Major Works Programme – Resident FAQs

Q1. What works are being carried out?

A: The programme includes:

- External works to balcony floors (all sheds and belongings must be removed)
- Repairs to concrete balcony edging
- Repairs to car park undercroft
- New communal internal flooring tiles
- Painting and decorating of communal areas
- Repairs to leaking pipework

Q2. Will scaffolding be used?

A: Yes. Scaffolding will be erected around affected blocks to allow safe access for contractors. You will be notified in advance when scaffolding is due to go up near your property.

Q3. Will parking bays be affected?

A: Yes. Some parking bays will be suspended temporarily to allow space for scaffolding and contractor access. Notices will be placed in advance, and affected residents will be contacted directly.

Parking bays will also need to be suspended while works are being undertaken in the undercroft car park area. There will be around 10-20 bays suspended at one time in each undercroft – signs and fencing will be erected so residents know in advance they cannot park in the marked bays.

Q4. Do I need to remove anything from my balcony?

A: Yes. All sheds, furniture, and personal belongings must be removed from balconies before works begin. This is to ensure safe and effective repairs to the balcony floors and edges.

Please read the balcony and shed clearance information sheet for more details on:

- why your balcony and shed need to be cleared
- what needs to be cleared from your balcony and shed
- what can and cannot be stored on your balcony once the work is complete
- what to expect during the works

Q5. How will I know when works are starting on my block?

A: You will receive a written letter from DCK with the start date and details of the works specific to your block.

Q6. Will access to my home be affected?

A. Access to your home will be maintained throughout the works. However, there may be temporary restrictions in communal areas while the internal communal flooring is being laid and some repairs to communal balcony areas are being undertaken. We'll do our best to minimise disruption and give all residents good warning before work begins.

Q7. How long will the works take?

A. The full programme of works will take approximately 18 months. Each block will take approximately seven to eight weeks to complete. As part of a sequenced programme of works, DCK will begin work on the next block while work is still ongoing on the previous one.

DCK will start at Debden and continue in the following order:

- Debden
- Croydon
- Stapleford
- Hornchurch
- Manston
- Lympne
- Hawkinge
- Kenley: Internal works only

DCK will contact residents as the programme continues to confirm a start date for their block.

Q8. What should I do if I have mobility issues or additional support needs and have no-one to help me with clearing items from my balcony.

A. Please contact DCK's Resident Liaison Officer as soon as possible so we work with you on how to clear your balcony.

Andrei Capinus on **07463 633 467.**

Q9. Will there be noise or disruption?

A. Some noise and disruption is unavoidable, especially during working hours. Contractors will work to keep this to a minimum and follow agreed working hours.

Q10. Who can I contact with questions or concerns?

A. In the first instance, please contact DCK's Resident Liaison Officer Andrei Capinus, on 07463 633 467.

You can also contact the Broadwater Farm Project team at bwf@haringey.gov.uk

We're here to help and support you throughout the programme.

Get in touch

If you have any questions or concerns regarding the works, please contact DCK's Resident Liaison Officer **Andrei Capinus** on **07463 633 467.**

Scan the QR code to learn more about the major works programme and all of the improvement works happening across the estate at or visit **www.broadwaterfarmestate.commonplace.is**