

# CRANMER COURT LONDON SW3

## GUIDANCE NOTES & REGULATIONS FOR THE INSTALLATION OF HARD FLOORING

### 1. GENERAL

- a) The **Cranmer Court Leases** require all rooms except bathrooms and kitchens to be covered with carpet and underlay to reduce horizontal and vertical transmission of sound between flats.
- b) The definition of **Hard Flooring** is any floor covering other than carpet with underlay in main rooms and vinyl tiles (or similar) in bathrooms and kitchens.
- c) If flooring is to be replaced in kitchens or bathrooms the requirements of the leases are to be strictly adhered to. No new or replacement hard flooring within kitchens or bathrooms will be permitted.
- d) The Board recognises that **Acoustic Flooring Systems** have been developed that can reduce the level of transmission of impact and airborne sound when laid under Hard Flooring. Provided that the Leaseholder undertakes to install and maintain hard flooring with an acoustic performance equal or better than the **Cranmer Court Acoustic Requirement**, application to install hard flooring will be considered for all areas **except** those above the bedrooms of the flat below. Those areas above bedrooms must be carpeted over a good quality underlay.
- e) The proposed Acoustic Flooring Systems must aim to meet the **Cranmer Court Acoustic Requirement** of airborne and/or impact sound performance of not less than  $50\text{dB } D_{nT,w} + C_{tr}$  for the transmission of airborne sound and no greater than  $45\text{dB } L'_{nTw}$  for the transmission of impact sound with a tolerance of 5dB. A post works **Licence to Install Hard Flooring** will be issued only after the flooring installation has satisfied these requirements.
- f) For flats where it may not be possible to carry out applicable acoustic sound tests, e.g. where there is no flat underneath, the Leaseholder is still required to follow all aspects of the application procedure as summarised. The Leaseholder's Approved Acoustic Consultant <sup>[1]</sup> must still issue a certificate that the works have been carried out in accordance with the specifications of the approved Acoustic Design Report. The single exception to the approval process is that there is no requirement for acoustic testing.
- g) Approval by the Landlord's Acoustic Consultant is required at all stages of the process. If the Hard Flooring ultimately fails to meet the required standards, Leaseholders will be required to re-carpet their floors. Owners therefore install Hard Floors in their flats entirely at their own risk. The Landlord's decision on whether the standards have been met, will be final and cannot be disputed.
- h) All costs related to the application and its approval, those of the Landlord's Managing Agent's and the Landlord's Acoustic Consultant, (including the relevant Acoustic tests) are to the account of the Leaseholder. It is estimated that these will not exceed £1,500. In addition, a deposit of £5,000 must be paid into the Client Holding Account of D&GBM before the application may proceed. The deposit will be refunded minus any applicable deductions following completion of the works.

## 2. SUMMARY OF PROCEDURE

- a) The **Regulations for the Installation of Hard Flooring**, the **Guidance Notes for Alterations** and the **Regulations for Contractors** should be fully understood and accepted by the Leaseholder before making the application.
- b) After reading all the documentation, the Leaseholder must sign the attached **Hard Flooring Regulations Acceptance** form to confirm that he or she will abide by the regulations.
- c) An **Application for Alteration - Installation of Hard Flooring** form should be completed and submitted to the Property Manager, D&G Block Management Ltd, c/o the Estate Office. Please select either Level Four or Level Five from the Applications for Alteration. The **Hard Flooring Regulations Acceptance** form, fees and deposits must accompany the application.
- d) To enable approval of the application, full design and technical details of the proposed **Acoustic Flooring System** must be sent for review by the Landlord's Acoustic Consultant. The Leaseholder must employ an Approved Acoustic Consultant to provide an **Acoustic Flooring System Design Report** which should be suitable to meet the criteria set out; it should be detailed and name specific products and how they should be installed. If the Acoustic Flooring System Design Report is deemed not to be adequate by the Landlord's Acoustic Consultant, then the Leaseholder will be required to have the system redesigned and to re-issue the report for approval before works can begin.
- e) Following approval of the Leaseholder's Acoustic Flooring System Design Report and a signed copy of the **Regulations for Contractors** form, an **Authority to Start Works** letter will be issued by the Landlord's Managing Agents.
- f) The Landlord and its Agents, when issuing the **Authority to Start Works** accept no responsibility for the design performance of insulation products or that the design chosen by the Leaseholder will satisfy the sound requirements to be achieved.
- g) Following receipt of an **Authority to Start Works** letter the Leaseholder's contractors may start the installation. During the works, the Leaseholder's Acoustic Consultant must inspect the works to ensure that the installation is carried out to the required standard.
- h) The Landlord's Surveyor will also be required to inspect the works during the installation process and the Leaseholder is to ensure that all reasonable access is granted to facilitate such inspections.
- i) Once the Leaseholder has begun installing hard flooring, the works must be completed within the timeframe specified in the **Application for Alteration** or the floors must be re-carpeted over a good quality underlay. The Landlord can take action against the Leaseholder if he/she fails to comply.
- j) On completion of the works the Leaseholder's Acoustic Consultant must submit a **report** stating that the works have been carried out in accordance with the specifications of the Acoustic Flooring System Design Report. The absence of such a report may be used as evidence of non-compliance in the event of noise complaints.
- k) The Leaseholder's Acoustic Consultant must be made aware of this requirement prior to his engagement.

