

Replacement of Carrier Boards surrounding Windows /Patio doors – Trico House Frequently Asked Questions FAQs

Please read the information below, as it will provide answers to many of your questions.

1. Why do we need this to carry out this work in your home?

The carrier boards are a packing system installed when the building was built to help keep your windows in place. The original carrier boards do not comply with the latest fire regulations and require replacing. The work can only be done from the inside of the property. The fire consultant who examined the area and identified the material that requires removal and confirmed this is only located in your home.

2. How long will the work take?

The work will take approximately 5 days, some of this time is allocated for the repairs to the wall, which will need to dry properly.

3. Who will be carrying out these works?

There will be two different teams calling at your home to complete the work ABC Demolition and Dry Wall Solutions. They have been sub-contracted by Jessella.

4. What are the Covid-19 protocols?

All workers that enter your home will have completed a covid test on site that morning, to ensure that they are negative. All workers will also be provided with PPE to ensure that you are comfortable in your home.

5. I have pets, what should I do?

Any pets should be kept in a separate room to where the work is to be undertaken. Please contact NewmanFrancis to discuss any other special requirements regarding access to your home.

6. Will there be dust and or noise?

This work will be intrusive – there will be some noise and dust. ABC and DryWall Solutions will do their best to keep noise and dust to a minimum. Dust extractors and protective covering will be placed over your floors and furniture before the start of the works. At the end of each day the area will be cleaned and sealed off, ready for the work to continue the following day.

7. Will my home be secure during this work to the window packers?

The area of the walls that are being worked on are directly beside the window frame, not including the frame itself. This means the window frame will remain secure.

8. Who will clean-up after the works?

Measures will be taken by the workers to ensure that your personal belongings are not affected i.e., dust sheets will be placed over furniture in the area, a protective covering will be placed on the floor of your home and the operatives will clean up at the end of each day.

9. Will it be colder in my home due to the works?

There may be a slight decrease in the temperature in your home, but it will not be significant.

10. What about my health condition, will it be aggravated by the work?

If you have an underlying health condition that you feel could be aggravated by the works, please contact NewmanFrancis and provide us with as much information that you are comfortable sharing, so that we can reach a compromise that is suitable to you.

11. How much space do the contractors need to complete this work

They will require a minimum of 1.5 metres to complete the work. It is advisable, if possible, that you remove fixtures and fittings from around the window area before the start of the work. This will eliminate the possibility of incorrect disassembly / mishandling. If you feel you are not able to move your furniture or personal belonging, please let us know and we will look into what support can be provided.

This will be completed separately.

12. Do I need to stay at home during the works?

While the work to your home is taking place, it is essential that an adult member of your household is at home.

13. Will the contractors redecorate once the work is complete?

Each resident will have to make their own arrangements regarding redecorations with the £160 per window received from A2D.

14. How much of the day will the works need?

The workers will call at your home from 9.00am and will leave by 3.30pm each day.

15. Decoration allowance

A2Dominion would like to offer residents £160 per window/ external door that is affected by these works. So, if someone has 2 windows and a door that's affected, A2D will offer them £480. This would mean Jessella would not be carrying out any decoration, apart from a white base coat that will be applied to the re-instated window reveals.

For those who wish to accept this allowance, there will be a form that we'd need to them to complete so that this can be formally processed, and the payment made. We will provide this in due course.

Each resident will have to make their own arrangements regarding redecorations with the £160 per window received from A2D. Out of hours contact for A2Dominion: **0800 316 9880**