

## T W E L V E   T R E E S

### Fire Safety Remediation



### KEY TO NOTE:

Regen Facades Ltd has been contracted by Bellway Homes to undertake mandatory Fire Safety Remediation work at Twelve Trees / Maltings Close (Blocks A, B, C & D) to both Internal and External areas of the buildings.

**Remediation works and their associated costs are being funded by Bellway Homes - there is no cost to residents or leaseholders for these fire safety remediations.**

A 'Frequently Asked Questions Factsheet' has been prepared to provide further details about the works ahead – this can be accessed, along with our progress newsletters, via the dedicated website [www.twelvetrees-remedials.co.uk](http://www.twelvetrees-remedials.co.uk)

A virtual 'Meet the Contractor Event' took place on 29th May 2025 - please see below summary of the presentation with the key discussion points. Thank you to all residents and leaseholders that attended the event.

**Next Steps:** Regen Facades is preparing a submission to the Building Safety Regulator to ensure the proposed remediation work meets the functional requirements of the Building Regulations (prior to commencing works on site). It will include undertaking more surveys and preparing detailed designs – so you may see our operatives on site!

If you feel that you require assistance throughout the works or wish to discuss your particular needs/support requirements, you should reach out to your managing agent.

If you have any questions in the meantime, please reach out to your Resident Liaison Team via email at [rlo.twelvetrees@regenfacades.co.uk](mailto:rlo.twelvetrees@regenfacades.co.uk)

### CONTACT INFORMATION

#### RLT EMAIL ADDRESS

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

#### RLT PHONE NUMBER

07719 908008

#### WEBSITE & FAQs

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

## MEET THE CONTRACTOR EVENT SUMMARY

Thank you to all residents and/or leaseholders that attended the virtual 'Meet the Contractor' event.

Around 30 attendees joined us to hear the presentation (with representation from TTMC, Bellway Homes, Regen Façades, Urang, L&Q and the Fire Risk Assessor).

Please see the summary of the key discussion points below:

## BELLWAY HOMES COMMITMENT

Bellway Homes signed the 'Developer Remediation Contract' (known as the Self Remediation Terms), with the Department for Levelling Up, Housing and Communities - committing to remediating buildings that it developed with safety defects.

As part of this commitment, Bellway Homes were obligated to commission a Fire Risk Appraisal of External Walls (FRAEW) to review the exterior walls and a Fire Safety Assessment (FSA) to review the interior of the building.

FRAEW and FSA surveys were carried out at Twelve Trees by Independent Third-Party Fire Engineers (Hydrock) and it made recommendations for remediation works to both the exterior and interior of the building (the scope of works).

Bellway Homes has committed to funding & undertaking these remediations and to provide a minimum B1 EWS1 rating upon completion. **There will be no cost to residents or leaseholders for the remediation works.**

The Self Remediation Terms exclude some areas including: any cost associated to Interim Safety Measures; Increases to your Building Insurance and Leaseholder Compensation.

Bellway Homes has contracted Regen Facades to complete the necessary fire safety remediations at Twelve Trees.

## INTRODUCTION TO REGEN FACADES

Senior Management from Regen Facades shared information about the company and talked through case studies of similar remediation schemes they have undertaken.

Regen Facades will host regular virtual drop-in sessions during the construction phase – this will provide an opportunity for residents to meet the project team (and key stakeholders) to ask questions about the ongoing works.

Regen Facades and the Consultant team will provide 'Quality Assurance' throughout the entire remediation process (this is to ensure a comprehensive 'Golden Thread' can be provided to your Management Company upon completion of the works).

*Continued above.*

Quality Assurance will be provided by the management team of Regen Facades, the Clerk of Works (appointed by Bellway Homes), Independent Fire Engineers (Hydrock and Pyrolec), Building Control (appointed by the Building Safety Regulator), and the Fire Door Assessor.

## SCOPE OF REMEDIATION WORKS

Please refer to the 'Frequently Asked Questions' factsheet on the dedicated website [www.twelvetrees-remedials.co.uk](http://www.twelvetrees-remedials.co.uk) for details about the scope of works and what to expect.

## THE BUILDING SAFETY REGULATOR

Blocks A-D at Twelve Trees/Maltings Close are registered High-Risk Buildings and the works are therefore controllable by the Building Safety Regulator.

Regen Facades is required to submit an application to the BSR and receive approval prior to commencing work on site – this ensures that the proposed remediations meet the necessary requirements of the Building Regulations before we start.

It is an important first step and will take time to complete.

The statutory determination period from the Safety Regulator is eight weeks from our submission (but they are experiencing a large demand for Building Control services at the moment – and we therefore expect the determination to be delayed).

Commencement dates will be monitored and updated as we conclude the application / hear more from the Regulator.

