



HOMEOWNER INFO BOOKLET

**NEW CONCRETE &
REPLACEMENT**

SAFETY IS OUR TOP PRIORITY

With the concrete work about to begin at your home, it is our responsibility to ensure that you and your family, our workers, subcontractors and the public remains safe while working near the worksite within your property.

Once we start on the agreed date, we become main contractors and are responsible for any injuries that may occur on-site. It is imperative that you and your family try to stay clear of the agreed works area.



OUR HEALTH AND SAFETY POLICY

OSM Concrete is committed to providing a safe workplace. This ongoing commitment is extended not only to employees but also subcontractors, homeowners, visitors and members of the public.

To achieve this OSM Concrete will:

- » Provide a safe, healthy and enjoyable work environment
- » Ensure that staff comply with all relevant health and safety legislation, standards and codes of practice
- » Maintain a safety management plan, policy and systems
- » Insist that safe work methods are being used at all times
- » Provide ongoing information, supervision and training to our team
- » Practice safe work methods at all times
- » Provide ongoing information, supervision and training
- » Practice safe work methods at all times Report all incidents and near misses
- » Work safely
- » Look out for each other
- » Accurately report and record specific information relating to safety as well as rehab for work injuries or illness
- » Provide a system for continuous improvement



PLEASE BE CAREFUL

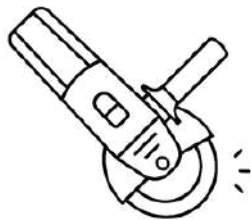
YOUR HOME IS NOW A CONSTRUCTION SITE

While our team is working on-site, there are a number of hazards that can cause serious injury. Here is a list of most of the hazards we need you and your family to watch for:

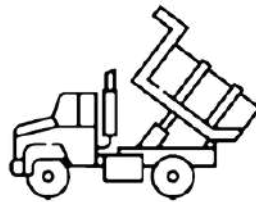


MACHINERY

We use a number of machines and tools onsite to complete the works including:



ANGLE GRINDERS



TIPPER TRUCKS



PLATE COMPACTORS



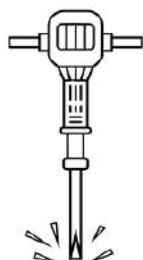
CONCRETE TRUCKS



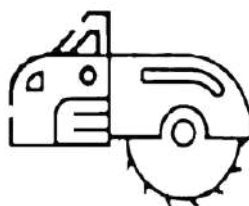
EXCAVATORS



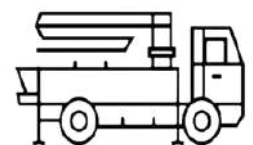
BOBCATS



JACKHAMMERS



CONCRETE SAWS



CONCRETE PUMPS

Once any existing hard surfaces (concrete, asphalt, paving) has been removed and your area is ready for new concrete, there are still hazards to watch for including throughout the construction phase including:-



FORMWORK & STEEL REINFORCING

New areas are formed up and steel reinforcing is placed. Timber pegs and steel star pickets are used to support the forms and can be dangerous if you are not careful. Please do your best to steer clear of our formwork, as we do not want anyone to have an accidental fall on one of them.



WET CONCRETE

Once we place any new concrete it will still be in a plastic state until the following day. Concrete can take days to cure, dependent on environmental conditions. Always ensure everyone coming into contact with the product use the correct protective clothing. Wet concrete is caustic and can cause burns.



ACID WASHING

At times we will need to use a hydrochloric acid wash to remove any concrete lime or dirt on the concrete prior to sealing (if this is chosen as an upgrade option) This is a highly toxic chemical that can be very dangerous to children or pets. Please keep them away until the surface has dried. This is in most cases the following day.



CONCRETE SEALING

Once the concrete is dry the surface is sealed with a high build acrylic sealer. (Depending on whether this is chosen as an upgrade option). This takes a few hours to reach an initial "touch dry" curing stage. During this time it could be dangerous to the touch and can cause chemical burns.



