



Tresham Crescent Roof replacement Q&A

When will the works start?

The works are due to start March 2025

Who will be doing the works?

United Living will be undertaking these works.

At the start of 2018 we entered a ten-year partnering agreement with two major works contractors to deliver major work projects. Axis Europe is the contractor in the north and west of the borough and United Living are in the south and central areas. The benefit of doing this include:

- Reducing costs associated with the procurement of major works
- Helping to reduce internal project management fees to less than 12% per project
- Allowing us to give more reliable dates when works are due to start
- Enabling us to manage contractors more effectively

What time will the contractors start?

The working hours will be: 8am-5pm Monday to Friday 9am-1pm Saturdays. No works take place on Sundays or Bank Holidays

Will they need access to my property?

How long will the works take?

What exactly will the contractor be doing during the works?

- **Roof replacement**
They will be stripping back the roof and renewing the roof covering. All cables and services will be maintained throughout the project. Cables are to be fixed in cable runs and reinstated on completion of works.
- **Rainwater Goods**
We will test and undertake repairs and full cleaning of rainwater goods including replacements of elements which are beyond repair. Upon completion we will test all rainwater goods to ensure all systems are free of leaks and are discharging correctly.
- **Below Ground Drainage**

We will undertake a CCTV drainage survey to establish the extent of works required. The contractor will review the survey and install/allow for rodding eyes at the down service connections between the rainwater pipes and the fall to the drain.

- **Windows and glazing**

We will repair or replace where necessary the timber windows and glazing located under the part pitched roof. Any single glazing will be replaced with double glazing.

- **External Repairs**

The brickwork at roof level will be cleaned. We will increase the height of the brickwork wherever necessary subject to approval from planning. Extensive brickwork facing and pointing repairs will be undertaken where necessary on all roof level external areas.

- **Timber Repairs**

Joinery and resin repairs will be done to all defective timber elements, including items such as window. We will be painting all previously painted timber surfaces, including strip and preparation where required

- **Data Cables**

We will engage with BT to tidy and provide new metal powder coated containment.

- **Professional Services (Party Wall)**

We will engage with a party wall surveyor and structural engineer to prepare servicing party wall notices to the neighbouring properties as needed and informing them about the upcoming planned works to the roof.

Where will the site office be?

Will scaffolding be erected?

How long will the scaffolding be in place for?

How will you ensure the work is done to a high standard?

We have quality managers who are responsible for inspecting the quality of all the work carried out by the contractor. The quality manager visits the project regularly throughout the work. We also listen to feedback from residents while the work is happening. The work will be covered by a 12-month defects period after completion. This means that any problems identified during this time, the contractor will come back and put it right at no additional cost. Prior to the works being signed off as complete, we will also invite residents to a walk around with the project team to ensure any snagging items are picked up.

Are the works insured?

An insurance backed guarantee for at least 25-year duration is to be provided for the installation of the roof system.