



## Morrison Court

A guide to the proposed work and what it means for you



# Network Homes

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## Glossary of terms

- **Cavity barriers** – A fire-resisting barrier placed within the cavity which is present in the construction of the external wall, between the insulation and the sheathing (backing) board.
- **Elevation** – A particular wall or ‘face’ of the building.
- **External wall system** – The combination of materials used in the external walls of the property. This generally includes the sheathing board, insulation and render as well as fire breaks and associated items.
- **Internal Fire Consultants (IFC)** – IFC is an internationally renowned firm of engineering consultants, on this project they will provide fire and façade engineering services.
- **Render** – The white cement-based coating applied to the outside of the building.

## Summary

This guide is to help you and your household understand the planned programme of work being carried out at Morrison Court; why the work is being done, how it will impact you, and the improvements it will bring.

Network Homes is very mindful of the impact that building work can have on you. We have appointed a team of expert consultants and specialist contractors, and we are committed to minimising any adverse impacts during this essential work, and to being transparent as to the processes involved.

Of course, the current Covid-19 crisis presents challenges to the timescales of the project, however we work with our contractor and consultants to ensure disruption is kept to a minimum.

### Context of the work

Morrison Court is an eight storey residential block of flats of concrete frame construction with a cavity brickwork façade to the front elevation, and render over insulation forming the rear elevation.

Network Homes engaged a consultant (John Rowan and Partners) and Fire Engineer (International Fire Consultants) to investigate the external wall system in line with Government guidance. These surveys identified a number of issues with the white coloured render system, including poor workmanship around the installation of the fire barriers that could allow fire to spread to an unacceptable level. The defects identified will need to be remediated.

### What we are doing

The proposed work will rectify the potential defects that have been identified in building survey reports. In order to deliver the most robust repair solution for your peace-of-mind, the decision has been taken, subject to planning approval, to entirely replace the exterior rear façade, rather than undertake piecemeal repairs.

Following a carefully considered contractor selection process Network Homes has appointed Hamilton First as their contractor for the work. Hamilton First has extensive experience on major renovations. You can read more about the group here: <http://hamiltonfirst.co.uk/>.

## Scope of remedial work

The work is due to commence on Monday 27 July and will take approximately four months to complete. The project will be undertaken in four steps:

- Step 1: Erection of scaffold to provide the required access to the façade
- Step 2: Removal of the original render insulation
- Step 3: Application of new insulation and render product
- Step 4: Removal of scaffold.

The work will be split into two distinct stages. The first stage of the work will be to install scaffolding to the rear elevation and to remove the existing render and insulation. Once the render and insulation has been removed, Hamilton will be able to inspect the structure of the building and confirm the proposed specification for remedial work.

Work will then start to install the new external wall system. The replacement rendered façade will look almost identical to how it does now in terms of finish, dimensions and colour. The replacement façade will meet all applicable Building Regulations requirements and government advisory notes and will provide improved fire safety performance. The work will be undertaken by Hamilton, a specialist cladding contractor, and overseen by Internal Fire Consultants (IFC) and John Rowan and Partners.

Internal work to replace fire doors will start later on and we will write to you once we have a confirmed date.

We will be considering if lift refurbishment can also be completed during this project.

## Working with you in mind

The Network Homes Team and our experienced specialist contractor, Hamilton, will work hard to protect residents during the course of work.

Some groups, such as disabled people, elderly people, and children, require special attention during any building work and we are very mindful of these needs.

Children in particular often aren't aware of the dangers associated with construction sites, which can lead to injury. In addition to the safety measures being put in place, we would appreciate your co-operation in reinforcing messaging aimed at preventing children entering the areas of work. Please be vigilant and should you see anyone where they should not be, please inform a member of our team immediately.

Safety signs will be displayed around the site during the work and working areas will be segregated by physical barriers. If you have any safety queries or concerns then please contact us via [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).



## COVID-19 measures

The health and safety of our workforce and the communities in which we work is our top priority. We will be adhering to all the government guidelines around safe working and social distancing at this time.

A few of the measures that will be put in place are:

- Monitoring by the site team to ensure that social distancing and safe working guidelines are adhered to — especially when the operatives are arriving and leaving site.
- Hand washing facilities in the Site Compound at the rear of Morrison Court. All operatives will also have hand sanitizer in their vehicles.
- Staggered lunch breaks to maintain social distancing.
- Operatives adopting government guidelines regarding social distancing and containment.
- COVID-19 questionnaires will be sent to you for completing and return to us, so that we can ensure you and our workforce are safe and protected should you be self-isolating or shielding.
- Internal visits will be kept to a maximum of 15 minutes by one operative and full PPE will be worn for activities where the risk assessment permits (*Gloves, Face Masks and Shoe Covers*).

