

Major Works Information Booklet



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Introduction

Welcome to the Major Works Information Booklet. We are sending this to you because major repair work will shortly be starting at your home, estate or block. It contains important information and should be kept in a safe place for reference until the works are complete. We hope that you find it useful.



The Housing Capital Programme

The Housing Capital Programme is the general term for all the major repair work that we carry out to our homes, blocks and estates to bring them up to a good standard of repair. The Council's Executive Committee approves the programme, and the Capital Investment Group then manages the individual work projects. It is usually planned up to four years in advance, using information that we have on the condition of properties. When planning the programme we consult with representatives from tenants, residents and leaseholders associations. We do not

have the resources to carry out all the work that we would like to do, but we do our best to target areas that need it the most.



Who's who during the building work

There are various different groups of people involved in making the major works happen. This section explains what their roles are and how they can help you.



Resident Liaison Officer (RLO)

The RLO is employed by the Contractor and is your first point of contact while work is taking place. He or she will provide you with information and advise you about health and safety issues. The RLO will be able to assist you during the works and if you have any concerns about the works you should speak to them first. If work is going to be carried out inside your home the RLO will make the appointments with you.

Project Manager

The Project Manager is a Camden Council employee and has overall responsibility for ensuring that the major works go well. The Project Manager monitors the Contractor's performance and attends regular meetings with them on site. If you have raised queries or concerns with the RLO and are not satisfied with the response then you should contact the Project Manager.

Clerk of Works (CoW)

The Clerk of Works is usually a Camden Council employee. He or she is responsible for monitoring each stage of the building works on a regular basis. They ensure that work is done properly and meets our quality standards.



Site Manager

The Site Manager is employed by the Contractor and is responsible for the management of all work on site. They ensure that work happens in the correct sequence, check the standard of work and ensure that the health and safety of residents is maintained.



Contract Administrator

The Contract Administrator inspects the work that is being carried out. They have authority to issue instructions to the Contractor and once they are satisfied that work has been undertaken to the required standard they have responsibility for authorising payment to the Contractor. The Contract Administrator is usually independent of the Council and works for an architectural and surveying consultancy.



Site Office

On most projects the Contractor will install a temporary site office for the duration of the works. This will be located as close as possible to where the work is being carried out. This is where the Resident Liaison Officer, Site Manager and Clerk of Works will be based. If space allows, the site office is where the Project Manager and Contract Administrator hold their regular site meetings. Where possible, resident representatives will be given the opportunity to attend part of these meetings.

Being prepared before work starts

Security

Scaffolding may be erected as part of building work and it will be secured. However it is important to keep all doors and windows locked, particularly at night and when you are away. Check that your home is secure before works start. The Crime Prevention Officer at your local Police Station can advise you about this. Only allow builders with photo identity cards into your home. **Always ask for identification.** If in doubt, don't let them in. To check

their identity you can contact the Resident Liaison Officer or Project Manager.



Holidays

An appointment will be made if work needs to be carried out to the inside of your home. If you are planning a holiday or will be away for some of the time that work is taking place then please contact the Resident Liaison Officer. He or she will then try to ensure that the appointment is on a convenient date.

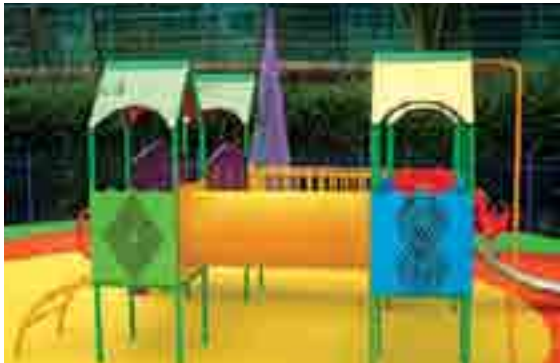


Insurance

You are strongly advised to take out a home contents insurance policy in general, not just for when major work is happening. If you have home contents insurance, you will probably need to inform your insurer about the work and when it is due to start and finish. In the unlikely event of damage being caused you should notify the RLO and Project Manager as soon as you become aware of the problem. The RLO and Project Manager will be able to advise and help you.

Accidents

Safety is one of our primary concerns and is something that you can help with. If you see something that you think might cause an accident, please contact the RLO or Project Manager immediately. Outside normal working hours contact Camden Council switchboard on 020 7278 4444.



