

LEARNING FROM THE EXPERIENCE OF THE BUILDING OF THE ROYAL ALEX CHILDRENS HOSPITAL

The main problems	Suggestions for inclusion in contractor's contract
<p>Working hours</p> <ul style="list-style-type: none"> • Broken promises • Lack of notification of changes to agreed hours 	<ul style="list-style-type: none"> • Starting/finishing/weekend hours to be clearly defined, agreed and adhered to • Proper notification given when unavoidable changes
<p>Construction traffic</p> <ul style="list-style-type: none"> • Intrusive, noisy, dirty, • Badly managed 	<ul style="list-style-type: none"> • Careful consideration of the design of the construction traffic flow on and off site. • Active management of traffic flow to avoid congestion, obstruction etc
<p>Subcontractors</p> <ul style="list-style-type: none"> • Unacceptable behaviour in residential areas • Inconsiderate parking • Disregard of agreements on starting times 	<ul style="list-style-type: none"> • Responsibility for subcontractors clearly allocated and communicated to residents • Prompt action on resident complaints
<p>Communication</p> <ul style="list-style-type: none"> • Unclear between residents and hospital /contractor • Leading to problems unaddressed 	<ul style="list-style-type: none"> • Responsibility for communication with residents clearly set out • Clear lines of communication established and maintained • Responses to queries and concerns promptly dealt with