liaison Officer at the following email address rlo.oceansestate@regenfacades.co.uk

CONTACT INFORMATION

EMAIL ADDRESS

rlo.oceansestate@regenfacades.co.uk

WEBSITE

www.oceansestate-remedials.co.uk

Q1: WHY ARE YOU UNDERTAKING WORKS AT OCEANS ESTATE?

Bellway Homes commissioned a Fire Safety Assessment (FSA) to Santa Maria Court, Orkney Court, Graciosa Court, Flores Court, Hebrides Court, Bovet Court, Bootmakers Court, Hierro Court, Bissagos Court, Bioko Court, Vista Court, Ravenscroft Court, and Santiago Court at Oceans Estate (referred to as Blocks F1, F2, FS2 & FS3) – these assessments were carried out by an Independent Fire Engineer and made recommendations for remediation and maintenance to the fire doors and apartment front entrance doors to each building.

Q2: WHAT INTERNAL REMEDIATION WORKS ARE TAKING PLACE AT OCEANS ESTATE?

Fire Safety Assessments (FSA) to Santa Maria Court, Orkney Court, Graciosa Court, Flores Court, Hebrides Court, Bovet Court, Bootmakers Court, Hierro Court, Bissagos Court, Bioko Court, Vista Court, Ravenscroft Court, and Santiago Court at Oceans Estate (referred to as Blocks F1, F2, FS2 & FS3) have been carried out – the FSA recommends remediation works to communal fire doors and apartment front entrance doors.

Q3: WHO IS PAYING FOR THE REMEDIATION WORKS?

There will be no cost to residents or leaseholders (for remediation costs in connection with fire safety defects).

Q4: HOW LONG ARE THE REMEDIATION WORKS EXPECTED TO TAKE?

| BUILDING NAME | INTERNAL START | INTERNAL FINISH |
|---------------|------------------------------|------------------------------|
| BLOCK F1 | 2025 Autumn | 2026 Spring |
| BLOCK F2 | 2025 Autumn (SUBJECT TO BSR) | 2026 Spring (SUBJECT TO BSR) |
| BLOCK FS2 | 2025 Autumn (SUBJECT TO BSR) | 2026 Spring (SUBJECT TO BSR) |
| BLOCK FS3 | 2025 Autumn (SUBJECT TO BSR) | 2026 Spring (SUBJECT TO BSR) |

Q5: WHAT CERTIFICATION WILL BE PROVIDED UPON COMPLETION OF THE WORKS?

Each fire door will be remediated to a third-party accreditation scheme and will be certified – copies of these certificates will be provided to your Property Manager at completion.

Q6: WHAT ARE THE WORKING HOURS GOING TO BE?

Hours of work permitted within the access license.

| | |
|-----------------------------------|--|
| Monday to Friday | 08:00 to 17:00 |
| Saturday | 08:00 to 13:00 (by strict prior notification to meet key deliverables) |
| Sunday & Bank Holidays | No working. |

Q7: DO YOU NEED ACCESS TO MY PROPERTY?

Access to your property will be required to undertake mandatory maintenance and/or remediations to your apartment front entrance door (FEDs).

You will be contacted by the Resident Liaison Team by advance notice when access is required.

Q8: WILL THE WORKS BE NOISY?

Remediation works may be noisy as we need to remove/unfix certain elements and replace/modify them to both communal areas and to your front entrance door – you should therefore expect some level of noise and general disruption until works to your building have been completed.

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

Q9: HOW WILL MY PRIVACY BE PROTECTED?

Residents are advised that works will be taking place to communal areas and to your apartment front entrance door.

If you feel that your privacy is not being respected, then please reach out to your Resident Liaison Officer to raise concerns or a complaint about a member of the site team (operatives will display an identification number on their personal hi-vis or helmet for reference).

Q10: WILL THE WORKS AFFECT PARKING AT OCEANS ESTATE?

A welfare vehicle will be stationed nearby but otherwise there will be no impact on surface level parking.

Q11: WILL THE SITE BE KEPT TIDY DURING THE WORKS?

Regen Facades commits to keeping the site and working areas tidy 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 the cleanliness of the site.

Q12: WHAT IS THE REGEN FACADES COMPLAINTS PROCEDURE?

Your complaint should be made in writing to the Resident Liaison Officer via the email address provided.

The Resident Liaison Officer will inform the designated contact (usually the Project Manager) of the complaint and will communicate with both parties whilst the complaint is being reviewed.

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 team - we aim to provide an acknowledgement within 48 hours 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 - this will automatically be copied to a Company Director.

You have the right to register a complaint via the Considerate Constructors Scheme - you can find out how to do this here <https://www.ccscheme.org.uk/for-the-public/complaints-procedure/>

Q13: HOW DO I CONTACT THE RESIDENT LAISON OFFICER?

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

Email Address: rl.o.oceansestate@regenfacades.co.uk

Phone: 07719 908008