

## AUBURN CORPORATION

### CELEBRATING 100 YEARS – 1914-2014

10490 West 184<sup>th</sup> Place, Orland Park, IL 60487-5438

400 East Randolph

#### Window Replacement – Questions and Answers

- 1. Where do I go when my windows are being replaced?** Residents as well as pets should not be in the unit during the day of the actual window removal and replacement.
- 2. Why can't I stay in my unit?** The combination of several workers, use of power tools, removing old windows, installing the new windows and the noise and exposure to the elements all create an unsafe environment for residents and pets to be in the unit. The demolition process is both loud and dirty.
- 3. Where do I go on the day of installation?** Generally, the building will identify a location where residents are able to go while the work is in process.
- 4. Who removes my window treatments?** Window treatments are handled separately, and not part of the window contractor's responsibility.
- 5. How long will it take for my windows to be installed?** One day. No windows will be taken out without the new window going in its place for any given day of the project. In many cases, multiple units are being done in a single day which will regulate the size of the crew involved.
- 6. How long will the overall project take?** The current project is scheduled to begin May 4<sup>th</sup>, and scheduled to be completed by the beginning of January, 2017. There are 11 drops or phases involved in this project, and weather may play a role in the final date of completion. As original schedule changes, all remaining units will be contacted to update them on the schedule changes.
- 7. Will the building be noisy during construction?** Yes, with most of the noise coming from the installation of the anchors into the existing structure in each unit to securely fasten the new window systems. The city of Chicago has regulations on start and stop times for these types of projects to lessen the impact on residents and neighboring buildings.
- 8. Who moves my furniture away from the windows?** The unit must have proper clearance in order for the workers from Auburn to complete their work. This is the responsibility of the residents to make sure there is proper clearance. Many buildings hire separate firms in order to provide this necessary preparation. The removal and reinstallation of window treatments are typically also done by a separate firm.
- 9. Why doesn't the window installation company remove the window treatments and move the furniture?** While this can be incorporated into the bid documents upfront,

the cost due to rates of labor for a window company will typically be much greater than if an outside firm is used for this work. Most buildings will handle this separately as a cost savings measure.

10. **Will my floors and furniture be protected during the window installation?** Yes, drop cloths and floor protection is always provided during the installation process.
11. **Will my unit be dirty from the installation?** This is a dirty process in removing the current window systems; however, part of the scope of window replacement is to clean up after the installation using vacuums to clean the debris and dirt from the floor.
12. **What about custom-built cabinetry, window sills and /or interior trim in front of the windows?** Any built-ins will need to be removed so there is a free and clear path to remove the old windows and replace with the new ones.
13. **Will my unit smell from the new sealants being used?** All new sealants use low VOC composition which should minimize any smell issue.
14. **Will our building be able to use the swimming pool deck during the project?** Only the areas immediately below the tiers being worked on will need to be closed as the swing stages are directly overhead.
15. **Does the window work go year round?** Yes, windows will be installed 12 months of the year with individual days potentially being called off due to weather issues such as excessive temperatures, high winds and heavy rain and snow.
16. **How was the schedule determined?** This is determined by the window company, architect/engineer and management after reviewing the full scope of the project and taking into account weather and logistics in accomplishing the project efficiently.
17. **How will I know when my windows will be installed?** A comprehensive plan for construction will be developed between all of the parties involved – engineer, window installation company and management. The plan will be posted and communication to the units will go out two weeks prior to each unit's scheduled install date.
18. **Will the old windows be recycled?** The cost of recycling becomes cost prohibitive due to the fact that most end users require a high standard of clean scrap. While there is value to the old aluminum, there is a cost associated in preparing it for recycle because the glass, gaskets, hardware and screws must all be removed from the frames.
19. **Will I have plaster and paint damage requiring repairs?** Sometimes, this could occur, but it depends on the type of walls that the old windows are being removed from. This is not something that the window company handles.