

Haughton Green high-rise render removal programme



Important
information
for
residents



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different language, format or to have it read aloud.



If you have any questions or concerns, please reach out to your Neighbourhood Officer, Avery Santoro:

✉ avery.santoro@irwellvalley.co.uk
☎ 0300 561 1111

You can also leave a message for her via live chat on our website www.irwellvalley.co.uk or by sending us a direct message on social media @IrwellValleyHomes.



The render removal programme at your building

We're now in a position to be able to remove the render from all three high-rise buildings and this booklet provides all the essential information you need to know about the work.

Thank you for your patience while we explored the options available to us to replace the render system on your building. We know it's not been easy.

Once the render is removed, the scaffolding will be removed, and the exclusion zone taken down.

There will be some upheaval over the coming weeks and months whilst this work takes place. So please bear with us a little while longer while we complete this important project and return the buildings to normal. We really appreciate your co-operation and understanding.

We're here to help and will do everything we can to minimise the disruption to you over the coming weeks.

What work is being done?

The render which makes up part of the external wall system on the three high-rise buildings will be taken off. An insulated panel will be placed on the exterior of the building at the end of the horizontal window runs and underneath the kitchen window. There will also be weatherproofing material placed around the external window frames. All of this work will be done externally so there should be no disruption to the inside of your building.

Once the render is removed from all walls, the scaffolding and exclusion zones will be removed.

Following this, the communal areas and gardens will be cleared of rubbish and the green areas cut back and tended to.



How will they do it?

A company called Starfish is completing the work. They will use a mast climber to move up and down the buildings (*like the one pictured below*).



They will work their way from the top of the building down to the bottom.

They will use hand tools to remove the render. This will create some noise and disturbance to the apartments adjoining the section they are working on at any one time. This disruption will be limited to the sections they are working on. This means that there won't be sustained noise to all apartments for the whole period of works. (*see page 9 for some information about how we can help if you work from home*).

We currently expect that they will spend between two and three days outside each flat and one week per floor. If these timescales change once they start work, we will update you again.

When will the work start and finish?

Work is anticipated to begin on Southey Court on 17th March.

Work will begin on Castleton Court four weeks later and then at Fitzgerald Court two weeks after that.

Work will therefore have begun on all of the high-rises within six weeks of each other and will continue with all three buildings being worked on at the same time.

The contractor has estimated it will take around 30 weeks to complete and the whole project is therefore due to finish in autumn this year.

In terms of working hours, the team will be on site Monday to Thursday between the hours of 7.30am and 4.30pm and Fridays between 7.30am and 3.30pm. No work will take place on Saturdays or Sundays.

Who is completing the work

Following a detailed competitive tender process, a company called Starfish was chosen.

Starfish has vast experience in this type of work, and submitted a very comprehensive and competitive tender package. Starfish is familiar with the buildings as they installed a new roofing system on all three high-rises in recent years.

A huge thank you to all the residents who helped us to select the contractor Starfish.

Your key contacts

We are here to help and support you with any issues or concerns you have – both before and during the works.

Starfish is providing a dedicated Resident Liaison Officer who will be based on site while the works take place.

Their details will be provided to you before the work begins so that you can contact them directly with any questions you have or any concerns or issues you have about the works.

They will have a site office on the patch of land next to Castleton Court. You will be able to call in there to see them between the hours of 7.30am and 4.30pm Monday to Thursday and between 7.30am and 3.30pm on Fridays.

Your Neighbourhood Officer remains your first point of contact for any neighbourhood or tenancy issues – Avery's details are included earlier in this pack.

Further FAQs

How many people will be working on the building at one time?

There will be between 12 to 15 workers on each building at any one time.

What are their working hours?

Teams will be on site between 7.30am and 4.30pm Monday to Thursday and until 3.30pm on Fridays.

Will any car parks be closed?

No car parks will be affected or closed during the entirety of the works.

Where will the Starfish workers park?

The workers won't be able to park on the car parks at any of the high-rise buildings. They will park considerately and appropriately within the surrounding area and this will be closely monitored to minimise the impact on the nearby community as much as possible. Starfish will also encourage their staff to vehicle share where possible to reduce the amount of vehicles needing to park in the area.

Will the bin stores be affected?

You have access to the bins for the duration of the work. At times we may need to move the bins, if we do you will be notified in advance of any changes.

Will the access in or out of the building be affected?

Access in and out of the building will be maintained at all times.

Will the works create any mess inside the building?

The works will create some dust in the air, but Starfish are currently exploring a suction device to 'vacuum' up waste material to reduce this and keep it to a minimum.

As long as the front and rear doors to each building are not wedged open (*which shouldn't happen for security reasons regardless of these works*) then dust and mess inside the foyer should be minimal.

Does any work need to be done from the inside?

No. All work is external but if access is required for any reason, then we will notify you of this.

How noisy will it be?

When work is taking place outside your apartment, it may be noisy. If you work or study from home or need a quiet space, we can provide a computer, internet connection, refreshments and a warm space to work from at our Oasis Community Resource Centre on Tatton Road. A private space for online meetings and calls can also be arranged with advance notice.

Craig, our community centre manager, will be happy to help – just call by Monday to Thursday between 10am and 4pm to chat with him or call the centre on 0161 336 0970.

What toilet facilities will be available to the Starfish team?

They will bring their own facilities with them which will be managed by them on site.

Will the scaffolding need to be extended any higher than it currently is?

No, the scaffolding will remain as it is currently until all the render has been removed.

Further FAQs continued

How will you keep us updated about the progress of the works?

The Starfish Resident Liaison Officer will provide regular updates via an online hub that residents can access by scanning a QR code that will be displayed in your building.

They will also let you know which floors will be worked on the following week so that you can plan any arrangements you may wish to make.

We will link to these updates from the digital noticeboards in the building foyers and they will be available on our website.

Please ensure we have up to date contact details for you including a mobile phone number and email address.

You can update these in our customer portal – visit **www.irwellvalley.co.uk/contact-us/customer-portal** to sign in or request an account. Or contact us through live chat, by emailing **contact@irwellvalley.co.uk** or by calling **0300 561 1111**.

Please also ensure that you have added **contact@irwellvalley.co.uk** to your list of 'safe senders' in your email inbox to ensure our messages don't end up in your junk folder.

Is the render being replaced?

With the render removed, the look of buildings will be similar to when they were first constructed. However we have since installed new windows and roofs so they will look a little different and the buildings will still be more efficient.

We have investigated the impact of removing the render on a selection of apartments across different levels of the building.

These surveys have concluded that the thermo-efficiency of the building and apartments won't be significantly affected by the removal of the render system.

This has involved calculating new EPC ratings for a number of apartments across different floors of the building. An EPC is created by scoring different elements of a building. Comparing the current EPC rating with the expected score once the render has been removed has only resulted in an average drop of 4 points – a loss which has only a minor impact on an apartment's overall rating.

We will keep this under review and will be keen to hear feedback from residents on this issue in the future.

The decision making process regarding the replacement of the render following its removal remains ongoing. Our priority at this stage is to remove the render, make the building safe, and press on with improvements to the inside of the buildings for residents. We will continue to keep residents informed on the status and progress of the render replacement.

General improvements.

We are committed to continually improving the buildings for residents.

This month (*February*) Seddon began decorating the foyer at Fitzgerald Court. This will be followed by Southey Court and then Castleton Court.

A deep clean of each floor was also completed at the end of January.



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