

GENERAL NOTES FOR WALL TIE WORKS

Information Sheet (GN2)

Preparation

Access to Work

Before attending site, we require all movable items next to the external walls of the property to be moved by the client so that we can gain access to the walls with either our tower scaffolding or ladders. This includes vegetation growing up or bearing onto the walls and trellising.

The movable towers, scaffolding and ladders used to enable treatment to be carried out need to be supported on a secure base. Therefore, timber boards/planks or concrete flags may need to be laid to achieve the secure base. It is likely that this may cause damage to the garden and plants during this process, which is beyond our control. We will not repair any damage made to the garden, from these bases. Therefore, if this is a concern of the clients, arrangements must be made to remove any plants and for a gardener to repair the damage when we have vacated the premises. This is the responsibility of the client.

Wall tie work is undertaken from the outside of the property. The work is weather dependent as we cannot use electrical equipment (e.g. drills) outside in wet weather. This may mean delays and the need to reschedule the completion of the work. We will try to minimise these delays.

Dust Contamination

Drilling/chiselling/grinding of masonry materials causes a lot of dust. This can be carried by wind away from the area of our work to contaminate other areas such as plants, windows, driveways, parked vehicles, paths and where windows, doors and other openings (e.g. ventilation points, cat flaps etc.) are left open, the internal surfaces of houses. Neighbours and your own washing hung outside may also be at risk. The client must take all precautions to minimise the opportunities for such problems to arise and early discussion with neighbours is advised.

Vibration

Drilling/chiselling/grinding will cause vibration which can affect hanging items and ornaments inside houses, and sensitive intruder alarm systems both inside and outside houses. These should be removed or in the case of alarms, deactivated, before work is started. We are unable to take responsibility for alarm call out charges where a system goes into "tamper" mode as a result of vibration. Occasionally vibration may also cause minor damage to internal block or brickwork and also plasterwork, particularly if they are in old or poor condition. We will not be liable for repairs or redecoration in such a case. However, we would be able to help rectify problems with the agreement of the client.

Existing Electrical and Plumbing Systems

Cables & pipes are often routed on the surface of walls but sometimes they can be routed below wall finishes or even in the cavity. Due to the nature of our work these could be damaged. Any cables or pipes should be removed prior to our work.

If we arrive at your property and this preparation has not been undertaken we cannot accept any liability for damage that may be caused. Failure to adequately prepare may result in us not being able to treat areas as originally intended. This may result in returning problems that would not be covered by our guarantee.

If you are unsure what to do please discuss this with us PRIOR to work.

Power & Water

We will require access to a 13 amp electric power supply. Our requirement for power can be high for short periods. We normally use 110v power tools. The conversion from mains power voltage to 110v utilises a transformer and occasionally this process can trip the MCB. For this reason we will require access to the consumer unit. We reserve the right to make a charge for hiring a generator if no power supply is available. (Charge: £60.00 + vat for first day, followed by £15.00 + vat per day thereafter).

We also require access to a clean water supply for the purpose of pointing, rendering and cleaning equipment.

Health & Safety

Our work will create a lot of noise and dust. Our technicians will be subjected to this and are trained and equipped with personal protection equipment for such an environment. However, you are also at risk and are unlikely to be as protected as we are. In addition to this other dangers may exist such as slip, trip and falling hazards or where there is a risk of injury from falling debris. For this reason, you should avoid the areas we are working in. Should you experience the slightest irritation from dust or noise then we advise that you vacate the property until our work has been completed. The same applies for animals and children in your care. Failure to do so could damage your health.

We undertake risk and COSHH (Control of Substances Hazardous to Health) assessments when specifying work. By doing this we carefully consider the dangers of undertaking our work and look for the safest, most appropriate method of dealing with your problem. Never the less, dangers still exist. Again, our technicians are trained and experienced in dealing with the type of work we do, where as you may not be. Therefore please consider the dangers of entering our working zone and avoid these. Safety advice will be given and notices may be placed on site relating to specific works that we do. Please take note of these and if you require any advice then please contact us or ask a member of staff.

Your Neighbours

Our work will impact on party walls and adjacent land. You are advised that you must consider the Party Wall Act, 1996. You should notify the adjoining owners and occupants of our work and obtain their consent. The client must make neighbours aware that treatment associated with party walls will result in some noise, accompanying vibration (which might damage wall hanging items and ornaments) as well as odours. In some circumstances there may be additional risks and hazards and in such cases this will be clearly stated in the report/quotation. We will assume that you have fulfilled your Party Wall Act duties prior to commencement of our work, confirmed by your formal instruction for us to proceed.

Welfare Facilities

Both the principal contractor (you, our client) and this company have a legal requirement to provide welfare facilities to our technicians during their work on site. Welfare facilities include a flushing toilet, hand washing facilities (including hot water and soap), clean drinking water and an area to rest. We require you to supply these facilities for use during the period of the work; needless to say we will treat these facilities with utmost respect. If these facilities are not available, then alternative arrangements must be discussed with us well before the work starts. This might result in the hire of portable facilities which will increase the cost of our work.

Asbestos

Asbestos is a naturally occurring fibre that is hazardous to health. It was often used in building materials such as cladding, insulation and soffit boards. It is no longer used in buildings but it is possible that if it exists in your property, we could be exposed to it during our work. If we are instructed to undertake any work and find what we suspect to be asbestos, we will halt work and you will need to arrange for its identification and removal by a licensed specialist.

Waste Management

In accordance with the Control of Pollution (Amendment) Act 1989, we are licensed waste carriers through the Government's Environment Agency (registration no. CBDU105144). This means that the waste generated from this work will be handled, under our duty of care, in a prescribed manner and disposed of through a registered waste management system. The costs of this are included in our quotation/estimate.

Payment

Please note that payment is due within 7 days of satisfactory completion of the work carried out, unless other prior arrangements have been made with this office.

Payments can be made either using the following methods:-

- Cheque - made payable to Catrake Ltd.
- Bank transfer to Bank of Scotland, Catrake Ltd., A/C 01823798, Code 12-20-26. Please advise us of BACS payments so that we can forward any guarantees promptly.
- Credit / Debit card - Payments may be made over the phone by MasterCard, Maestro, Visa, Visa Electron and JCB. Credit card payments will attract a card handling charge of 1.75% of the transaction value. Payments by debit card are free of charge.