Children

You must keep children away from work areas outside and inside your home. Don't let children climb scaffolding, play near it, or go near tools, materials, rubbish or skips. Children under 16 must not be left unsupervised when the Contractor is working inside your home. The Contractor will refuse to carry out work if this happens and a new appointment will need to be made.

Pets

You should keep all pets away from tools and equipment. Please note that pets can be disturbed by noisy building work.



Your belongings

Please make sure that communal areas near your home are kept clear of belongings. This includes hallways, stairwells and entrances. We may ask you to move your belongings from certain rooms, garages or sheds so that the Contractor can carry out work. We will let you know in advance if this is required. If you will need help moving large or heavy items of furniture please contact the RLO.

Satellite dishes

If the works require us to erect scaffolding and you have a satellite dish then this will need to be removed before work begins. The dish should not be put back in place whilst the scaffolding is up as it may obstruct those using the scaffold. When the scaffolding has been removed you should only replace it once you have been given permission to do so from your District Housing Office. If you have a satellite dish and do not remove it before the scaffolding goes up then this will be done by the Contractor. The satellite dish may be stored on site for collection once work is complete.

Health

Please let the RLO or Project Manager know if you or a member of your household has specific needs or health problems that might be affected by the work, this might include being disabled or housebound. If your health is affected once works have started please also contact us and we will do our best to help.



What you can expect from the Contractor

We expect all our Contractors to undertake work in a professional way and for their employees to have a high standard of behaviour.

The Contractor will:

- Attend a public meeting to introduce key people to you before the works start.
- Give you reasonable notice of when the works will be carried out to your home.
- Wear Identification (ID) with a photograph, and explain what they will be doing when they are working in your home.
- Carry out the work in an orderly manner between 8am and 6pm from Monday to Friday. Working outside these times and at the weekends will only be allowed in an emergency or exceptional circumstances.
- Treat you with respect and be courteous.
- Keep your home secure and treat it with respect.
- Protect your belongings, furnishings and floor coverings from damage.
- Work in accordance with Health and Safety legislation.
- Clear away any rubbish, tools and materials at the end of each day.
- Leave the work areas clean and tidy. Assist with moving back any heavy belongings that needed to be moved for the work to take place.

- Leave you with working services such as water, electricity, heating, gas and telephone. If this is not possible they must provide an alternative for you. Please note that only some of our major works projects will disrupt these services. Where this applies you will be given reasonable notice of the disruption.
- Have a clearly marked site office where you can contact the Site Manager or RLO. You will also be able to contact them by telephone.

If you have any concerns about the Contractor not complying with these guidelines then please contact the RLO or Project Manager.



What we expect from you

Successful work is a two way process of co-operation between residents and us. We expect residents to:

- Allow access to your home and related areas after we have given you reasonable notice.
 - Keep any appointments that we make with you. If you do have to cancel then please give us as much notice as possible.
 - Remove personal belongings from any work areas. We will provide assistance if you are elderly or disabled.
- Not leave children under the age of 16 unsupervised during work inside your home.
 - Remove ornaments and valuables from rooms where Contractors are working.
 - Keep windows and doors open to allow paint to dry, but keep them closed at night or when you are not at home.



When work finishes

This section explains how you will be involved when the work is nearing completion and when it completes.

Several weeks before the work is due to finish the Clerk of Works and Contract Administrator will carry out quality checks of the work. If work was done inside your home then these areas will also be inspected. An appointment will be arranged to do this. You will also be given the opportunity to report anything that needs to be addressed by the Contractor.

When all the works have been completed to a satisfactory standard and the Contractor has left site, there will be a period during

which the Contractor will be responsible for dealing with any problems arising from the works. This is called the Defects Liability Period. The Project Manager will write to you with details of this.

Towards the end of the Defects Liability Period, the Clerk of Works and Contract Administrator will carry out a final inspection. Again you will be given the opportunity to report anything that needs to be addressed by the Contractor. Once everything has been dealt with, the Contract Administrator will certify the works as being complete. Responsibility for maintaining areas where work was carried out will then be handed-over to the Council's Repairs Service.

Information for residents of street properties

Some of the major works we carry out are to street properties. This section contains additional information that is relevant for residents of these.

