



Orbit
PO Box 6406
Coventry
CV3 9NB

Web: orbitcustomerhub.org.uk
Tel: 0800 678 1221

Date: 31 October 2024

Dear resident,

We'll soon be carrying out Building Information Modelling

We're writing to let you know that we'll be carrying out Building Information Modelling (BIM) work at Queensway Court within the next few months. This letter includes some information about what the work will involve, along with details of a customer meeting on **Wednesday 6 November** when we'll be at Queensway Court to tell you more about BIM and answer any questions you may have.

Why are we carrying out Building Information Modelling?

Building Information Modelling will enable us to gather a significant amount of up-to-date information about Queensway Court, so we can continue to manage your building efficiently and safely. We'll use the data provided by BIM to create a three-dimensional visual model of your building which will help us support colleagues and contractors to make the right decisions about future repairs and improvements.

The BIM project is not connected to the remediation works at Queensway Court (which are mitigating risks highlighted in the Fire Risk Assessment). However we'll place the information and certification from the Fire Risk Assessment into the BIM model to create a central point for all data relating to your building.

How will we do this?

We'll be working with our partner, Parametrix, which has experience of creating BIM models and will use a number of methods to capture the data. We're still finalising the plan for the BIM works, but our approach will be to do this in two stages.

We expect the first stage to get underway early December. It will take approximately two weeks to complete and will involve the following works:

- A short non-intrusive survey in every apartment, where we'll ask your permission to capture 360-degree images of the rooms and cupboards inside your home. This should take around 15 minutes per home and we'll work with you and your scheme manager, Emma Williams, to arrange access to your home at a date and time that's convenient for you. You won't be required to move anything in your home in preparation for this. The images simply help us to get accurate dimensions for the BIM model.



- Drones with high-resolution cameras will be flown around the outside of your building to capture data which is hard to gather from the ground. This will take approximately one day. To protect your privacy, all windows will be blacked out on the images which are recorded. If you have any concerns about the process, please don't hesitate to speak to the team at next week's customer meeting (we've provided more information about this below).
- We'll also be carrying out a series of non-intrusive laser scanning and utility surveys to take further measurements and capture the locations of gas and water pipes and power cables. We won't need access to your home to carry out these surveys, but you may see representatives from Parametrix in and around the communal areas. They'll be carrying identification, so please do ask to see this if you're unsure whether they should be in your building.

The second stage of the BIM works is expected to get underway at the end of January and will take around four weeks to complete. It will be focused on core sampling and will involve some drilling to check material in the floors, walls and ceilings. This will help us gain a better understanding of the structural make-up of your building, including where pipework and wiring are located.

We'll provide more detailed information as soon as we can, but we can confirm that we won't need access to every home to complete the works in this second stage. If we do need access to your home during this stage, we'll work with you to arrange a suitable date and time and we'll make good any drilled areas.

How will the work affect you?

We know that Queensway Court is your home and we're committed to keeping any disruption to a minimum while the BIM works are underway. We want to be available if you need any information or support, so a member of the Building Safety team will be attending Ryan Jordan's fortnightly drop-in sessions until further notice. On the days when the BIM works are taking place, we'll make sure we're at Queensway Court to answer any questions or deal with any issues.

What happens next?

We want to make sure that you have all the information you need about BIM and the works we'll be carrying out, so we're hosting a meeting at Queensway Court on Wednesday 6 November from 12-2pm in the lounge room. We hope you'll join us to find out more and ask any questions you may have. Following the meeting, we'll write to you again with the latest information about the works and any updates will also be shared on the Queensway Court webpage.

In the meantime, you can speak to your scheme manager, Emma, if you've got any questions or concerns, or you can email us at HighRiseandISBuildings@orbit.org.uk.

Yours sincerely,

Kelly Rossington
Building Safety Leader