

Castleton Court, Fitzgerald Court & Southey Court Facade Remedial Works



February 2025



Issues for Discussion

1. Project Overview
2. Site Setup
3. Render Removal
4. Resident Liaison
5. Monitoring
6. Programme
7. Completion
8. Questions

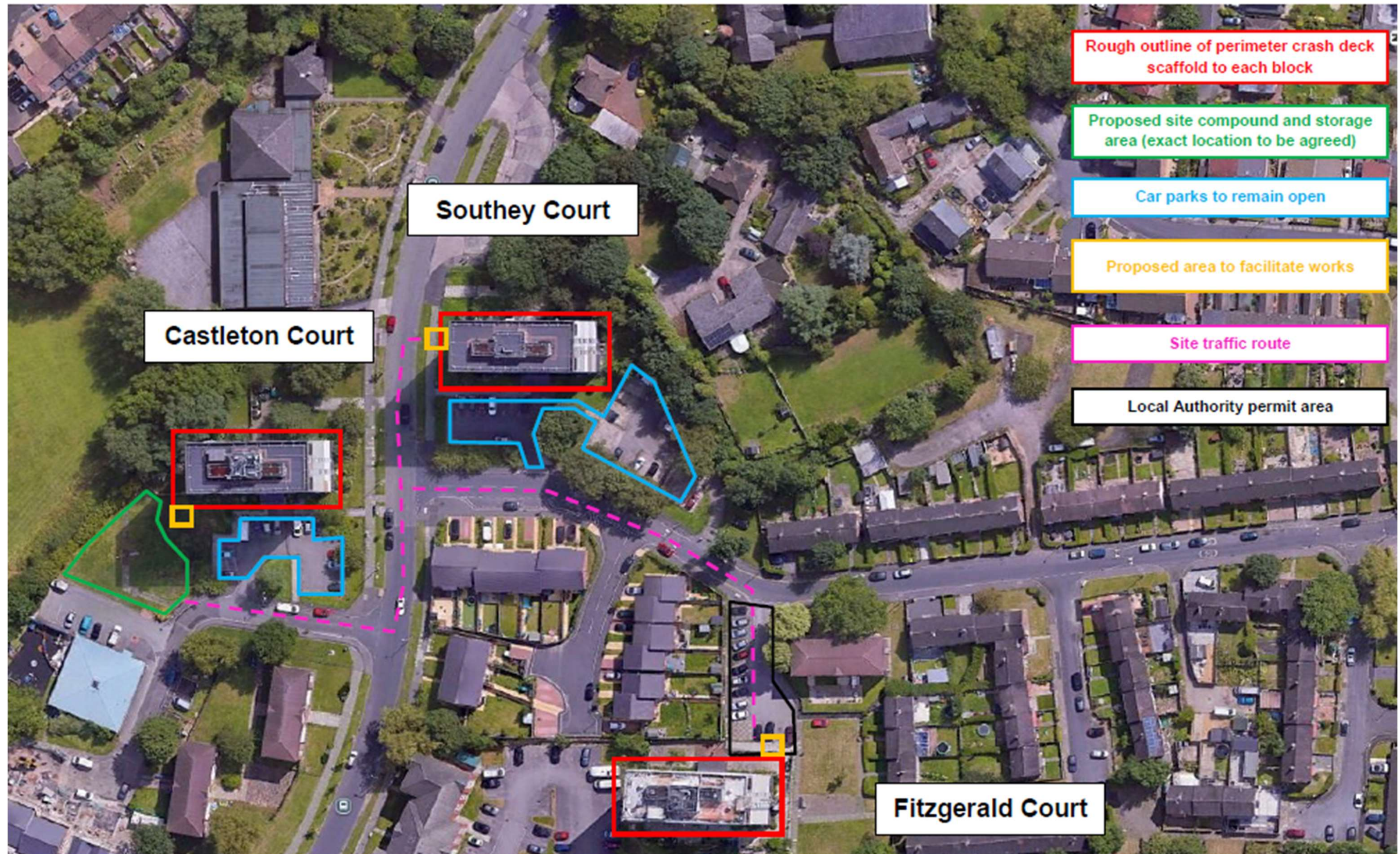


Project Overview

1. The render has come away in isolated locations on all three tower blocks.
2. Irwell Valley have instructed the removal of the render to the three tower blocks known as Castleton Court, Fitzgerald Court and Southey Court, Haughton Green, Denton.
3. BWP have been appointed as Project Managers and Starfish Construction have been appointed as Principal Contractor.
4. Additional consultants will form part of the wider project team including Structural Engineers, Health & Safety Advisors and Fire Engineers.