OTHER CHEMICALS

There are also a number of other harmful chemicals that may be used throughout the construction process. Please be wary with your pets and children and keep out of the workspace whenever possible.

PLEASE NOTE As you can see, there are many potential hazards to keep a close watch on. While we have staff onsite we are able to monitor these very closely. As we are not going to be onsite all the time, it is in everybody's best interests that our designated work area is kept clear of.

CONCRETE CRACKS

**My concrete will never crack again, will it?
Unfortunately, yes.**

A common misconception with concrete is that your new concrete will not crack. Cracking is a very frequent cause of complaints in the concrete industry. Cracks in concrete can be the result of one, or a combination of a number of factors.

These include:

- » Drying shrinkage(the most common)
- » Thermal contraction
- » Subgrade settlement
- » Applied heavy loads
- » Tree roots or broken pipes under the slab

Although we use all possible measures and best practice, cracks can and over time, most likely will occur!

All steps are taken at the preparation (excavation and base preparation). There are a number of steps taken during and after the concrete is placed also.

We use standard 25mpa strength concrete with steel reinforcing added to the concrete. Control joints are installed during the placing and finishing of the concrete to induce cracks where we can. The concrete is then mechanically cut afterwards (usually a couple of days depending on the time of year) into smaller sections.

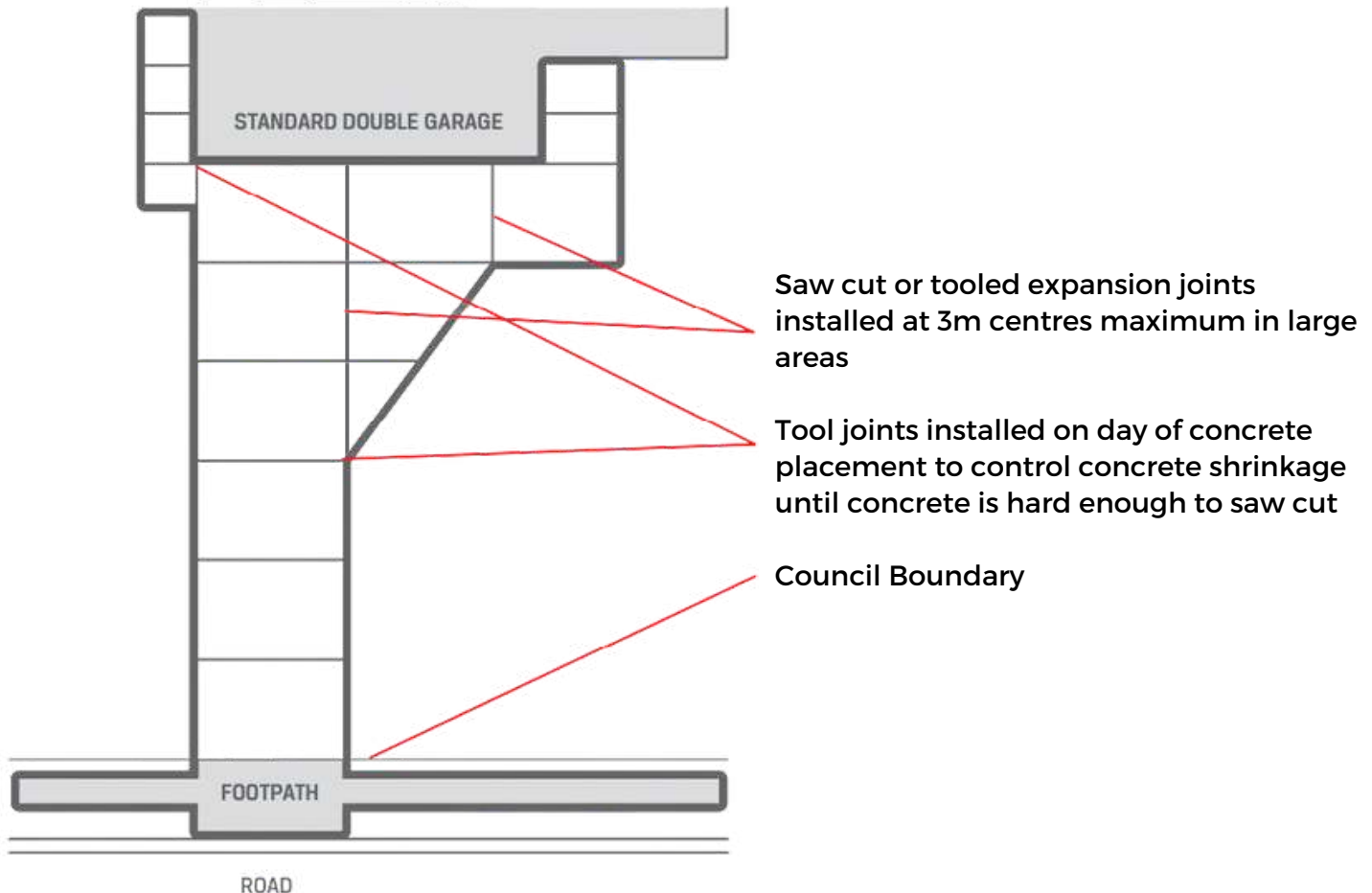
Even with all of these steps, there is a chance that cracking will occur. Hence we do not provide a guarantee against concrete cracking.