Other third-party agreements will be required before work can commence on site too, these include: Planning Permission; Access Licenses with the Management Company and Licenses with Network Rail (BAPA) – as we are close to their property.

## EWS1 CERTIFICATES

**EWS1 certificates will be provided by an Independent Third-Party Fire Engineer (Hydrock) upon the completion of façade remediation works** – this document provides evidence that the external walls have been risk assessed and they achieve a minimum B1 rating (as per Bellway's commitment).

Hydrock will update the Fire Risk Appraisal of External Walls (FRAEW) and the Fire Safety Assessment (FSA) and present the findings as a Qualifying Assessment - this document is required by Ministry of Housing, Communities and Local Government (MHCLG) to confirm that the building achieves a tolerable risk.

In the meantime, Bellway Homes has produced a '**Mortgage Lender Comfort Letter**' to support those leaseholders seeking to remortgage or move home – this letter can be shared with residents upon request via the Resident Liaison Team.

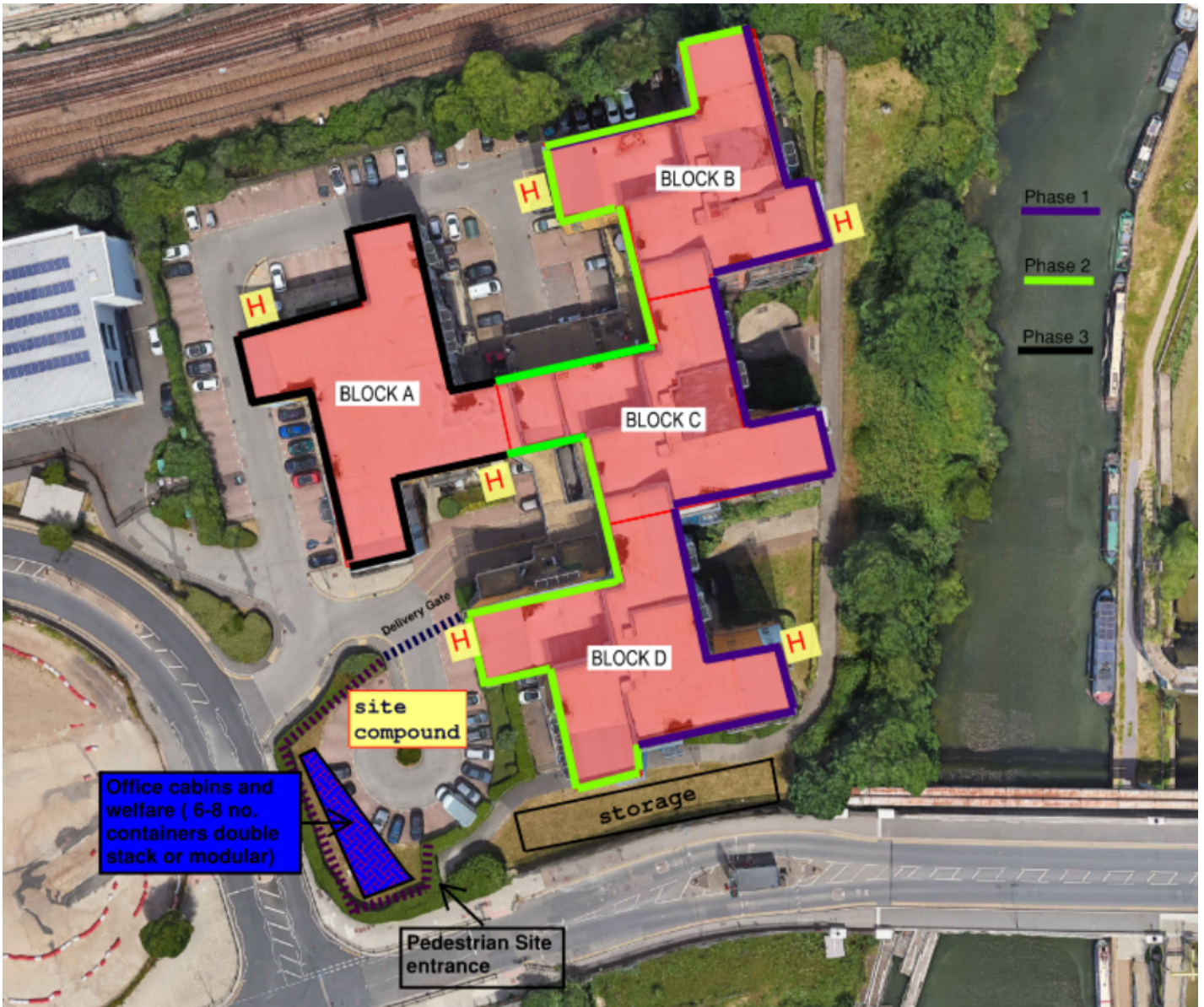


ANTICIPATED PROGRAMME DATES

Block	Façade Start	Façade Finish	Internal Start	Internal Finish
Phase 1	Spring 2026	Spring 2027	By appointment	Autumn 2027
Phase 2	Summer 2026	Summer 2027	By appointment	Autumn 2027
Phase 3	Autumn 2026	Autumn 2027	By appointment	Autumn 2027

Dates subject to approval from the Building Safety Regulator

EXTERNAL PHASING AND COMPOUND LOCATION



## SCAFFOLDING & NETTING

The scaffold will be wrapped in flame-retardant debris netting. Debris netting helps reduce the risk of personal injury and/or property damage caused by falling objects and creates a safer environment for operatives and residents/pedestrians.

