

This document is for ALL occupiers on the London Estate

London Estate Contractors' Obligations

Including Scaffold Guidance
and Mews Working Rules



GROSVENOR





CONTENTS

1	Useful Contacts	3
2	London Estate – Contractors' Obligations	4
2.1	General obligations	4
2.2	Site Requirements	5
2.3	Requirements for working in Directly Managed Buildings	5
3	Scaffolding Guidance	7
3.1	Arranging scaffolding and access work	7
3.2	Scaffold Types and Standards	7
3.3	Health and Safety	8
3.4	Security	8
4	Working in Grosvenor's Private Mews	9
4.1	Obtaining approval to work in Grosvenor's private mews	9
4.2	Rules for working in Grosvenor's private mews	9
4.3	Three Kings Yard – Site Specific Rules	10
	Appendix A – Neighbour Newsletter Template	11

1 USEFUL CONTACTS

The following guidance is to be used by all contractors working on the Grosvenor Estate, including the private mews. For any clarification or further information, you can use the following contacts:

Building Surveying Team

For further information, please email the Building Surveying team:

building.surveying@grosvenor.com

Mews Enquiries

For general mews enquiries, please contact the Estate team:

Estatepropertymanager@grosvenor.com



2 LONDON ESTATE – CONTRACTORS' OBLIGATIONS

All contractors working on the Grosvenor Estate must comply with the obligations and site rules as set out in this document.

2.1 General obligations

2.1.1 Considerate Constructors Scheme

Contractors in Westminster must be members of the Considerate Constructors Scheme.

2.1.2 Right of Access

Grosvenor reserves the right to access the premises at all reasonable times to inspect the works being carried out, and all site drawings and details. They may require the works to be opened up for inspection if faulty or defective materials or workmanship are suspected.

2.1.3 Insurance

If the building owner (or lessee) insurers with Grosvenor's insurance managers, Realty Insurances Limited, they are to be advised of any proposed works to ensure the building policy will not be prejudiced.

2.1.4 Hours of Work (including in Grosvenor's private mews)

The permitted hours of work are as follows:

Weekdays: 8.00am to 6.00pm – **Eaton Square only:** 8.30am to 5.30pm

Saturdays: 8.00am to 1.00pm (no noisy works permitted) – **Eaton Square only:** No works of any kind

Sundays and Public Holidays: No work of any kind.

2.1.5 Radios

Playing radios or audible music on site is not permitted.

2.1.6 Sign Boards

No contractors' or consultants' boards or signs, other than those to meet statutory Health & Safety requirements, are to be erected without written consent from Grosvenor.

Scaffold and security companies only may display one sign not exceeding 500 x 500mm flush with the elevation, but no other signage is permitted.

2.1.7 Nuisance

All reasonable care must be taken to minimise any inconvenience caused by noise, vibration, dust, smell or fumes from the works.

2.1.8 Conduct on Site

No smoking is allowed on site or outside of the property, and the workforce must not congregate outside of the property.

2.2 Site Requirements

2.2.1 Hoarding

Where construction or demolition takes place, the site must be enclosed with a timber hoarding not less than 2.4m in height painted in British Standard colour 08B15. Statutory notices may be exhibited but all other signs, advertisements and posters are prohibited. No contractors' logos may be fixed to the hoardings, or added to any statutory notice.

2.2.2 Scaffolds and Scaffold Licences

Scaffolds must comply with Grosvenor requirements as detailed in Section 3.

2.2.3 Careful Removal of Spoil and Debris

During demolition or alterations contractors must use screens, enclosed chutes, water and hosepipes to eliminate nuisance, injury or damage to the public, adjoining premises, their occupants or contents

Rubbish skips must be covered and lit, and all debris must be removed.

Burning waste materials on site is not permitted.

2.2.4 Mechanical Tools

Compressors, generators and percussion hammers may only be used with prior consent from Grosvenor. Historic plaster and render must be removed using hand tools only.

2.2.5 Welfare

Portaloos are not permitted on scaffolds or behind hoarding. All welfare facilities should be provided inside the building or suitable alternative arrangements made.

