



# Scaffolding Fact Sheet

It is planned for you to have work done to the outside of your home. We will make every effort to make sure the whole process runs as smoothly as possible and that you are happy with the work that is carried out and the end result. This fact sheet provides you with all the information you need regarding the work.

## Resident Liaison Officer (RLO)

Your RLO should be your first point of contact, and will support you throughout the works and help with any special requirements you may have.

Their contact details can be found on the Keeping in Contact sheet you were given at the start of the works.

## Before the Works

We need clear access to erect scaffolding. The scaffolding line to your home will be approximately one metre away from all external walls.

It is your responsibility to remove your belongings from the areas of work before start and provide access for the work. Please make sure you carry out the following preparations:

- Clear away any outdoor furniture, washing lines, play equipment and garden equipment and store securely
- Remove any plants/ shrubs growing up against the walls of your home and remove any hanging baskets or pots that may hinder the work or are at risk of getting damaged
- Please leave access gates unlocked if you will not be at home when we arrive
- Please remove cat and dog excrement and household waste from the garden
- Cover and protect your pond and its contents

Continued overleaf...



## Before the Works (continued)

- Please remove any vehicles/caravans from where scaffolding will be erected
- Notify your alarm and insurance company to explain that scaffolding is being erected. Your insurance could be void if you do not notify them.

### Please note:

- If you have a gas fire or vertical flue, a Gas Safe engineer will need access to your home to carry out a survey. A gas survey has to be carried out even if there is no gas supply to your home. We may also arrange a gas safety test with your neighbour
- If you have a conservatory or decking we will discuss this with you on an individual basis
- Your TV aerial and/or satellite dish may need to be removed and refitted to ensure a signal is received. It will be temporarily relocated when the scaffold is erected and reinstated on completion of the works. There will be a period of time when your connection will be lost, we will keep any disruption to a minimum
- We will notify you if we need to arrange for your telephone line to be removed and refitted
- If you require assistance, please contact your RLO before the works start. If we remove your belongings on your behalf we will return them to you for your safe keeping, Please refer to the Work Agreement in your Customer Information Pack. We will not accept any liability for any damage caused to your belongings which are not removed.

## During the Works

The work may not always be continuous and there may be days when no one is working on the scaffolding.

- Please leave access gates unlocked if you will not be at home
- Do not park vehicles/caravans beneath the scaffolding or near to the working area
- Do not hang washing outside.

Please note: Delays to external works can be caused by heavy rain, snow, high winds, or low temperatures. We apologise in advance if delays occur, EQUANS will keep you informed.

## Health & Safety

- Do not tamper with or climb on the scaffolding
- If you see anyone other than authorised personnel climbing on or dismantling the scaffold, please contact your RLO or Site Manager immediately. If out of working hours, please phone the police directly
- Please avoid walking under the scaffolding and take care when entering and leaving your home as there may be falling debris. Where possible get the attention of an operative before exiting and accessing your home
- Protective lagging will be put on scaffolding around doorways
- To prevent dust entering your home keep your doors and windows closed while we are working
- Keep your doors and windows locked when you are not at home
- We may need to switch off your boiler for up to eight hours while we are working on the scaffolding

## After Completion

The scaffolding will be removed when the work is complete.

**Please complete the customer satisfaction survey which will be given to you at the end of the work. Your feedback will help us to improve our service.**