Site Setup



Render Removal



The elevations will be abseiled to hammer test, remove loose render and secure loose sections.

Mast climbers will be installed to the perimeter of each tower from first floor level scaffolding to roof level. The areas below the mast climbers will remain closed off.

The car park will remain open for most of the works.

The render will be removed carefully in large sections to limit the amount of cutting and noise to the mast climbers. The mast climbers will be debris netted to catch any loose beads and all debris will be bagged within the confines of the mast climber.

The material will be removed to ground floor and removed from site to a waste storage location.

The render will be removed on a floor-by-floor basis starting at the top of the building.

As the render is removed, repairs and waterproofing works will be undertaken. No part of the building will remain exposed overnight.

This is a methodology Starfish have deployed on previous successful projects.

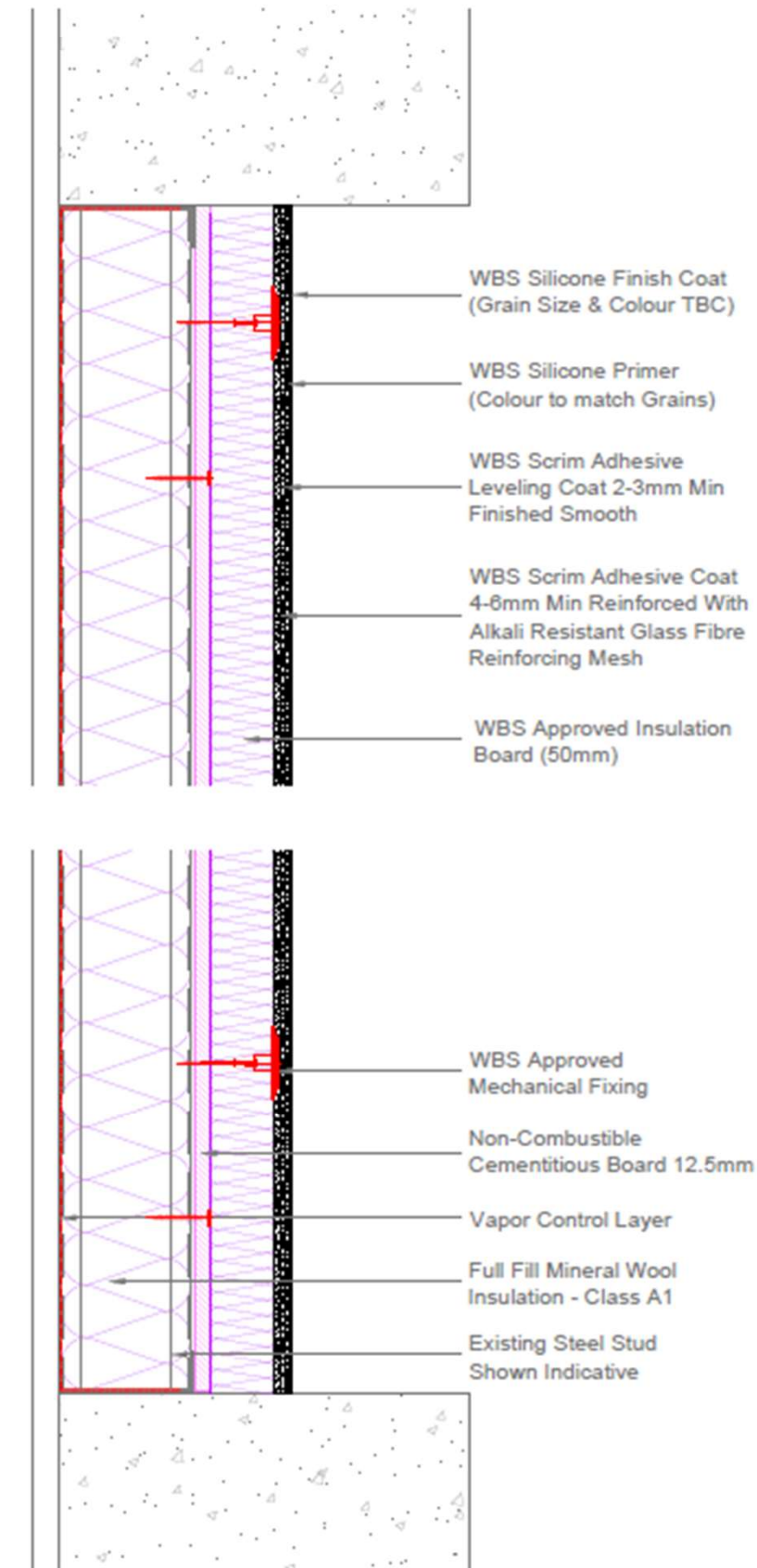


Render Removal



Repairs and Waterproofing including:

- Roof modifications.
- Seal around windows.
- Fill fixing holes in the façade.
- Concrete repairs.
- Render infill repairs where panels were previously removed.