- a) When the Leaseholder's Acoustic Consultant report has been received by the Property Manager, the Property Manager will then commission, at the Leaseholder's expense, a full **Post-Works Acoustic Sound Test** by the Landlord's Acoustic Consultants or by the Leaseholder's Acoustic Consultant with the Landlord's Acoustic Consultants in attendance to demonstrate that the required acoustic standards have been achieved. The tests must be carried out in accordance with current Building Regulation Approved Document E.
- b) If the Post-Works Acoustic Sound Test reveals that the **Cranmer Court Acoustic Requirements** are not being met, the flat owner must undertake remedial work to ensure that the flooring passes a further acoustic test at his or her expense. If this test fails, the Leaseholder must install carpet and underlay in the flat in accordance with the terms of the Cranmer Court leases.
- c) Following verification that all application and installation requirements have been met, the Property Manager will provide the **Licence to Install Hard Flooring** as drafted by the Landlord's Solicitor and the process is complete. Thereafter it is the Leaseholder's responsibility to maintain the installed hard flooring to prevent deterioration of the floor's acoustic performance.

### 3. COMPLAINTS

- a) If complaints are received at any time following the installation of hard flooring the Leaseholder, or Successors in Title, must permit the Landlord to carry out an **Acoustic Sound Test** at the **Complainant's** expense to ascertain whether there is an increase in the sound transmission from the flat.
- b) The **Complainant** will be responsible for all costs related to the acoustic test if the required standards are met.
- c) In the event that the test fails to meet the **Cranmer Court Acoustic Requirements** all costs will be charged back to the Leaseholder and remedial action will be enforced.
- d) Remedial measures must be carried out within three months of the complaint, following which the Leaseholder, or Successors in Title, must permit the Landlord to carry out a further **Sound Insulation Test**, at the **Leaseholder's** expense, to confirm the required standards have now been met.
- e) If the test does not successfully meet the acoustic requirements then the permission granted within the Licence will be deemed to have been withdrawn and the floors must be re-carpeted with an appropriate underlay.

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[1] Approved Acoustic Consultant: An Approved Acoustic Consultant who is a Member or Fellow of the Institute of Acoustics, and is either accredited by UKAS or is a member of the ANC Registration Scheme to undertake pre-completion testing between dwellings in accordance with the Approved Document E of the Building Regulations.

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## HARD FLOORING REGULATIONS ACCEPTANCE

I have read the regulations relating to the proposed installation of hard floors at my/our flat and wish to proceed with the application. I understand that the Landlord will start to incur fees as soon as this form is submitted and I confirm that I will be responsible for those fees.

I understand and accept that the minimum sound requirements demanded by the **“Cranmer Court Acoustic Requirements”** are not less than 50dB  $D_{nT,w} + C_{tr}$  for the transmission of airborne sound and no greater than 45dB  $L'_{nTw}$  for the transmission of impact sound with a tolerance of 5dB and that the requirements are NOT those of the Building Regulations 2000 and Approved Document E 2003 (amended 2004, 2010 and 2013).

I understand that these minimum requirements are challenging to achieve with practicable lightweight floating floor systems in existing buildings, and that the acoustic performance of the installed system will be critically dependent on a very high standard of workmanship and on the precise construction of the existing floors and walls, which it may not be possible to determine before works start. I understand that for this reason the Acoustic Consultants referred to in these Regulations may advise of systems which they consider to be capable of achieving the minimum requirements but are not expected to underwrite or guarantee the performance of the system in this application. I therefore understand and accept the risk of the hard flooring installed under this application failing to achieve the minimum requirements through no fault of the Acoustics Consultants and of having to undertake the remedial actions described in sections 2 l) or 3 c), 3 d) and 3 e) of the Regulations.

Name/s of Flat Owner:.....

Flat Number:.....

Date:.....

Contact details:.....

Signed.....

**Landlord's Agent:** D & G Block Management Ltd.  
Cranmer Court Estate Office  
Whitehead's Grove  
London SW3 3HH  
Tel: 020 7589 6501