

Cladding removal works

Your questions answered

Frequently Asked Questions (FAQs)

1. What works are being carried out?

There are areas of non compliant cladding on the building. This is being replaced with a new non-combustible cladding material. The works will remove the existing cladding panels, install brackets, fire breaks and fire stopping, and install the new panels.

2. What are the working hours?

Our normal working hours will be between 08.00am and 5.00pm, weekdays. No work is intended to be done on Saturday mornings but if this does become necessary we will let you know in advance.

3. What is a pre-condition survey?

We are carrying out pre-condition surveys to the inside of all properties with cladding on the facades. This will help us identify what may need to be repaired or reinstated after the works. It will also identify what needs to be done before the work begins on the cladding removal. All surveys at Navis House have been completed, but some addresses may require a follow-up visit.

4. Will I need to clear my balcony during the works ?

Probably not. It is the contractors intention to move any personal belongings from one side of the balcony to the other in order that they can have a clear working area. If you have numerous plants and personal belongings on your balcony, it is advisable to move them inside your home.

5. Will I be able to use my balcony/terrace during the works?

If you live in flat where there are no works taking place adjacent to your balcony, you can only use your balcony during hours when no works are being carried out i.e. 17.30pm - 08.00am and at weekends.

If your balcony/terrace is located in or adjacent to a facade with cladding, you will not be able to use your balcony during the works at any time. The patio door should be kept shut and blinds drawn to protect your privacy.

You should not, under any circumstances climb onto or interfere with the scaffolding.

6. Will I be able to open my balcony door during the works?

If your balcony is located in or adjacent to a facade with cladding your balcony/terrace door should be kept shut during working hours and only opened to provide ventilation outside of working hours.

7. Will you provide an area where large belongings removed from balconies/terraces can be stored?

Yes. The contractors will provide a storage container. Once items have been placed in the storage container, you will not have access to them until the work has been completed to your block. This is because the storage container will be located within the site compound.

FAQs continued...

8. Will the communal area/garden still be accessible during the works?

During the period when the scaffolding is being erected, the communal area will not be available for use. It is anticipated that all or at least a large part of the area will be available for use once the scaffolding has been erected

9. What are the security measures for access to scaffolding?

Where necessary the scaffolding will be fenced off with meshed Heras fencing. The scaffolding will be alarmed. The alarm will be connected to a security monitoring company.

10. What protection is being put in place to prevent debris falling from the areas where works is being carried out?

The scaffolding will have netting in the areas where work is being carried out.

11. What happens if my property is damaged as a result of the works?

You should report any damage to your belongings which you believe has been caused by the works to NewmanFrancis. Where it is clear that the damage has been caused by the works, the contractors will make good or replace the damaged item(s).

12. Do I need to do anything to protect my belongings inside the home?

These works will not cause much dust or vibration, but if you have anything fragile on a wall or shelf close to an elevation where works are being carried out, it might be advisable to move them to another location within your home.

NewmanFrancis are providing Resident Liaison services during the works. We are your first point of call if you have a query or concern, or have information that you feel it would be useful for the contractors to know. You can contact us by email at

nfq@newmanfrancis.org

or by telephone on **07591 422510**

or **0800 644 6040** (freephone)

You can also visit our dedicated webpage at;

www.newmanfrancis.org/nfq