2.3 Requirements for working in Directly Managed Buildings

The following rules relate to buildings owned and managed by Grosvenor.

2.3.1 Noisy works

Noisy Works are not to be carried out without prior consultation with the Grosvenor Building Surveyor. **Noisy works should be conducted in maximum two-hour time slots between 10am to 12 noon and 2pm to 4pm**, unless otherwise agreed.

Adjoining residents must be informed at least 24 hours in advance of any noisy works and Grosvenor reserves the right to limit the time that these works are carried out.

2.3.2 Protection

Contractors must ensure that a dust-proof sheet is laid across all exposed boards if carpets and underlay are not fitted. Sound deadening material must be laid over uncarpeted areas during works.

Dust protection measures must be taken to prevent dust ingress from the works into adjoining flats, and windows and doors must be kept shut. No demolition or other works are to take place until all gaps and voids are sealed using fire rated sealant foam. Chimney breasts of adjoining flats are to be temporarily sealed. These measures will need to be inspected by Grosvenor's appointed surveyor prior to works commencing.

2.3.3 Schedule of Condition

A photographic schedule of condition is to be taken of the common parts (including any external areas, such as lightwells) prior to works commencing and agreed with the Grosvenor Building Surveyor. Any damage to these areas must be made good or replaced to Grosvenor's satisfaction.

Areas requiring access to Landlord's risers must be included in the schedule of condition.

2.3.4 Common Parts

Common areas (carpets, hallways and steps, etc) must be fully protected with 2mm polypropylene protection sheets (or similar approved) before work commences. Floor areas must be swept or hoovered daily. Any cleaning charges incurred by Grosvenor due to the works will be recharged to the contractor or their employer.

Any stone steps used for access must be fully protected for the duration of the works.

2.3.5 Passenger Lift

The passenger lift must not be used. If a goods lift is used it must be protected from damage. The doors must not be wedged open under any circumstances. If any damage to the lift is caused or attendance by the Landlord's lift engineer is required, the lessee will be responsible for all costs.

2.3.6 Security

If used, the main street door and the front lightwell door are not to be left open at any time. Doors to the common parts must be shut at all times. During deliveries, a representative of the contractor must be stationed at the entrance door and ensure it is securely shut when the delivery is completed.

2.3.7 Escape Routes

All escape routes must be kept clear at all times.

2.3.8 Removal of Rubbish and Debris

Building rubbish must be kept in suitable bags and removed direct from site. It must not be stored or dumped anywhere on the premises or the pavement outside.

2.3.9 Landlord's Risers and Services

All manholes, inspection chambers and access hatches must remain fully accessible at all times during and after the works.

If any riser ducts (vertical pipes or conduits) from the landlord are within your work space, you will need to make sure they can be accessed whenever necessary in the future.

Photographs of the fire compartmentation are to be taken and submitted to Grosvenor for review before closing the area on completion.

2.3.10 Permits to Work

A permit to work system must be operated for any 'hot works' and prior notification must be given to the Savills Facilities Management team. When working in Landlord's areas, (e.g., risers, roof, etc) Savills Facilities Management team must be notified and RAMS provided for review. Permits to Work will be issued as required by the Facilities Management team.

2.3.11 Resident Liaison

Written notification is to be given to all occupiers of the building that works are to commence, including starting and completion dates. A copy must be forwarded to the relevant Building Surveyor (details in Section 1) with a minimum of 14 days' notice.

For major schemes a newsletter is to be provided to the residents of the building at suitable intervals, informing them of the progress. An example template can be found in Appendix A.