Resident Liaison Officer

The Integral Role
of a Resident
Liaison Officer
in Construction.



Strategy for Resident Liaison

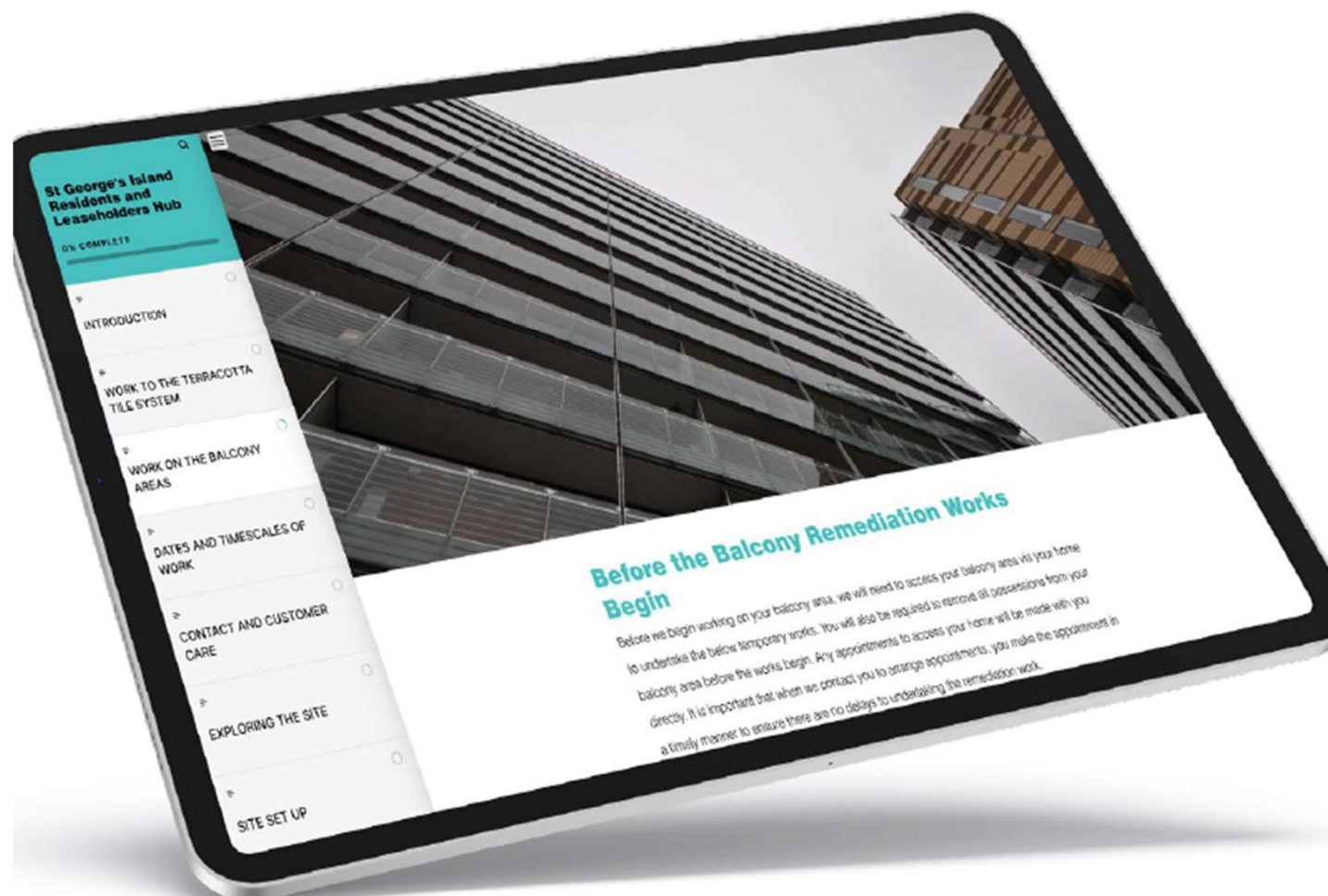
- **Preparation Phase:**
 - **Project Understanding:** Gain a thorough understanding of the facade remediation project, including scope, timeline, and potential impacts on residents.
- **Communication Planning:**
 - **Identify Stakeholders:** Determine all stakeholders, particularly residents, who will be directly affected by the project.
 - **Segmentation:** Categorise residents based on their proximity to the project, potential impact, and concerns.
- **Engagement Strategy: RLO Residents Hub (see Resident Hub Slide Show Attached)**
 - **Clear Communication Channels:** Establish easily accessible communication channels such as dedicated email, phone line, and informational website.
 - **Frequent Updates:** Develop a schedule for regular project updates to keep residents informed about progress and any changes.
 - **Transparency:** Provide accurate and honest information about the project, addressing potential challenges and solutions.
- **Initial Communication:**
 - **Project Introduction:** Send an initial communication explaining the project's purpose, scope, and anticipated timeline.
 - **Impact Explanation:** Clearly outline potential disruptions, such as noise, dust, and limited access, and detail how these will be managed.
- **Two-Way Communication:**
 - **Listening Sessions:** Organise meetings or surveys to allow residents to voice concerns, ask questions, and provide feedback.
 - **Feedback Incorporation:** Actively consider resident feedback and adjust project plans where feasible to address concerns.
- **Mitigation Strategies:**
