

Date updated	Subject	Question	Answer
July 2025	Access & Hours of Work	Can we use our balconies/terraces?	<p>You will not be able to use your balcony/terrace between the hours of 8:00am to 5:00pm, Monday to Friday.</p> <p><u>This applies only to properties on Level 4 & 5 during your phase of the works.</u></p> <p>We will keep you always informed when you will have access to your terrace/balcony. Emergency access to your terrace/balcony will remain at all times and the scaffolding will be alarmed with CCTV for your security.</p>
July 2025	Access & Hours of Work	What are the contractors working hours?	The contractors general working hours are 8:00am to 5:00pm, Monday to Friday. If any works are to be undertaken out of these hours, you will be provided with notice before hand and the works will not be noisy.
March 2025	Communications	When will newsletters be circulated?	All residents will receive regular newsletters. This will be issued via both post and email.
April 2025	Communications	Could we have an email group created?	At this moment we have created a mailing list and will keep all residents/parties updated using this method. We will also write directly to you to keep you informed at all times. Additionally, there will be regular newsletters circulated. All of which will also be available online at: https://newmanfrancis.org/sph/
April 2025	Property & Storage	If I move, can I get access to my items that are in storage?	Generally, when items are placed in storage, they will be returned when works are completed to the phase of works. However, if you require items to be returned due to moving home or other circumstances, please get in touch with us and we will make the necessary arrangements for you. This will be offered to all properties on Level 4 and Level 5.
April 2025	Property & Storage	Would contractors dispose of any unwanted items on the terraces/balconies?	Unfortunately, you will have to make your own arrangements to dispose of any unwanted items
June 2025	Property & Storage	Is privacy film mandatory?	Privacy film will be offered to all properties on Level 4 and Level 5. The film is to protect your privacy during the works and recommended but optional, This will also be removed once with work to your phase has been completed.