The debris netting selected is made from a lightweight, porous material that allows light to pass through (see example image below from our Tottenham Hale remediation scheme), making it suitable for recladding schemes with residents living in-situ.



## FIRE ALARMS

The scaffold will be fitted with a dedicated Fire Alarm System for the duration of the remediation works on site.

It will be equipped with:

1. Push Buttons (for manual alert).
2. Heat Sensors (for automatic alerts and to ensure the alarms can be activated at any time – even if there are no operatives on site to provide a manual alert).

Linking the external Fire Alarm System to the building follows best practice advice from the Health & Safety Executive.

## PARKING

Regen Facades will establish our site compound and welfare facilities within the circular carpark (subject to access license).

Please note this will affect some surface level parking during the remediation process and this area will be closed to vehicles and pedestrians for the duration of the works on site.

Other carparking may be temporarily affected by scaffolding at various stages throughout the construction works and your Property Manager will notify you of any reallocation.

**Parking spaces will be restricted no longer than necessary.**

## SECURITY

Regen Facades will provide adequate security measures to our site compound and around all access points – this includes:

- Securing the perimeter of the site by restricting access to the compound and scaffolding – this will be achieved by installing suitable fencing with locked gates and dedicated access points for operatives.
- Providing low level discreet lighting to the site compound, perimeter of the scaffolding and to the dedicated access points to deter unauthorised access.
- Providing an alarmed and monitored security system to the compound and scaffolding (utilising CCTV and motion sensors – not directed into apartments).
- Restricting balcony doors to mitigate unauthorised access from balconies to the scaffolding/construction site.

## USE OF BALCONIES & CLEARING PERSONAL ITEMS

Personal items will need to be cleared from balconies (for the period that you have scaffolding outside of your apartment) to provide Regen Facades with unobstructed access to carry out the necessary remediation works.

Items left on balconies may cause unnecessary delays to safety critical remediations on your building. Please note that Regen Facades is unable to store personal property.

## RESTRICTING BALCONIES

Balconies will be restricted whilst there is scaffolding erected outside of your apartment – this is for the following reasons:

- Personal safety of residents (as the works are effectively an active construction site and pose serious hazards to residents and operatives).
- Deter trespassing onto the scaffolding.
- Meet insurance requirements.
- Keeping balconies clear (providing unobstructed access).

Balcony doors will be restricted with either:

1. Soft fastener – to provide adequate restraint on the door whilst maintain some ventilation (see Image overleaf from our Tottenham Hale remediation scheme).
2. Hard fastener – to provide a more secure restraint should balconies need to be removed to release trapped façade materials (preventing falls from height) – this will apply to Juliet balconies too.

Residents requiring assistance or wishing to discuss particular needs/support should reach out to their Managing Agent.

**Balconies will be returned to use at the soonest opportunity**



## RESIDENT SUPPORT

Regen Facades Ltd has appointed a dedicated Resident Liaison Service to provide regular communications and updates to you throughout the remediation process.

As part of this service we will be providing the following:

- Maintain a dedicated website/portal (where comms products can be viewed and downloaded) – this is currently live and can be found at [www.twelvetrees-remedials.co.uk](http://www.twelvetrees-remedials.co.uk)
- Maintain a 'Frequently Asked Questions' document with specifics about the remediation works and what to expect – this is currently live and can be found on the website above. This document will be updated throughout the remediation process.
- Produce and send out monthly progress newsletters with updates about the works (this will be available as both a hard copy and on the above website).
- Produce targeted updates to residents/leaseholders (such as arranging appointments).
- Organise a 'Meet the Contractor' event prior to our commencement so residents can meet the team and ask questions directly – this event was held virtually on 29 May 2025.
- Organise regular virtual 'resident drop-in sessions' throughout the construction phase (this will allow an opportunity for residents/leaseholders to meet the stakeholder team and ask questions directly).

If you have any questions in the meantime, please reach out to your Resident Liaison Team via the following email address [rlo.twelvetrees@regenfacades.co.uk](mailto:rlo.twelvetrees@regenfacades.co.uk)

Residents requiring assistance or wishing to discuss particular needs/support should reach out to their Managing Agent.