## Indicative programme

Hamilton First plan to start putting up scaffolding on the rear façade on Monday 27 July. Work to remove the existing render should finish by 17 August. The external work should finish by the end of November.

Internal work to replace fire doors will start later into the project and we hope to complete all work by

Christmas, however this could be affected by COVID-delays.

## Condition survey

Before any work on site starts, Hamilton will be undertaking an external and internal photographic condition survey which will include your property. We would appreciate your co-operation in accommodating this survey prior to work starting. The survey will be by appointment and should take no longer than 15 minutes to complete. The condition surveys will concentrate on the external walls of your property.

Should you be self-isolating or shielding due to COVID-19, then we can arrange for you to send these photos to Hamilton directly via WhatsApp or email. Further details are available on request.

Please contact Hamilton's site representative **Kath Mansfield on 07551 154459** or at the site office which will be located in Flat 23, Morrison Court, in order to arrange your appointment. Alternatively, Hamilton may contact you directly to arrange this appointment ourselves. All Hamilton's staff and operatives will carry full face photo identification cards and all appointments will always be by prior arrangement. Your safety and that of our workforce are our number one priority and should you have any concerns at any time we operate a challenge and check policy. Call **01274 666166** to check any operative's details and credentials and do not let anyone into your home if you are not happy.

Photographs and notes will be taken during the survey and you will be offered the opportunity to sign the survey form on its completion to confirm that the information noted is correct. We would like to assure you that the information gathered is stored securely and on completion of the project destroyed in a secure manner. Hamilton can provide you with a copy of your signed survey and any pictures taken.

All due care will be taken throughout the work to avoid any damage to your home. Please be reassured that in the unlikely event of any damage caused by our work this would be addressed at the contractor's expense, as long as a pre-commencement survey was undertaken prior to work.

## Frequently asked questions:

### 1. What will the working hours be?

Our contractors will be carrying out their work during the hours of 8am and 6pm, Monday to Friday. There may be some Saturday working as we wish to complete these resident safety work as quickly as possible. Noisy work will only be undertaken between 9am and 5pm. Set-up and cleaning may occur outside of these hours.

Set up and cleaning work includes delivering the materials we require to site each day, and this will be transported both by hoists and manual handling to the required position for the work on that day. Although housekeeping will be undertaken constantly throughout the day, we will check the scaffold and balcony areas at the end of each day to ensure these areas are clean and clear of any materials and dust from our work.

### 2. What will the noise impact be?

While it is impossible for us to promise that our work will not disrupt your daily routine (especially if you work from home or have a shift pattern), we will strive at all times to minimise noise impact. Our operatives will be mindful that they are working outside your home and we will endeavour to keep you fully informed during the course of the work. Due to the mechanical fixing there will be drilling noise intermittently throughout the working day.

### 3. Will there be dust?

Some of our work may cause dust, therefore we would strongly suggest that you avoid drying laundry on your balconies while work is in progress. When we are working on your block, we would recommend that during working hours your windows remain closed to minimise any dust entering your property. We will

do all that we can to minimise the dust during our work and as such we will have industrial hoovers on site which will be used to assist us in cleaning our working areas at the end of each day.

**4. How will you manage waste?**

We will have a secure skip located to the rear of the building.

**5. What will be the extent of the scaffold?**

Full scaffold will be erected to the rear elevation and entrance beneath Morrison Court to enable us to obtain the required access for our work.

**6. How will the scaffold be secured?**

The scaffold will be secured within the courtyard and there will be an alarm which is monitored 24/7 in case of any activations. You can protect your property by ensuring that, as usual, when you go out, you lock all your windows and balcony door. The work should not have any bearing on your home contents policy, however we recommend that you keep your insurance provider updated on the status of the work being undertaken to your block.

**7. What does the scaffold netting look like?**

We will be wrapping the scaffolding in fire retardant debris netting (right) which will protect the surroundings from particles or building dust from the facade work. The netting will be fixed to the scaffolding by cable ties.



**8. Will my light be obscured?**

The debris netting that encloses the scaffold and the boards used to create walkways on the scaffolding will reduce some of the natural light getting into your property and will obscure your view. The scaffolding and netting will be in place for the minimum possible time.

