

Your regular update on the refurbishment work at Grey Friar Court and White Friar Court

## Project update: Understanding the delay in refurbishment works



**At Salix Homes, we want to keep you informed about the extensive refurbishment work taking place at Grey Friar Court and White Friar Court. This project is being carried out by our partner contractor Casey and will see the buildings completely transformed ensuring your homes are modern, greener and more energy efficient.**

While some of the initial work is well underway, the project has not progressed as quickly as we had hoped. This delay is due to an extended application process with the Building Safety Regulator (BSR), which is required to ensure the highest standards of safety in high-rise buildings.

The BSR is a Government body, set up following the Grenfell Tower tragedy to improve safety standards in high rise buildings. As part of the new building safety laws and regulation, all refurbishment work, like we're carrying out at Grey and White Friar Court, must first be approved by the BSR.

- Normally, we would expect approval from the BSR within eight weeks. However, we submitted our application for Grey and White Friar Court in May 2024, and it is still being reviewed. This delay is part of a wider issue, with many high-rise projects across the country also facing longer waits for approval.
- We understand that this delay is frustrating, and we share your frustration. However, the safety of our customers and your homes is our top priority. While it's taking longer than expected, getting the right safety approvals is essential, and we won't compromise on safety, no matter how long it takes.
- Please be assured that Salix Homes is in regular contact with the BSR and we're doing everything possible to move the application forward. We'll keep you updated and let you know as soon as approval is granted so we can start the next phase of this exciting improvement project at your home.

## Project progress: What's been happening at Grey and White Friar Court

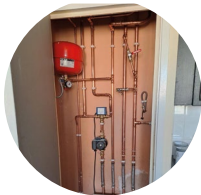
While there are delays with the improvement programme, there are still positive steps being taken to improve your homes. Here's what's been happening:

### Grey Friar Court

#### Ground Source Heating System:

Work has begun on the installation of the new Ground Source Heating system. The boreholes are being drilled in the car park as part of this system, which is expected to be completed by the end of February 2025. This innovative and eco-friendly system uses the natural heat from the ground to provide renewable energy for heating, instead of relying on burning fuel.

**Scaffolding Installation:** The scaffolding mat has been put in place, and the main scaffolding installation is scheduled to begin in January 2024. Once this is up, we'll be able to carry out the necessary concrete repairs and cleaning work before installing the new external wall insulation (EWI).



### White Friar Court

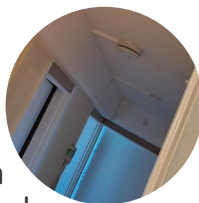
#### Sprinkler and Heating System Demonstration:

Flat number 132 has been fitted with the new sprinkler and heating systems, giving customers the chance to see first-hand what the completed works will look like. If you'd like to visit and see the systems in action, please contact one of our Tenant Liaison Officers to arrange a viewing. *Details below.*

#### Scaffolding and Walls:

The scaffolding has been in place for a while now, allowing us to carry out essential masonry and concrete cleaning work. Once we receive BSR approval, we will proceed with concrete repairs and the installation of the new external wall insulation (EWI). We've also completed all surveys of the concrete and cavity wall ties.

**Solar Panels:** The old solar panels, which were no longer in use, have been removed from the building to make way for the planned improvements.



### General Project Update

#### Temporary Car Park:

The temporary car park off Silk Street is now fully set up and operational. Customers at Grey Friar Court can use this facility to reduce the impact of parking spaces being taken up during the refurbishment work. If you need access, please contact Casey's site team to arrange this. *Details below.*

**Pre-Entry Surveys:** We still need to complete pre-entry surveys for around 20 properties to help us move forward with the planned improvement work. Thank you to those who have already given us access to your home for the survey. The surveys only take around 30 minutes, and we can arrange evening appointments if needed. If your property still requires a survey, please contact our Tenant Liaison Officers as soon as possible to arrange a convenient time. It's important we complete these surveys to keep the project on track.



**Your key contacts:** We are committed to minimising disruption as much as possible and our dedicated Tenant Liaison Officers (TLOs) will be your main point of contact to assist with any requirements and promptly address any issues that may arise.



Your Tenant Liaison Officer from Salix Homes is **Declan Davis**. You can contact Declan on [Declan.Davis@salixhomes.co.uk](mailto:Declan.Davis@salixhomes.co.uk) or call **07741810462**.



Your Tenant Liaison Officer from Casey for White Friar Court is **Roy Looms**. You can contact Roy on [roy.looms@casey.co.uk](mailto:roy.looms@casey.co.uk) or call **07800 520 879**.



Your Tenant Liaison Officer from Casey for Grey Friar Court is **Darren Taylor**. You can contact Darren on [darren.taylor@casey.co.uk](mailto:darren.taylor@casey.co.uk) or call **07870826940**.

The main contractor – **Casey** – has a site team comprising site managers, assistant site managers and a tenant liaison officer. These team members will work closely with you throughout the refurbishment work to make sure everything runs smoothly.

The main contractor and sub-contractors will wear identification badges when working in your home. Please remember to always ask for identification when letting people inside your home.

For general enquiries about the project, you can also email: [greyfriarcourt@salixhomes.co.uk](mailto:greyfriarcourt@salixhomes.co.uk) or [whitefriarcourt@salixhomes.co.uk](mailto:whitefriarcourt@salixhomes.co.uk)

You can also keep up-to-date with project progress on our website. Scan the QR code or visit [www.salixhomes.co.uk/friars-improvements/](http://www.salixhomes.co.uk/friars-improvements/)