2.3.12 Burglar alarms

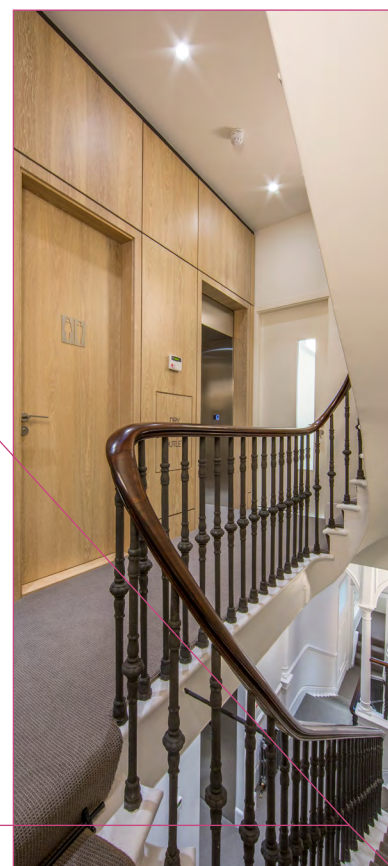
An audible burglar alarm is not permitted unless:

- (a) The installation complies with the current British Standard and the London Authorities Act 1991 Part IV, Section 23.
- (b) The name, address and telephone number of an alternative key holder is supplied who can guarantee response within 20 minutes is supplied, or an automatic cut-out device is fitted which will cut off the alarm bell after 10 minutes.
- (c) No alarm or monitoring equipment is permitted to be fixed to the external front face of the building or to internal common areas.

2.3.13 Communal M&E Systems

Any alterations to a communal heating system must be agreed with Grosvenor's consultant services engineers before the works are undertaken and their fees paid.

If the building is served by a communal central heating system, Grosvenor's maintenance contractor must drain down the system. If there are any alterations to plumbing or heating systems not carried out by them, Grosvenor's maintenance contractor must complete these themselves in order to balance the system in the building. This will be at the expense of the lessee. Seven days' notice is required, and the contractor is to inform all residents affected before works start.



3 SCAFFOLDING GUIDANCE

The following guidance sets out the standards for erecting and dismantling scaffolding, towers, cradles and other access equipment on the Grosvenor Estate.

This guidance is to assist Grosvenor's residents, occupiers and contractors and does not affect the legal duties of those who plan, control, manage and implement work activities. All statutory duties must be complied with before, during and after the work is completed.

This guidance does not constitute a risk assessment, method statement or replace any advice or guidance provided by Westminster City Council or the Health and Safety Executive.

3.1 Arranging scaffolding and access work

3.1.1 Competent contractors

Scaffolding contractors must be members of the National Association of Scaffolding Contractors.

3.1.2 Scaffold licence

Where the scaffold will be placed on, or will, oversail the public highway, a scaffolding licence under the Highways Act 1980 must be obtained from the Local Authority's Highways Licensing Team and must be displayed on site.

Licences are required from Grosvenor for any scaffold in a private mews or communal garden. No external scaffold, hoist or gear is permitted unless full details have been received and approved.

Gantries require specific consent from Grosvenor and the Local Authority. They must not be used for site huts or messing facilities.

3.2 Scaffold Types and Standards

3.2.1 Scaffold ties

Only independently tied scaffolding is permitted. Putlog scaffolding is not permitted. Hilti ties must be tested in accordance with instructions and British Standards.

3.2.2 Cantilevered Balconies

Strictly no back-propping is permitted to support cantilevered balconies or porticos.

3.2.3 Scaffold Erection

When erecting scaffolding, take the following precautions:

- a) Do not block manholes, services or similar access points within the footpath or roadway.
- b) Do not position scaffolding over basement vaults or off balconies.

3.2.4 Railings

Existing railings should not be used to brace, tie or support any scaffolds.

3.2.5 Fouling

Scaffolding should be installed to not prevent access of windows, doors (including but not limited to TV switch boxes, lift motor rooms, water tank rooms and means of escape doors) and external gates.

3.3 Health and Safety

3.3.1 Timings

The scaffold should be erected immediately before commencement of the work and dismantled immediately upon completion.

3.3.2 Rubbish chutes

Rubbish chutes and goods/passenger hoists must not be operated over unprotected footpaths or roadways under any circumstances.

3.3.3 Handling materials

No materials or objects are to be dropped or thrown from the scaffold. Materials must not be stored at ground level without barriers and lights being erected to prevent danger to the general public.

3.4 Security

3.4.1 Height and extension

The scaffold must not extend over, or in front of, neighbouring properties.