NOTE All concrete we supply is guaranteed to come from a specified concrete plant with a quality assured firm.



WHAT WILL THE JOINTS LOOK LIKE?

Below is a standard jointing plan. This is how the joints are usually laid out on a standard concrete driveway. This will change dependent on the shape of your slab.



This is a diagram of a typical joint layout for a standard residential driveway. It is designed for a slab of 100mm thickness and 20mpa strength concrete. The expansion joints are installed by a concrete saw or by hand using specially designed hand tools to a depth of 30–40mm.

Expansion joints (Saw cuts, tool joints) are installed at 3m X 3m centres on average. This is the optimum distance to control cracking on a 100mm concrete slab.

On paths, the joints are installed no further apart than 3 times the width of the path. For example, if the path is 1m wide then the joints will be no further apart than 3m.

These cuts will have to be installed at our discretion to any points we deem are potential points to either induce or prevent cracks.

TYPES OF JOINTS

» Tool Joints

These are installed on the day of concrete placing to induce a crack at crucial points to help control cracking of the slab in the interim before the bulk of the saw cuts are installed by concrete saw within a couple of days.

» Saw Cuts

These are installed mechanically with various different sized concrete saws. The concrete has to be hard enough to avoid chipping along the cuts. This is usually within a couple of days of placing the concrete.

CONCRETE / DECORATIVE CONCRETE FINISHES

There are numerous different finishes available for the look of your concrete which vary in colour, texture and cost. Depending on the desired look of your project, budget and what the area is used for, we have a range of different finishes we can provide. Here are the most common.



EXPOSED AGGREGATE

Exposed Aggregate is concrete that has the surface of the finished concrete “exposed” to reveal the aggregates in the concrete. It is very popular throughout Australia for its hardwearing surface and it is especially suited to driveways and high traffic areas.

Things to remember with Exposed Aggregate:

- » It is a natural product; therefore you always get inconsistencies within a job. The stone density, depth of exposure and colour of stones do vary even within small concrete slabs. This is to be expected and this natural look of Exposed Aggregate is part of the reason it is so popular.
- » It is a messy job. The surface of the concrete has a surface retardant sprayed on the concrete when the concrete is still in its plastic state, which stops the surface hardening. Once hard enough, the surface is then water blasted off to reveal the aggregate. Although all care is taken, it is still a messy job. Our team do a thorough clean up but some mess is to be expected.



