



Example of cyclical scaffold

Scaffold

Frequently Asked Questions



Providing access for scaffold forms part of your tenancy/leasehold conditions. We have compiled and answered some of the most frequently asked questions around scaffold to help you through the process.

Your first point of contact for questions relating to scaffold should be our Repairs Team who can be contacted on 0800 587 3595.

You can also report issues online at www.partnersislington.net or by emailing enquiries@partnersislington.net. Please note that these reports are only monitored during working hours, Monday-Friday 9am-5pm.

1. Why is the scaffold being put up? There are various reasons we may need to put a scaffold up at your property. It may be that we have received a report of a leaking roof, we may be carrying out external decoration works or we may have to carry out major repairs to the structure of the building. Please call us if you have any questions or concerns.

2. When will the scaffold be taken down?

For reactive repairs, we aim to have the scaffold down within 4 weeks. If major repairs are required the scaffold will need to stay up for longer.

For cyclical decoration works, the scaffold will need to stay up for at least 12 weeks. We always aim to minimise the length of time that scaffold is in situ.

3. Why has the scaffold been up for so long?

For every type of scaffold issues such as access delays, listed building consent, leaseholder observations, surveying and planning permissions may mean that a scaffold is up for longer than we would ideally like. We appreciate that scaffolding can be inconvenient but we always do our utmost to complete the works to a high standard as quickly as possible.

4. How many hours will it take for the scaffold to be put up/down?

It usually takes no longer than 3-5 hours to complete a scaffold. Cyclical scaffolding, which will encompass all of the building can take between 1-2 days.

5. Will I have to give access for scaffolding?

If we're working at the rear of your property, it's likely we'll need a resident to provide access, either through the communal area or if this doesn't give us the access we need, through their home. We will need access to put up and take down a scaffold. We'll contact residents to arrange this. We will never enter your home without you or an appropriate representative present.

We understand this can be difficult as we all lead busy lives, but we kindly remind you that access for repairs forms part of your tenancy or leasehold conditions. We will always try to carry out our work with as little disruption as possible and we appreciate your full cooperation.

Should you have concerns about scaffold going through your home please speak to our scaffold administrator by calling 0800 587 3595.



6. I have seen people on the scaffold who aren't workmen, who should I call?

If you believe people other than Partners operatives and contractors are accessing a scaffold, you should call the Police immediately on 101 and let Partners know by calling 0800 587 3595.

7. Can an alarm be fitted to the scaffold?

In special circumstances we may be able to consider installing a scaffold alarm. We try to avoid this as they can be easily triggered – which in itself causes complaints about noise. There are also extra cost implications for any leaseholders in the building.

8. Contractors have left items behind or caused damage. Who should I call?

Please call us immediately. Before we put a scaffold up we ask that you remove any ornaments and furniture from your outside communal areas and gardens to avoid them being damaged, that being said, if you think that our scaffold contractors have damaged your belongings, please call us immediately.

We may ask for photo evidence or need to arrange an appointment with you to carry out an inspection. We may also request receipts for the damaged items.

9. Do I need to notify my insurance company that scaffold is up at my/my neighbour's property?

Yes you do. Before we put a scaffold up we advise in all of our communications that you should notify your insurance company.

For more information about insurance you can visit our website www.partnersislington.net and visit our 'Insuring your home contents' page.

10. Am I going to be able to leave my windows open whilst the scaffold is up?

We advise that you do not have your windows open whilst scaffold is present unless otherwise advised i.e. our Cyclical Team may request windows are opened to carry out works.

Otherwise, if you must open a window we would advise that this is only done whilst you are at home during the daytime.



11. My pet is accessing the scaffold, what should I do?

Please do not allow your pet to access the scaffold. We understand this is difficult if you have a pet that likes to access your outside areas, such as a cat, but if possible please keep pets away from the scaffold.

12. My TV isn't working since the scaffold was put up/taken down - who should I call?

If you believe there is an issue with your TV aerial please call our Repairs Team. If there is an issue with a satellite dish, for which you have already had permission to have installed, you will need to contact your service provider.

13. The scaffolders have behaved unprofessionally - who do I speak to?

If you think that our scaffold contractors have behaved unprofessionally, please contact us immediately. We kindly advise that where possible you note down names, dates, times and any details which may be useful in identifying the person in question (i.e. description, vehicle registration).

14. Why have I not received a letter?

We're sorry if you didn't know that scaffolding was planned. As part of our scaffold process we aim to get letters to every resident within the property where the scaffold is being put up. We also aim to send letters to the neighbours, at the immediate left and right hand side of the property, where the scaffold is going up. This leaflet is given out with each initial letter regarding scaffold.

If for some reason you have not been written to, please let us know so that we can investigate. We apologise for any confusion and inconvenience this may have caused.

15. Who is in charge of the works?

Reactive and major works

Once a scaffold has been put up, our Roofing Team are responsible for ensuring the scaffolding is safe and for ensuring the works are carried out as soon as possible. They are also in charge of arranging for the scaffold to be taken down.

Cyclical works

If you are having external decoration works carried out at your property as part of the cyclical decorations programme then our Cyclical Team are responsible for the scaffold at your property.

For urgent enquiries both teams can be reached by calling 0800 587 3595.

16. Who is my first point of contact?

In the letters we have sent to you, we have included a point of contact, this is usually the Scaffold Administrator for Reactive Repairs or your Resident Liaison Officer, if the works are with our Cyclical Team.

17. Who do I complain to about the scaffold?

We have a dedicated Complaints Team who will investigate your complaint/issue. To lodge a complaint about scaffold or the related works you can do so by calling 0800 587 3595. You can also report issues online at www.partnersislinton.net or by emailing enquiries@partnersislinton.net.

For more information about our complaints process please visit our website and take a look at our 'Making a formal complaint or Service Alert' page.

18. I'm a leaseholder, and I'm concerned about the cost. Who should I speak to?

For more information about Section 20 notices please take a look at our website www.partnersislinton.net and visit the 'Section 20 Notice-Frequently Asked Questions' page.

19. Is the scaffolding checked once it is up?

Yes, you may see operatives regularly checking to make sure that the scaffolding is safe. They will record each visit on the scaffold safety tag (see photo below).



20. I've heard scaffolding is left up as a way of storing it - is this true?

We can assure you that when we put a scaffold up at your property it's because we will be carrying out important remedial or planned works. We will never leave a scaffold up for longer than we have to, without exceptional circumstances.

21. I'm a leaseholder, my roof has only just been fixed, if this is the same problem, surely I won't have to pay for it twice?

We cannot guarantee that your roof will only ever leak once. All of our works are carried out to the highest standards but occasionally it may be necessary to revisit a repair, especially with roofs which are subject to the elements.

If we consider an issue to be the same as before, we will not recharge for repeat works.

22. How were scaffolding costs arrived at?

Costs are cross checked with the National Housing Federation's Schedule of Rates, to ensure that they are in line with national rates. Our scaffold costs are fixed, we do not pay weekly 'hire charges', regardless of how long a scaffold is up for.

23. I haven't seen anyone working on the property, what's going on?

You may not always notice the work Partners are doing, as once the scaffold is in place we won't always need to make appointments with you to complete the works.

Also there are likely to be periods when we're not able to complete work, for example, once cyclical scaffolding has been put up, there will be a period of 3-4 weeks where no works will take place. During this time a number of surveys will be carried out to understand exactly what works need to be done.



**Thank you to our residents who
contributed to this leaflet**



PARTNERS



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