

Cladding removal works

Your questions answered

Frequently Asked Questions (FAQs)

1. What works are being carried out?

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

2. When will the works to block D Apartments be completed?

The works to block D are due to be completed in April 2021 in accordance with the indicative timeline that we circulated in December 2019.

3. What are the working hours?

The 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 normally carry out pre-condition surveys to the inside of all properties with cladding on the facades. For the health and safety of residents and the Surveyor these have now been suspended due to coronavirus. The purpose of the pre-condition survey is to make a record of the internal condition of your property, particularly the internal walls where there is cladding fixed to the external elevation. We do plan to carry out surveys, but it would be helpful if you live in a flat with cladding on

the elevation if you could photograph the internal walls in this location particularly around the windows prior to the work starting, it would be helpful.

5. Will I need to clear my balcony/terrace during the works?

Yes, in some cases. If scaffolding is being erected from your ground floor terrace or there is cladding around or inside your balcony, you should move all personal belongings including plants, inside your home. This is to provide a clear working area for the contractors and to eliminate the risk of accidental damage.

If your balcony/terrace does not have cladding inside or around it, there is no need to remove personal belongings from your balcony/terrace. However, we would advise that you do, as the work does create dust.

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

If you live in a flat where there are no works taking place adjacent to your balcony/terrace, you can use your balcony/terrace 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.

FAQs continued...

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.

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 NewmanFrancis and we will try to assist .

9. Will the courtyard area at block D be accessible during the works?

No. Once the scaffolders start erecting scaffolding in the courtyard area, it will be 'out of bounds' for residents and members of the public. The courtyard will become an active construction site and for health and safety reasons only the contractors will have access to it. The communal doors to the courtyard will be locked. The same will apply to the communal 5th floor terrace at Felix Point.

10. What are the security measures for the 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 Project Manager, the Police and the concierge service will be alerted.

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

The scaffolding and hoist 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 contractor 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 cause some dust and vibration. 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. If in an some exceptional circumstance a contractor needs to enter your home, you will be contacted in advance by NewmanFrancis. If someone arrives at your door without prior notice, 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)