COLOURED CONCRETE

Coloured mineral oxide powders can be added to the concrete at the batching plant and the entire mix of the concrete is coloured. This is a very long lasting finish, which is growing rapidly in popularity because it is a very hardwearing surface that will last without being sealed.

Things to remember with Coloured Concrete:

- » It is a natural product. The concrete does look very mottled, which evens out over time. Due to concrete being very porous, it will change colour through moisture ingress from both on top and underneath the slab. For many people, this is what they find attractive about it.
- » The colour may not look exactly like what you have chosen. Because the concrete is made from natural sand and stone. The concrete itself can change colour from day to day, even load to load of concrete. What you have seen in a photo or in a display should be used as a guide only. It is NOT paint. Please consider this carefully when making a decision on choosing your finish.
- » Decorative saw cutting is a great upgrade to your coloured or plain concrete. It gives the look of large pavers without the hassle of weeds growing through and pavers moving up and down over time.



STAMPED CONCRETE

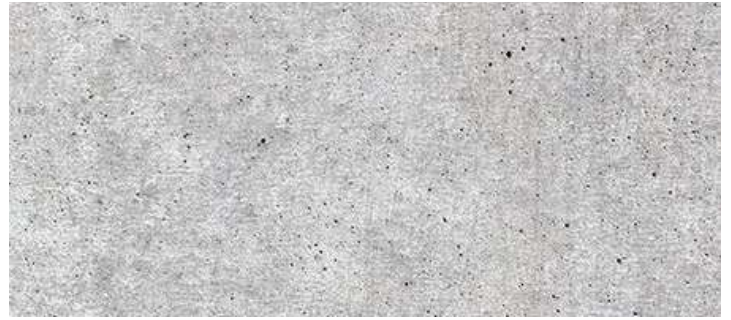
Stamped or imprinted concrete has been a popular finish since the 1970s. With the large selection of colours and the growing catalogue of patterns and textures to choose from, there is a look to suit all projects.

Stamped concrete is the process of colouring freshly laid concrete, then when the concrete is at the appropriate stage of hardening, a powder or liquid release agent, is applied to the surface of the concrete. It is then “stamped” using a textured and or patterned mold, which is chosen by you before work has begun. In the following days, once the concrete has hardened, one of our team will return and wash off excess release agent. The concrete is then sealed to protect and also enhance the appearance of the new concrete.

Things to remember with Stamped Concrete:

» It does cost more than other finishes due to the extra labour and higher cost of products involved.

» It does require slightly more maintenance than other finishes. Because it has the release powder on the surface, this needs to be protected by the sealer to stop the colour from wearing out. On driveways, this needs to repeat every 1-3 years depending on the amount of traffic.



PLAIN CONCRETE

Even though Decorative Concrete is where we shine, we still do more removal and relaying of plain concrete than anything else. Although it is not the best-looking product in the whole world, it is a super hardwearing surface that requires very little or no maintenance.

Things to remember with Plain Concrete:

» Concrete is a natural product and cures over a period of a few months. This curing does not occur evenly. It is expected that your new concrete will have a very mottled look. Some jobs are much more so than others. This is far more apparent with plain and coloured concrete.

» When plain concrete is laid it does look very bright. Over time the surface does break down and fade to grey like the old driveways and paths you see around the City.

WHY NOT ADD DECORATIVE SAW-CUTS TO YOUR NEW CONCRETE

Decorative Saw-Cutting is a great value upgrade to your coloured or plain concrete. It gives the look of large pavers without the hassle of weeds growing through and pavers moving up and down over time.

Typically, cuts are added at approximately 1m X 1m centres.



RESURFACED CONCRETE (OVERLAY)

Concrete Resurfacing” or a “Concrete Overlay”, is a very durable, versatile and hard-wearing product used to resurface concrete for both interior and exterior applications. It is made up of high strength cement, selected sands and top quality polymer resins and is a permanent surface.

