

## Frequently Asked Questions – City Hall Exterior Project

### How noisy will it be?

*It depends on where you are in City Hall or the Annex and it depends on when certain activities will be taking place. There will be very loud and constant noises as well as intermittent noises throughout the project duration. Instead of candy, we'll be handing out free ear plugs for everyone!*

### What can I do about the noise?

*Wear your ear plugs...please!... particularly if the area under construction is nearby. Bring in headphones and listen to some good tunes. Ask to take advantage of the City's flexible work time policy and work a 4-day work week. Ask to take advantage of the telecommuting policy and work a couple days a week from home. We are encouraging departments to be creative in accommodating employees while accomplishing their mission.*

### When does it start?

*We anticipate starting in earnest the first week of December 2014. The project will go through at least September 2015, depending on unforeseen conditions and our winter weather. It is our goal to move this project as quickly as possible – get it done! The contractor will be working feverishly the first few months to complete the majority of the demolition.*

### What is actually being done? And where?

*Lots of stuff! Everywhere! We will be taking up the concrete topping slab on the Annex Plaza to replace the waterproofing. In doing so, we will be putting in handrails on the plaza, new concrete on the plaza, and new landscaping and seating on the plaza. It will be a fabulous space when we are all done! Check out the images on CODI – very cool! We are taking down all the “rocks-glued-on-plywood concrete panels” (the whitish panels) everywhere! There's a lot of them. They will be replaced with a sleek, modern metal panel system that will scream 2014. We are demolishing the big monumental stair on Mangum Street (yes the one that you cannot enter the building from) and replacing it with a simple stair. We are replacing the loading dock so it no longer leaks to offices below. We are replacing the brick on the northwest corner that was temporary stabilized in 2013. And we are repairing flashing and other water infiltration issues throughout the building. Oh, and very exciting news, new chillers – super energy-efficient chillers to help cool the building the next summer and beyond.*

### How long is the project going to last?

*We are working through all the scheduling details, but it is expected that this is a 9-month project. But, you should be aware that while the various demolition and construction is everywhere, it does not last nine months everywhere. Each noisy activity is much shorter – ranging from a week to a few weeks. Please have patience and chant the following mantra: this too shall pass.*

### When should I take a vacation?

*We always recommend taking a vacation! It's a good idea to get a break for yourself. The project will be intense during the first few months. The holidays will be an excellent reason to spend time with family.*

### Are workers going to be in my department?

*Mostly no, but yes there will be times (with plenty of notice) that construction workers will need to do their work on the interior of the building – for example, when they are fixing walls due to window replacements. But 90% of this project will be completed from exterior scaffolds and lifts.*

### How do I get into City Hall and the Annex?

*Same way you always have. Care is being taken to schedule work which affects major entrances/exits to the buildings in off hours. Signage will direct folks to other entrances/exits when it is necessary to close an area. In general, we expect to keep all stair exits in City Hall open, the main entrances to City Hall and the Annex open, and the employee entrance off Mangum Street open throughout the project.*

### How does this project affect my work?

*If work is directly outside your work space, talking on the phone could be challenging at times.*

### What if I can't do my work?

*Please talk with your manager and start a conversation with us about how we can help. We have some limited temporary work areas identified and set up for employees most affected by the construction noise. We have identified options and can work with you and your manager to determine how long the particular construction activity will last and the best option to accommodate you during that time period.*

### How do I voice a complaint or comment?

*Send all comments to [CityHallRenovation@durhamnc.gov](mailto:CityHallRenovation@durhamnc.gov). That email goes to several folks directly associated with the project who can answer your questions and address any issues.*

### Where can I get information?

*CODI is your source for information on this project. We have put up a general construction schedule, logistics plan, images of what the final work will look like and cool animated videos to explain the details of what, when and where during construction. Please, please, please check it out!*

### How often will the information be updated?

*Every two weeks we will upload a new animated video with details on what, when and where work is scheduled and who will be affected. This will be easy to understand and super helpful to employees.*