



**Working with the community
- A Builder's Guide**



**TERRADRIVE
PRODUCT PORTFOLIO**

CAP FOUNDATIONS SYSTEM

PRECAST CONCRETE PILING

LOW VIBRATION PILING

RESTRICTED ACCESS PILING

STEEL BEARING PILES



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Benefits for contractors, who are establishing good relationships with the community, are various.

Developing a site within established neighbourhoods (whether residential or commercial) requires a great deal of communication and engagement from the building contractor and the site workers.

During construction stage, early communication with neighbours can facilitate future cooperation and support.

Advantages for the building contractor and the client can be various, as follows:

1. Enhancement of contractor's and client's business reputation
2. Increase in goodwill and acceptance towards a construction project, which may lead to reduced vandalism and improved site security
3. Better working conditions for the site personnel, with greater motivation and job satisfaction
4. Better working relationships with clients and community
5. Increase in potential for repeat construction business within the locality
6. Improvement of relations with regulatory authorities

Contractors wishing to minimise impacts during construction process can use the '5-C solution':

1. Communication
2. Common Sense
3. Courtesy
4. Compromise
5. Control

A few tips on how to communicate:

Before the start of the project

- Mail letters or flyers to residents, describing the project, and the different phases with time-scale
- Post a sign at the site entrance with a phone number for queries
- Prepare and implement procedure for the collection and handling of complaints

During the project:

- Visual: Providing advertising / information around the site is also a great way to communicate about the company
- 'Observation windows': Allow for neighbours to check on progress and may avoid intrusion on to the site
- 'Resident Liaison Officer': Select a member of site staff to liaise with local community / site neighbours
- Site inductions: Use the site inductions to introduce job specific guidelines and good practice behaviours
- Communicate regularly: Send regular updates to neighbours regarding the progress of the project or set up a 'community' newsletter. A website or a blog describing the project can also be set up.
- Meetings: Participate in local neighbourhood meetings
- Visits: Meeting residents and/or businesses, which would be most affected can better the communication and acceptance of the disruptions

At the end of the project:

- Create events: Invite neighbours to specific events, ie official opening
- Cleaning: Ensure the site is left in good conditions
- Feedback: Distribute questionnaire to evaluate the performance of your team(s)

Main areas of concerns from the neighbourhood and how to handle them

NOISE

Concern over noise caused mainly at early stage of the project (ie. Demolition works, piling, drilling...)

Caused by extra traffic, heavy machinery...

- Limit working hours to more sociable times (such as 8 to 5 and late morning for week-ends)
- Provide information on the different stages of the works and due completion times (ie. Pile driving between 2 days to a week)
- Allow breaks at most sensitive times (ie. Terradrive stopped piling for the extension of Gorey Community School, to allow for an exam)

VIBRATION

Concern that vibration could damage property

- Communicate with neighbours about vibration and the different accepted levels
- Measure the levels of vibration during work and beside sensitive areas

DIRT or DUST

Concern over tidiness of the site and its surroundings (ie roads, pavements)

Concern over waste management

Concern over health damages caused by dust

- Manage waste produced and organise for the recycle or reuse of materials
- Ensure that roads and pavements are kept clean and safe
- Control dust with methods such as physical barriers, watering sprays...

POLLUTION

Concern usually over diesel oil and asbestos

- Respond early to any concern
- Take sample and communicate the results to allay the fears
- Ensure safe disposal of polluted elements

PARKING/TRAFFIC

Concern over lack of parking spaces available to neighbours, to customers or for deliveries

Concern over increased journey times, closure of roads

- Operate a traffic management scheme for site traffic for larger sites
- Include the element of parking in the site induction, especially regarding safe parking
- Introduce parking permits

HEALTH & SAFETY / SECURITY

Concern over existence of obstructions/ holes, resulting in people tripping/falling over

Concern over poor security around site

- Check regularly that pavements are not obstructed and fix holes quickly
- Install fencing and check regularly
- Organise permanent security on site

References: 'Working with the community- A good practice guide for the construction industry (BRE, 2004)'