Unlike other topical coatings which can flake and wear off in a short space of time. There are many brands on the market under different labels, but they all do pretty much the same thing. At OSM Concrete we are experienced in most of the brands available.

It is a great way to tie in new and existing concrete areas where a uniform finish is desired.

Motifs and custom designs can be added.

Things to remember with Resurfaced Concrete:

- » It is a separate system applied over your concrete so it does come at a higher cost than other finishes.
- » Because it is a separate system, new concrete needs to cure for a period it can be resurfaced. This can extend construction timelines compared to other finishes.



ROCK SALT CONCRETE

A Rock Salt finish is a lesser known finish that creates the look of aged concrete. While the concrete is still in slightly soft state, salt is broadcast over the concrete and then pressed into the surface.

The following day, the salt is removed by pressure washer leaving a pitted surface.

Colour can be added to the concrete.

Things to remember with Rock Salt Concrete:

- » By adding decorative cuts to the design and adding a colour to the concrete, a very unique and classy look can be attained.

WHY DO YOU SEAL DECORATIVE CONCRETE?

Sealing decorative concrete prevents water from penetrating the concrete. Water erosion is one of the main causes of concrete deterioration over time. Sealing also keeps out salt, chemicals, dirt, and plant growth. In the case of Exposed Aggregate Concrete, sealing with a concrete sealer helps prevent the stones from loosening over time by creating a barrier between the aggregate and the elements. Thus it will extend the life of the concrete.

PROGRAMME OF WORKS

1. PROPOSAL ACCEPTED

Once you have selected your finishes, read and understood all terms and conditions and accepted and finalised your quotation and paid your deposit, we will program your job into start. In most cases this will be in 2 or 4 weeks time from the time the quote is accepted. We will usually give you an approximate window of about a week as start dates may need to be adjusted because of potential hold ups on jobs prior to yours starting.

2. CONTACT

We will contact you to arrange a time to meet up with you to start.

3. ANY CONCERNS?

We will contact you to arrange a time to meet up with you to start. Discuss any concerns you may have. Any areas that you are aware of that may have underground services or anything that could be potentially damaged. The project manager can make a note of these and mark out for his team to be wary of.

PRIOR TO WORKS STARTING ONSITE

4. SITE SET OUT

We will go through the project and set out ready for the rest of the team. Any subcontractors will also be organised to start works.

PRIOR TO WORKS STARTING ONSITE

Some loud noise is to be expected at this point!

5. SAWCUTTING

Before the excavation works start, our concrete cutter will cut the concrete in areas that can potentially damage fencing, brickwork or anything that butts up against the existing hard surface that we can see. This will usually happen a day or so before the main works start depending on our scheduling.

6. MACHINE & HAND EXCAVATION

- » At this time we will need:
Access to power onsite. This will need to be provided by you or your builder. We will need to run a jackhammer and hand tools. We can provide an extension lead to poke out a window or maybe there is a power point in your garage. On some properties, there is a power point in the outside meter box. Whatever suits you.
- » The garage door left open. When excavating the concrete next to your garage, there is a very high risk that the garage door will be scraped. We have learnt this the hard way, unfortunately. Please discuss this with your Project Manager if this is an issue.
- » Pets put away. Excavators and jackhammers can be a bit distressing for pets. When the concrete is being lifted and broken up by the machinery it can rumble the ground. Once the works are completed for the day, the pets will be free to roam around as usual.
- » Cars out of the garage and parked down the road. Please remove any vehicles from your garage. If possible, please park down the road so that we can have our trucks etc. out front to place debris in.

6. MACHINE & HAND EXCAVATION CONTINUED

Any hard surfaces will be excavated by way of machinery (excavator or skid steer loader) and areas with limited space inaccessible by machinery will be removed by hand (jackhammer)

This is where the works really kick in. There will potentially be many of our team working onsite at this time. Hand demolition is back breaking labour. Many hands really do make light work.

7. DRAINAGE

Any pipes and drains are installed if required.

