

Casson Apartments, New Festival Quarter

Cladding removal works

Jan
2020

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. When will the works to Casson Apartments be completed?

The works to Casson Apartments are due to be completed in July in accordance with the indicative timeline that we circulated in December.

3. 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.

4. What is a pre-condition survey?

We are carrying out pre-condition surveys to the inside of all properties with cladding on the facades. The purpose of the pre-condition survey is to make a record of the internal condition of your property, so that in the event of any damage alleged to have been caused by the works, there is a record of condition prior to the works taking place for the purpose of comparison. You will already have been contacted by NewmanFrancis if your home requires a survey.

5. 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.

6. 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 terrace, 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.

7. 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.

NewmanFrancis 98 Gibbins Road, Stratford, London, E15 2HU

Tel: 0208 536 1436 / Freephone 0800 644 6040

Email: administrator@newmanfrancis.org

www.newmanfrancis.org



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FAQs continued...

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

If you have items on your balcony/terrace that cannot be stored inside your home, please contact us and we will try to assist.

9. Will the communal roof terrace still be accessible during the works?

No. Once the scaffolders start erecting scaffolding on the terrace it will be 'out of bounds' for residents and members of the public. At this point the terrace becomes an active building site and for Health and Safety reasons only the contractors will have access to it. The door to the Terrace will be locked.

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

Where necessary the scaffolding will be fenced off with meshed Heras fencing or wooden hoarding. The scaffolding will be alarmed. The alarm will be connected to a security monitoring company. If the alarm is triggered, the police will be called and concierge service alerted.

11. 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.

12. 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).

13. 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.

14. Will the contractors need to enter my home to carry out the works?

No. The work to remove the cladding will be carried out from the scaffolding. In some exceptional circumstances a contractor needs to enter your home, you will be contacted in advance by NewmanFrancis. If someone arrives at your door claiming to be from the contractors, please contact NewmanFrancis.

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