**9. Will I have increased heating costs?**

We do not expect that you will experience any noticeable increase in costs for heating your property.

**10. What can I do for ventilation in the summer?**

You will be able to open your windows for ventilation purposes. However as some of our work will create dust we strongly recommend where possible, that windows remain shut whilst work to your balcony elevation is being carried out Monday to Friday.

**11. Can I stay in my property during the work?**

Yes, you can continue to live in your property for the duration of the work.

**12. Is it safe for my children to be in the property during the work?**

During the façade work, it is safe for you and your children to be in your property. When we are working on your block there will be some noisy work which may cause some disturbance, but not to the extent that hearing protection is required.

**13. Will I need to close all my blinds and curtains?**

As scaffolding goes up you will start to see movement around the scaffold. For your privacy we would recommend that you keep blinds and curtains closed first thing in the morning, opening these once you are dressed.

**14. What happens if I am on holiday?**

We will work with you prior to you going on holiday and any access required will be scheduled before you go on holiday. This will enable us to move forward with our programme in your absence.

**15. What sort of sign-off will be provided?**

We will liaise with building control throughout our work to ensure that all work is compliant and meets all Building Regulations. A robust QCQA (quality control/quality assurance) process will be followed throughout the project. The work itself will come with a 25 year SWIGA guarantee.

Network Homes has also appointed John Rowan and Partners (JRP) to act as our site inspector throughout the work and also International Fire Consultants (IFC) to act as our Chartered Fire Engineers.

#### **16. What sort of certification will we get?**

The work being undertaken to the façade will be certified as complete and compliant with the building regulations by an approved Building Control Inspector.

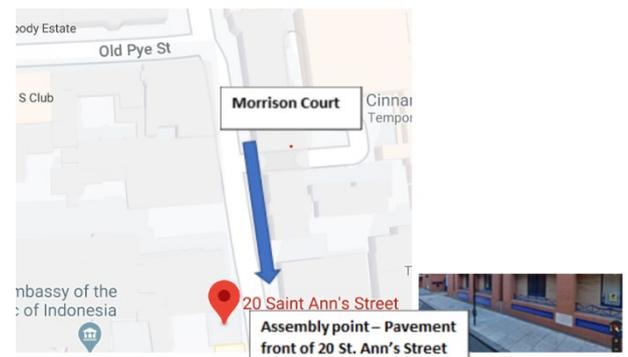
#### **17. Is the interim fire strategy still relevant?**

Yes, the interim fire safety “Simultaneous Evacuation strategy”, including roving fire wardens on a 24-hour, 7-days-a-week basis will continue as a precautionary measure until such time as our Fire Engineer confirms we can remove the waking watch wardens (Fire Wardens).

#### **18. What should you do if there is a fire in your flat, or you hear the fire alarm, or the fire warden tells you to evacuate?**

If there is a fire in your flat or the fire wardens raise an alarm you should:

- Evacuate immediately closing all doors behind you as you leave your flat.
- Leave the building using the nearest staircase. This will be shown on the fire signage within your block. Do not use the lift.
- Call 999.
- If the fire is in your flat, you should alert the fire wardens so they can raise an alarm.
- If you are responding to an alarm raised by the fire wardens, you should follow their instructions.
- Tell the fire wardens and Fire Brigade if any members of your household require assistance to evacuate.
- Gather at the assembly point 20 St Ann’s Street (right). Wait at the assembly point until you are told by the lead fire warden to return home.



#### **19. Will this work cost me anything?**

No, the cost of this work will not be re-charged to residents.

#### **20. How long will this project take?**

We estimate that the project will have a total duration of 4 months. However, it is possible that Covid-19 restrictions may result in delays to this timeframe. You will be kept apprised of progress and developments to the timeframe.

#### **21. Will there be any impact on the pavements around the development?**

There will be an impact on the car parking bays to the rear of the building (including all areas of the courtyard and the ramp) for the duration of the work, given the need to erect scaffold adjacent to the rear elevation. You will not be able to park your car to the rear of Morrison Court and will need to park in the bays at Ground Floor Level.

#### **22. What work is being done to fire doors?**

To bring the Fire Doors up to current day Building Regulations and in line with Government Guidance, we have decided to replace all communal and flat entrance doors. These will be replaced with a Gerda Fire Rated doorset. We will contact you closer to the time with further information on this and consult with you on the replacement choice and colour options.