8. FORMWORK

The excavated works will be formed, ready to be based up. Pegs will be protruding at the sides of your formwork so BE CAREFUL!

9. SUB-GRADE

Sub-base (earth underneath your concrete slab) is sub-graded and compacted. Low areas are topped up with a compactable hard-fill, ready for your new surface to be installed.

10. STEEL REINFORCING LAID

The steel reinforcing is laid and tied. Steel dowels are drilled into adjacent existing slabs of concrete to prevent future movement.

Bar chairs are used to support the steel reinforcing and keep it at height while pouring. Depending on the way it is to be poured, they may or may not be added on the day of steel placement

An expansion foam strip (able flex) is stuck to walls butting against where the new concrete is to be poured. This is applied where needed at OSM Concrete's discretion to create the best outcome for the finished product.

11. CONCRETE PLACING AND FINISHING

This is installed usually within a few days of the job being boxed and sub graded. The guys will do their best to give you as much notice as possible but sometimes this may be very short notice. The reason being is that your concrete needs to be placed in pretty good weather. We may only have a small window to get the concrete placed.

On the day of concrete placement:

- » Please have any pets away and if possible, possibly let your neighbour know to keep their pets away on the day of placement. When our staff leave site at the end of the day, your concrete will still be very green. Cat or dog prints could leave marks.
- » Cars left out on the road side.

Garage door left open to avoid concrete splashes and so that the concrete can be finished tidy along edge of garage.
- » Tooled control joints are installed at stress points to induce cracks until concrete is cut with concrete saw in a couple of days.
- » Concrete washout. Our staff will need somewhere to wash their tools, wheelbarrows and somewhere to put excess concrete. This cannot be washed down the drains. We may need to dig a small inconspicuous hole somewhere in the garden to wash into. Please don't be alarmed. When the final clean up is done onsite, our team will remove the concrete and slurry and tidy up the garden again.

Concrete can be walked on by foot the day after concrete placing. Please do your best to not scuff the surface, as the concrete is still quite green and can be marked. Please keep any larger pets off for a few more days if possible.

Also, please note: for the rest of the project, these stages should happen one day after another (dependant on weather). These team members will drop by and carry on with these stages generally unannounced. Please do not be surprised when they drop by to complete the next stage.

12. PRESSURE CLEAN / WASH OFF

With some finishes including exposed aggregate, the surface is water blasted to reveal the aggregates. Please do appreciate, this is a messy job and it is expected to get some concrete dust on plants and lawns etc. The team members doing the water blasting start early in most cases. The reason for this is that the concrete is far softer and easier to expose the shorter the amount of time it is left without exposure. Our team does their absolute best to try to minimise this. Most often done on the day of placement, but sometimes the next day in winter months,

13. FORMWORK REMOVAL

Pegs are removed, formwork is stripped and taken away. An initial tidying up takes place. Sometimes this is also completed on the day of concrete placement.

14. CONCRETE SAW CUTTING

Expansion cuts will be installed by way of a concrete saw, similar to the "Concrete Jointing Plan".

15. CLEAN UP OF CONCRETE- ACID WASHING

With decorative concrete finishes where the option to upgrade with a sealer, the surface is cleaned ready for the concrete to be sealed.

With exposed aggregate finishes, the surface is cleaned and etched with a hydrochloric acid wash.

» **Please keep the surface clean at this stage. The concrete needs to be bone dry and clean to be sealed.**

16. CONCRETE SEALING – FOR UPGRADED DECORATIVE CONCRETE FINISHES

Once the concrete is bone dry, the concrete is then sealed with 2 coats of a high build acrylic sealer.

This seals off the pores of the concrete and provides hardwearing protection for your new concrete surface. Keep off until the next day.

17. FINAL CLEAN UP

A final clean up will be done to remove any waste. Skip bins will be removed (if required).