 - **Mitigating Disruptions:** Outline steps taken to minimise disruptions, such as scheduling noisy work during specific hours, setting up dust barriers, etc.
 - **Alternative Access:** If necessary, provide alternative access routes or accommodations for residents during specific project phases.
- **Emergency Preparedness:**
 - **Safety Measures:** Communicate emergency protocols and safety measures to reassure residents that their well-being is a priority.
- **Contact Information:** Share relevant contacts for both project-related inquiries and emergencies.
- **Progress Updates:**
 - **Regular Reporting:** Send consistent updates about project progress, highlighting completed milestones and upcoming phases.
 - **Visual Aids:** Utilise images or diagrams to help residents understand the work being done and its impact.
- **Completion and Celebration:**
 - **Project Completion:** Notify residents of successful project completion, emphasising the benefits it brings.
 - **Acknowledgment:** Thank residents for their patience and cooperation during the project, recognizing their role in its success.
- **Post-Project Assessment:**
 - **Feedback Collection:** Conduct a post-project survey or meeting to gather feedback on the effectiveness of the communication and mitigation strategies.
 - **Learning for Future:** Analyse successes and areas for improvement to enhance resident liaison strategies for future projects.
- **Continuous Engagement:**
 - **Long-Term Relationship:** Maintain open channels of communication with residents for any ongoing maintenance or follow-up needs.
 - **Community Building:** Consider organizing community events or initiatives to strengthen the sense of community after the project.