Major works to street properties will often be carried out over a wider geographical area than works to an estate or block. This means that it may not be possible for the Contractor's site office to be located near your home. However, this will not affect the service that you receive from the Contractor. You will be able to contact the Resident Liaison Officer if you have

any queries or concerns about the works and be visited by them if required.

Where it is not appropriate to invite resident representatives to attend meetings with the Project Manager and Contract Administrator at the site office, the Project Manager will hold regular drop-in sessions for residents. These will be at a central location such as your District Housing Office.



Camden Association of Street Properties (CASP)

CASP are a recognised tenants and residents association set up to represent the interests of occupants of individual street properties who may not otherwise have a local tenants and residents association.



Contact Information

You will be sent the names and contact details of those mentioned in the “Who’s who during the building work” section before the works begin.

CASP

Room 404
Bidborough House
20 Mabledon Place
London WC1H 9BF

Telephone: 020 7974 2377
Email: camdenstreetproperties@yahoo.co.uk

Capital Investment Group
London Borough of Camden
Bidborough House
20 Mabledon Place
London WC1H 9BF

Telephone: 020 7278 4444
Email: capital.projects@camden.gov.uk





Large print version

To receive a large print version please tick the box on page 23 and fill in your name and address.

Tear-off the card and post it to us (no stamp needed).

Translation

Kjo broshurë përmbanë informata të rëndësishme rreth punimeve kryesore të ardhme. Nëse e doni një kopje të përkthyer ju lusim shenoni katrorin përkatës në faqen 23 dhe shkruani emrin dhe adresën tuaj në hapsirën e dhënë. Ju lusim ta ndani faqen dhe të na e dërgoni neve.

ভবিষ্যতে যে বড় ধরনের কাজগুলো করা হবে এই বুকলেটটিতে সে বিষয়ে তথ্য প্রদান করা হয়েছে। এর একটি অনুবাদকৃত কপির নজর ২৩ নং পৃষ্ঠার প্রযোজ্য বক্সে টিক প্রদান করুন এবং খালি জায়গায় আপনার নাম এবং ঠিকান লিখে দিন। দয়া করে পেছনের অংশটুকু ছিড়ে আমাদের কাছে পাঠিয়ে দিন।

Ce livret contient des informations essentielles concernant les travaux importants à venir. Pour obtenir une traduction de ce document, veuillez cocher la case correspondante à la page 23 et indiquer votre nom ainsi que vos coordonnées dans l'espace prévu à cet effet, puis détacher la couverture arrière et nous l'envoyer.

Αυτό το φυλλάδιο περιλαμβάνει χρήσιμες πληροφορίες για σημαντικά έργα που θα γίνουν στο άμεσο μέλλον. Για να προμηθευτείτε ένα μεταφρασμένο αντίτυπο, επιλέξτε το κατάλληλο πλαίσιο στη σελίδα 23 και γράψτε το ονοματεπώνυμο και τη διεύθυνσή σας στο χώρο που παρέχεται. Παρακαλείστε να κόψετε το οπισθόφυλλο και να το στείλετε σε εμάς.

Waraaqahaani waxaa ku jira xog muhiim ah oo ku saabsan hawlaha dhismaha waaweyn ee mustaqbalka la qaban doono. Haddii aad rabtid koobi tarjuman fadlan calaamadi khaanadda ku habboon oo ku taal bogga 23aad; kuna qor magacaaga iyo cinwaankaaga meesha loo banneeyay. Fadlan jeexo bogga gadaale, kadibna noo soo dir.

Este folleto contiene información importante acerca de los próximos trabajos destacados. Para obtener una copia traducida, marque la casilla correspondiente en la página 23, y escriba su nombre y domicilio en el espacio facilitado. Arranque la contraportada, y envíenosla.

- Për ta pranuar përkthimin në shqip ju lusim shenoni katrorin.
- একটি বাংলা অনুবাদের জন্য এই বক্সে টিক দিন।
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- Για να λάβετε το φυλλάδιο μεταφρασμένο στα Ελληνικά, επιλέξτε αυτό το πλαίσιο.
- Si aad u heshid tarjumaad Soomaali ah, fadlan calaamadi khaanaddaan.
- Para recibir una traducción al español, marque esta casilla.
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Major Works Information Booklet
Capital Investment Group
Bidborough House
Mabledon Place
FREEPOST NW413/10
LONDON WC1H 9BF