

## Frequently Asked Questions

### Colet Road and Wittington Road – Balcony Replacement

Colet Road and Wittington Road

Hutton

Brentwood

CM13

Replacement of defective timber balconies to low-rise blocks on Colet and Wittington Road.



**Prepared on behalf of**  
Brentwood Borough Council  
Town Hall  
Ingrave Road  
Brentwood  
CM15 8AY

**Job No:** 33444  
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# Frequently Asked Questions

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### 1.0 General FAQ's

#### 1.1 Why are these works required?

Numerous balconies to the Colet Road and Wittington Road properties have become unsafe due to the poor condition of the structural timbers. To rectify these defects and future proof the properties the existing timber balconies to all properties are to be replaced with galvanised powder coated steel balconies.

#### 1.2 What will the replacement balconies look like?

The replacement balconies will be a similar size to the existing and constructed with black powder coated steel and a deck formed of a cement board and liquid waterproofing membrane. The below images are 3D representations of what the new balconies will look like.



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1.3 **How long will the project take to complete?**

The works to all blocks are expected to take 6 months to complete, with the works taking approximately one month per block. However, factors may affect the delivery of the works such as volatile market conditions, access, and poor weather. The Contractor and Brentwood Borough Council will provide regular communication regarding the programme throughout the course of the works.

1.4 **When will the works commence?**

Works are expected to commence by the end of February 2022. The Contractor and Brentwood Borough Council will provide a specific start date for the project and your property in due course.

1.5 **Will scaffolding be required and how long will the scaffolding be erected for?**

Yes, scaffolding will be required to the front elevation of each block to allow for safe access to undertake the works. It is expected that scaffolding will be erected for 1 month per block.

1.6 **Will access be required to my property?**

Access will be required to ground floor properties as the new structural steel frame will need to be fixed to an existing internal structural beam. This will require a section of the ceiling to be removed. Additionally, padstones (a block used to support the structural frame) will also be installed to the internal and external walls. Therefore, a section of wall finishes (plaster and decorations) will be affected. Making good and redecoration will be undertaken following these works.

It is not expected access will be required to first floor as the Contractor will access the balconies via the scaffolding. The Contractor will notify first floor residents if access is required.

The Contractor will provide a minimum of one week's notice of when internal access is required.

1.7 **Will I have to move items / belongings?**

Yes. During the works all personal items must be removed from the balconies. Personal items and furniture will also need to be moved from the working areas in the ground floor properties.

The Contractor will liaise with all residents regarding when this will be required and provide a minimum of one week's notice.

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#### 1.8 What will the working hours be?

The working hours will be between 8am and 5pm Monday to Friday. Out of hours working will only be undertaken in the case of an emergency.

#### 1.9 What Covid-19 measures will be in place?

To ensure the safety of both residents and operatives the following Covid-19 measures will be in place throughout the course of the project:

- Prior to someone entering your property you will be asked to confirm that no one in your household has; tested positive for Covid-19, is experiencing symptoms of Covid-19 or is self-isolating.
- Anyone visiting your property will wear a face covering.
- Regular hand washing and cleaning of site facilities will be undertaken.
- Wherever possible social distancing will be maintained.

Should any Government or Local restrictions be implemented during the project these will also be implemented.

#### 1.10 How do I raise a query or concern during the works?

Any queries or concerns should be raised to The Contractor in the first instance. The Contractor will write to you prior to the commencement of works advising you of how and who to contact should you have a query or concern during the works.

Should the Contractor be unable to answer your query or address your concern it should then be escalated to Brentwood Borough Council.