

Appendix A: Timeline – Lemon Meadow Roof Tile Replacement

Original clay roof tiles (19th century?) were replaced in 2019, under Listed Consent DM/18/1606. Sahtas Brookhurst Restoration mix.

October 2023	It was evident that there was substantial deterioration to several Sahtas tiles, with apparent defects. Several tiles had lost their top layers which were then falling off the roof. The situation was discussed by both property owners (Lemon Meadow and the adjoining Yew Tree Cottage) and contact made with Sahtas UK to follow up, as they have a 30-year guarantee. Sahtas appointed Adam Spicer of Spicer Tiles to conduct a site survey and to represent them. After the survey it was agreed to wait until the spring to review the situation again when there would be better weather for roof repairs.
30 May 2024	Adam Spicer was contacted again, and a drone survey was carried out. It was estimated 500 tiles would need to be replaced.
July 2024	Initial quotes were provided to Sahtas for replacement of approximately 500 tiles per their original. Using a home scaffolding tower to clean upstairs windows it could be seen (when looking at the bottom edge of the tiles) that there were many tiles with a 'puff pastry' effect along the bottom edge, indicating delamination was happening. At this stage it was apparent that there were more damaged tiles than anticipated.
17 September 2024	Adam Spicer visits again and defects pointed out.
Late September 2024	A full access scaffold was erected. Sahtas arranged for 500 tiles and bonnets to be delivered. A local roofer began work to replace the damaged tiles with those provided by Sahtas. It then became apparent that there were major problems, as many tiles were delaminating from underneath, even though they appeared to be sound on top. This work was stopped so we could consider how to proceed.
3 October 2024	The original wholesale tile supplier Brian Gow was approached, but he no longer had any dealings with Sahtas.

14 October 2024	There was no success in negotiations with Sahtas over previous weeks. Through their independent advisor Adam Spicer (they would not have any direct contact with us) they insisted that they would only provide 500 tiles and then assess each following year after further inspections for a total of three years. If we were to use the Sahtas tiles we faced the prospect of continued piecemeal replacement of tiles over several years as other defective tiles degraded at various rates. The alternative was to replace with a similar handmade tile at our cost, and hopefully of a better quality. In addition, Sahtas required us to sign a “non-disparagement” agreement. This was a major concern as there was no definition of what disparagement would mean. Would this mean that all previous correspondence/ conversations about the condition of tiles or Sahtas service would leave us liable? The agreement included no obligations on Sahtas towards us. We declined to sign. Sahtas did not respond.
15 October 2024	As tiles were sliding down off the roof into gardens and pathways with no indication or warning (an average of about one or two a month), it was decided that using Sahtas tiles was not sensible, so we looked for a quality replacement. After checking various tile samples, Keymer Goxhill Dark Chestnut tiles https://www.keymertiles.com/products/goxhill-range/ were selected. These British handmade tiles were the best match for the Sahtas Brookhurst tiles, which in turn were a match for the original old roof tiles. In effect, replacing 21st century Turkish handmade tiles, with 21st century English handmade tiles – which appear to be of a far superior quality. While looking for tiles, an online review was found which reported exactly the same problem as we had with Sahtas tiles. The building owner had had 500 tiles replaced the previous year but had now, in the following year, been refused the next batch of 500 tiles originally promised. This customer was looking to take legal action. Further online reviews confirmed the same issue with Sahtas tiles.
October 2024	The onset of winter weather became a big concern. With scaffolding already in place and the initial works exposing areas of the roof together with the now obvious and serious flaws to a much larger number of Sahtas tiles, we experienced high winds and rain from storm Cairan (and further storms were forecast). We decided that to preserve our home swift action was required before the onset of winter.
Early October 2024 onwards	At the same time, we had significant family problems through this period. Alec’s Mother was suffering from dementia and her condition was deteriorating significantly. As her finances became exhausted, we were involved in applications for additional nursing support/ funding to provide the appropriate care for the now very advanced stage of dementia, which eventually proved to be terminal.

Mid-October 2024	Although Alec had planned to retire, retirement was deferred indefinitely, as the cost of reroofing was significant, and would use a considerable portion of savings. By now we just wanted a safe and secure home and decided it would be most sensible to ensure no further damage, or the possibility of injury to families/visitors/delivery people etc.
12 November 2024	Replacement tiling works started.
9 December 2024	Tiling work was completed but the scaffolding had also enabled investigation of serious water ingress into the chimney of Lemon Meadow, via the flue liner inside. We were advised to wait until Spring before repairs to an incorrectly installed flue liner.
18/19 December 2024	Scaffolding removed
22 April 2025	Chimney repair scaffolding erected.
May 2025	Flue liner replaced, and roof-top access scaffold removed.
June 2025	Replacement of tiles unavoidably damaged by chimney scaffold.
30 June 2025	Remaining scaffolding removed

Note:

To give an indication of why we did not select Sahtas tiles for the main roof. We used 95 of the new Sahtas tiles on the Lemon Meadow small extension roof alone to replace broken and delaminated tiles; bearing in mind there had already been two separate sets of repair works using exact replacements (approximately 20 tiles) on this small roof since it was originally built in 2015. We felt that we could not justify using Sahtas tiles for replacement to the main roof, as their quality does not appear to be able to cope with UK weather. This has been compounded by the stance taken by Sahtas UK who have sought to evade any liability under the guarantee. Simply put, it was felt that their tiles would not provide the long term protection appropriate for listed buildings.