

Living near an active construction site

Bromford.

A guide to staying safe and informed in a developing community.

Welcome to your new home

Congratulations on your move to your new home, we hope you'll be very happy here. As you'll be aware the development is not yet finished and construction activity will continue while the remaining homes and infrastructure are completed. We've produced this guide to provide you with information about what to expect as building work progresses.

What to expect in a live construction area;



General safety and site conditions

- **construction sites are dangerous:** all active areas are securely fenced and supervised, but please stay clear of any works in progress
- **heavy machinery in use:** expect lorries, diggers, and other large vehicles to be operating daily - always stay alert when walking or driving nearby
- **speed limits:** roads may not yet be topped or fully surfaced - please observe site speed limits for everyone's safety
- **cordoned-off zones:** these are strictly off-limits - do not enter them

Child safety

- construction sites might appear fun to children but they are extremely hazardous - ensure your children understand the dangers and never enter restricted areas
- parks and play areas may not be signed off for use yet so keep children away until they have been opened

Dust, mud and noise

Wet conditions

Winter work may bring mud to access roads.

Dry conditions

- summer heat can cause increased dust - keep windows closed and trickle vents open to protect indoor air quality
- please keep filters in extractors clean and use HVAC systems where fitted

Noise

You may notice heightened noise during working hours. Our standard site working hours are:

Monday to Friday: 8am to 5pm

Saturday mornings: some additional work may take place.

Travel and vehicle concerns

- **dropped curbs and temporary ramps:** be careful navigating curbs and ramps, please drive slowly especially around raised ironworks
- **untopped roads:** road surfaces will be improved over time as the development progresses, although the current surface meets acceptable safety limits
- **vehicle dust or damage?**
 - you should expect some dust buildup to occur on your vehicles
 - if your vehicle is damaged, contact your insurance provider to make any necessary claims

Accessibility

While building work is ongoing we have put in place temporary measures to assist accessibility.

- Wheelchairs and prams can use the dedicated walkways but please take extra care on uneven ground

Communication and contact

- **please do not approach on-site staff** for queries or complaints about your home they are unable to assist directly
- **please report any defects to your home via your customer portal**
- **contact your neighbourhood coach** for all other issues or concerns
- please note that developers and subcontractors may call from withheld numbers or unfamiliar mobiles when booking in follow up works

See a hazard?

If you spot:

- a broken manhole
- an unsafe walkway
- or any potential danger

Report it immediately to 0330 1234 034 or via the live chat on our **website**.

Repairs and disruptions

- defect repairs will be scheduled by your builder - you will receive notice from them or their subcontractors to arrange a convenient time to visit you - they sometimes call from withheld numbers too
- any major works affecting access to your home will be communicated in advance to avoid surprise disruptions

We understand construction can cause inconvenience. We are committed to minimising disruption, keeping the site clean and safe, and ensuring you feel at home during the final stages of this development.



How to contact us



Visit our website for the latest information at bromford.co.uk



Call us on **0330 1234 034**



Contact your neighbourhood coach
bromford.co.uk/neighbourhoodcoach