Monitoring

The construction project will be monitored by the project team and contractor. Regular progress meetings will be held.

Updates will be routinely provided to all residents. Starfish have an online resident's hub.

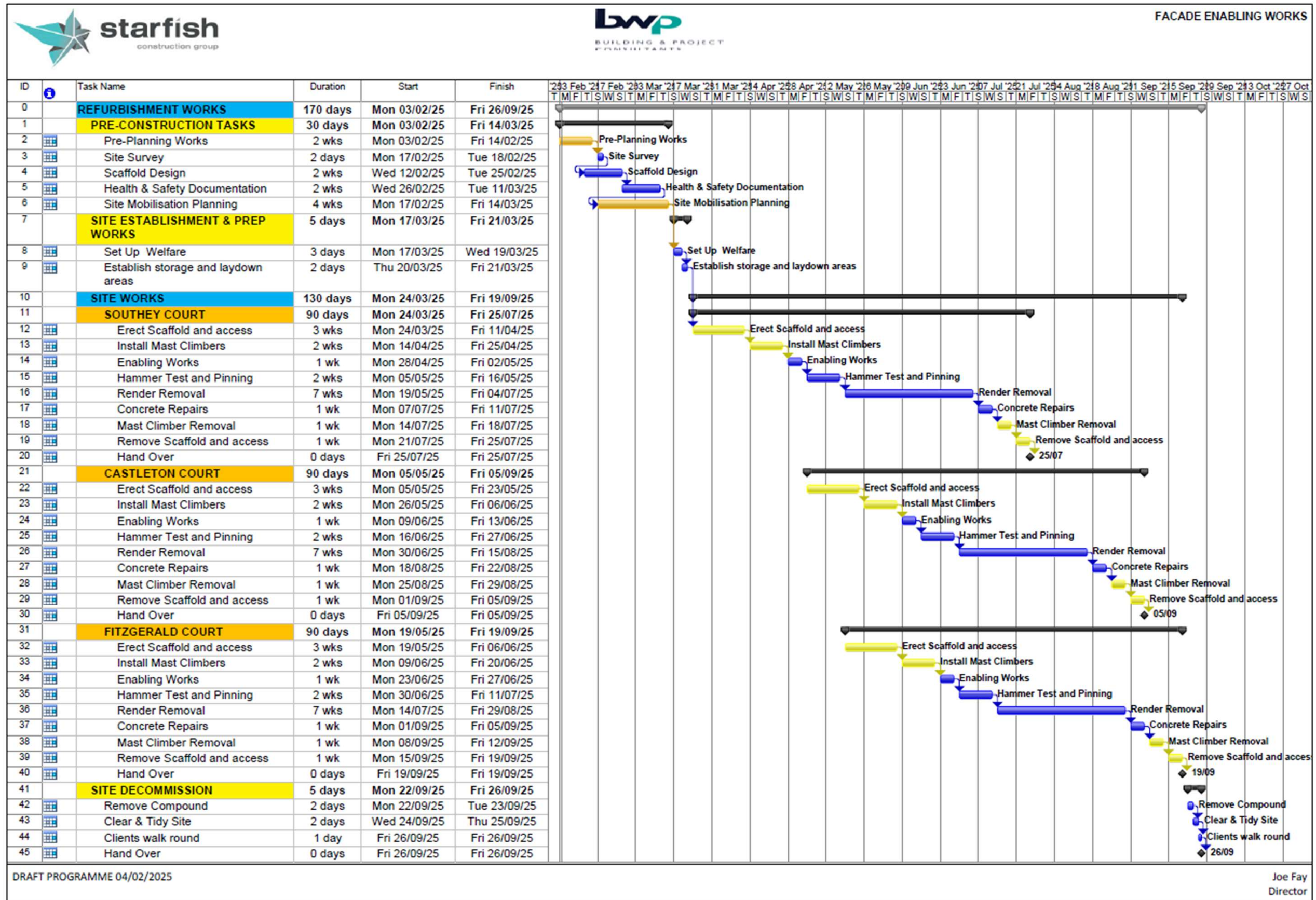
An online platform delivering up-to-date project communications for residents and stakeholders.



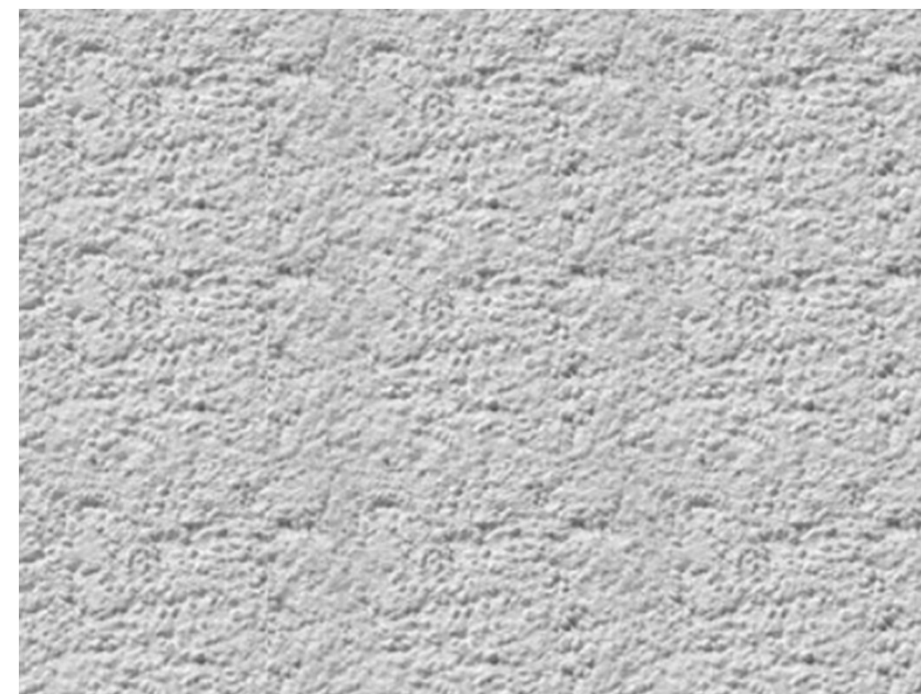
CONNECT TO THE HUB



Programme



Completion



Questions