3.4.2 Storage

At the close of business each day or when not in use, ladders and trestles, etc. are to be padlocked and chained to the scaffolding above the first lift of boards or removed from site.



4 WORKING IN GROSVENOR'S PRIVATE MEWS

The mews on the Grosvenor Estate are private land, owned and maintained by Grosvenor. They are not public highways and the local authority has no jurisdiction over them.

If you are proposing any works in Grosvenor's private mews, the following rules should be read and adhered to alongside Sections 2 and 3 of this document

4.1 Obtaining approval to work in Grosvenor's private mews

No works may be undertaken in the mews or to the mews surface, nor may the mews be used as a works compound or working area without prior written approval from Grosvenor.

Like for like repairs, maintenance and redecoration do not require formal approval from Grosvenor, however, owners must still obtain permission from Grosvenor for any use of Grosvenor's private mews surface (such as the placement of materials within the mews).

4.2 Rules for working in Grosvenor's private mews

4.2.1 Nuisance

Works in private mews are to be conducted to avoid nuisance to residents and other occupiers.

- No smoking, eating, drinking, radios or audible music.
- Avoid causing noise or unnecessary inconvenience to neighbours.
- Contractors and site operatives must not congregate within the mews or near mews entrances.

4.2.2 Use of mews surface

- Mixing materials on mews surfaces is prohibited.
- Skips are not permitted within the mews at any time.
- Only authorised residents' vehicles displaying a valid Grosvenor permit may park in the mews. No other vehicles, whether contractors' or private, plant or machinery may be parked or stored in the mews.
- Scaffolds and hoardings may only be erected with prior written consent for which a payment may be required.
- The mews surface must be kept unobstructed.
- The mews be swept and kept clean at all times.
- Refuse bins must not be stored in the mews.
- Seats, benches, tables, planters etc. may not be placed on Grosvenor's private mews surface without prior approval.

The timing and management of works in mews will be determined by Grosvenor. Where Grosvenor receives several applications for building works in a particular mews, they reserve the right to determine the order and programming of each application.

4.2.3 Vehicles

Only one lorry with a maximum axle weight of 5 tonnes will be allowed at any time, for loading and unloading only.

Vehicle engines must be switched off when stationary.

4.2.4 Scaffolding / Hoarding

Scaffolds must comply with the scaffold guidance as detailed in Section 3 of this document, with the following specific guidance relevant to private mews. Please also refer to The Grosvenor Specification.

4.2.5 CCTV Cameras

CCTV cameras are not permitted without prior consent from Grosvenor, this includes any temporary CCTV on site hoardings and scaffold.

4.3 Three Kings Yard – Site Specific Rules

4.3.1 Archway Restrictions

Only vehicles that comply with the following height and width restrictions are permitted access to the Archway:

- Height – Max 3.0m
- Width – Max 2.9m

The cost of any damage caused to the archway and adjacent surfaces in any attempt to move through the archway will be recharged to the person or company responsible.

4.3.2 Access Codes

Access codes are not to be shared with any external visitors or contractors. These codes should only be for the residents that live/work in the mews or have a parking lease. Sharing these codes is a security risk and is prohibited. If access is required, please contact: estatepropertymanager@grosvenor.com

Version number:	01
Date issued:	March 2025
Date of next review:	1/01/2026



APPENDIX A – NEIGHBOUR NEWSLETTER TEMPLATE

To be used to notify other occupiers with then building, when Directly Managed by Grosvenor.

NEWSLETTER – [enter date here]

[Enter property address here]

Week X of X	Contact Details
<p>Dear Neighbour,</p> <p>We would like to thank you for your patience during these works.</p> <p>The planned works for next week are as follows:</p> <ul style="list-style-type: none"> • • • • <p>Progress to date:</p> <ul style="list-style-type: none"> • • • • <p>General:</p> <p>[insert general update here, e.g. "We are currently on programme as outlined in our introductory letter and are targeting completion of all works by xxxx"].</p>	<p>Site supervisor:</p> <p>Name:</p> <p>Tel:</p> <p>24 Hour Emergency Contact:</p> <p>Name:</p> <p>Tel:</p>