18. YOU CAN HAVE YOUR HOME BACK!

COMMON FAQ'S

CONSEQUENTIAL DAMAGE

Demolition and the removal of concrete require some pretty serious equipment. Our team is very experienced and take all due care but sometimes some damage may occur which is completely unintentional. Please see the terms and conditions regarding consequential damage.

CRACKS IN NEW CONCRETE

Please see the section on **Concrete Cracks**.

NOISY BUGGERS!

Concrete Saws, Jackhammers, Plate Compactors, Excavators, Bobcats, Hammer Drills, Concrete Trucks, Water Blasters. They are all very noisy. Please be tolerant, as they are all needed to complete the job. Some of this equipment may cause vibrations too.

DRAINAGE

Because of the need for water run off from your hard surfaces. We may need to add small gaps along fence lines and retaining walls. In a lot of cases, some areas may not have had a garden before but may need it now.

Many areas that may have had the rainwater run out through cracks etc, will now be sealed by the new concrete surface so drainage becomes a very high priority.

Nobody likes puddles in their concrete!

CONCRETE SEALER

Has a very strong odour but this odour fades very quickly.

If the option to seal your concrete is taken, your decorative concrete (exposed aggregate, stamped concrete, coloured concrete) is sealed following placement. We recommend that you avoid pressure cleaning your newly sealed surface for approximately 4 weeks. This gives the sealer time to reach its maximum strength. If oil is spilt on the surface it should be cleaned up as quickly as possible. Once 4 weeks are up it is fine to clean your surface.

We recommend sealing your concrete.
Why? Well, for a number of reasons...

- » It seals the pores of the concrete and provides a barrier to prevent dirt, grease and mould from staining the concrete surface
- » It creates a very hardwearing surface
- » Provides good UV protection for coloured concrete surfaces
- » Helps with the curing process
- » It brings out the colours of the concrete oxides
- » It seals off any minor cracks that may have formed preventing dirt and moisture from entering the cracks. This will help prevent spalling over time
- » It gives the concrete a vibrant wet look

Concrete sealer does break down over time. This is due to a number of factors with traffic and the sun being the two main culprits. To prevent the surface underneath the sealer from being damaged, a new coat of this sealer should be applied every one to three years depending on the amount of traffic the area receives. It is usually very noticeable when it is time to reseal the concrete, as it will start to lose its sheen.

Give us a call when you feel it is time for advice on resealing options.

MAINTAINING YOUR NEW CONCRETE SURFACE

Because of concrete's natural inherent strength, your new concrete surface should provide you with decades of service. But even though the surface is very hard-wearing it is still not without maintenance. This is especially so with decorative concrete surfaces.

Here are some tips for maintaining your new surface:

» Remove stains immediately

Although a sealer helps protect your surface from stains absorbing into it, it's still a good idea to remove oil, petrol or diesel as soon as possible. Use a pressure washer and an alkaline-based degreaser or detergent to remove the stains. Be careful not to wash into sumps or the council stormwater system.

» Rust stains

Be wary of furniture or ornaments that are stored on your new concrete. Once it soaks into unsealed concrete it is very hard to remove. On a sealed surface, it can be removed with some products available from hardware stores.

» Scraping your surface

Be careful not to scrape your new surface with sharp objects. These include shovels while gardening or even table and chair legs on your patio area. We recommend having rubber feet attached to the bottoms of tables and chairs to avoid damage over time.

» Tyre marks

Avoid screwing your tyres on your concrete, especially on hot days. This can leave black tyre marks on the surface which can be quite a job to get off.

» Keep it clean!

Take a bit of time to clean your surface periodically with a pressure washer or a solution of detergent and water. With regular sealing every few years your concrete will keep that new look for decades.

THANK YOU

We thank you for letting us onto your property to complete these works and will aim to treat it with the utmost respect. We will strive to provide you with a smooth hassle free service that will cause as little disruption to your home as we possibly can.

Referrals have always been the lifeblood of our company and good word travels fast. If you have a family member or friend whom could require our services, your recommendation would be much appreciated.



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