Protection of finished surfaces prior to handover:

As per the perceived value matrix, finishing is the most important element for the customer wrt his/her perception of the product. However, it has been observed that while we spend huge amounts of money on finishing materials, they are poorly stored, handled, fixed and protected (post-fixing) leading to significant deterioration in their appearance/functionality and causing customer dissatisfaction.

All project managers are to take special efforts and care to ensure that the finished product is protected such that no damage occurs to any finished surface from follow-up trades which are working within the finished area. Also Procurement is to ensure that the contract is structured in a manner which makes the contractor responsible for the proper fixing of the protective materials (material may be provided by Lodha or the contractor, based on terms agreed in the contract).

The below stated protection measures apply to all unit areas, key common areas, typical floor lift lobby and landscape areas:

Material/Surface	Key Measures to be taken to Protect / Prevent Damage
Any Hard (Stone / Vitrified Tile / Palladio etc.) Flooring or Dado	Once material is laid and pre-final polishing (if applicable) is completed, entire surface should be covered with protective covering (For horizontal surfaces: Pref 1: Bubble paper; Pref 2: Thick plastic/cloth; For vertical surfaces: Pref 1: Adhesive Plastic Sheet (for metal/glass); Pref 2: Bubble paper; Pref 3: Ply) which covers the entire surface. Special care to be taken that the pasting material is strong (eg. electrical tape) and entire surface is covered. Covering to be removed only after final coat of painting if completed. When cutting holes in hard stone / wood etc. (for fixing switch plates / nahani trap fixing etc.), special care to be taken that holes are cut to such a size that they are not visible after fixing of the plate / trap and in case of nahani trap, cutting is done using a pre-made 'farma' to ensure cutting in proper shape. Solution is to procure rotary cutters with carbon or tungsten Bits. This will ensure cut is perfect to the trap size. Cutters are relatively inexpensive and simple to use. When rough surface stones (e.g. flamed granite) are used, special precaution should be taken to protect them as soon as their laying is complete, because they are extremely difficult to clean / repair if they get damaged. For flamed stone, its always a good idea to have it coated with wax or oil. This stops grout and cement bonding to the finished surface. The oil / wax can be easily cleaned at the time of handover.
Wooden Flooring	To be laid only after final coat of painting is completed. If laid prior to final coat of painting, follow protection as underlined

	portion above.
Wooden Vertical surfaces or ceilings	Follow protection as underlined portion above.
Door Frames	Follow protection as underlined portion above.
Doors	Follow protection as underlined portion above.
Window frames	The Aluminium window sections shall be covered with low adhesion polythene sheet by the manufacturer & ensure the cover shall not be removed till final handover. For openable type windows, all handles should be installed and mechanisms checked to ensure the unit is operating then handles should be revolved and leave the window in a locked position. A major form of damaged observed is windows opened beyond the Hinge limits and twisted hinges.
Window Glass / Glass Partitions / Other Glass works	Glass work shall be protected with adhesive polythene sheet from both sides to avoid scratches & stains. This should be included in the scope of the material vendor. No grinding or cutting to be done near the glass. The hot grinds leave pit marks in the glass and are permanent blemishes.
Mirrors	Quick and easy protection is four dabs of silicone to the mirror and a 2mm ply stuck over the face. The dabs of silicone are easily removed at handover. Ply should be 10mm larger clearance than the mirror surface. Further, the 4 corners should be provided with some type of protective corner cover to prevent breakage/cracks at the corner.
Walls	Final coat of painting to be done only after customer takes possession.
SS Works	Shall be protected with Paper tape or low adhesion tape to avoid scratches & stains.
Sanitary Ware	To be installed only after completion of floor/dado polishing, ceiling painting including light fixtures etc. Follow protection as underlined portion above.
Modular Kitchen (including platform) & Modular Wardrobes	To be installed only once all works in kitchen (flooring, tiling, painting, electrical etc.) are 100% completed and kitchen is lockable. If kitchen is not lockable (with temporary/permanent door), modular kitchen to be installed only when flat is 100% completed. In either case, follow protection as underlined portion above.
Electrical switch plates/ fixtures	Electrical switch plates/Fixtures shall be covered with Polythene sheet & cello tape. To be installed after final paint coats and to be installed by electricians with clean hands and latex gloves.

CP Fittings, loose furniture, curtains and other high value visible user interfaces (VDP, HA panel, any appliances etc.)	Not to be installed till customer takes possession. Once installed, follow protection as underlined portion above.
Elevators	22m Ply covering on timber bats on all internal surfaces (including floor and ceiling – with cutout for light/fan, if so needed). Floor to have double layer of ply. Doors – with adhesive polythene sheet on both sides. Also consider glued laminate sheets, glued to the door, if manufacturer is in agreement. Post-handover, FM/PC needs to ensure that cleaning of the SS surfaces of the lift is done with due care to avoid scratching.
Other Precautions	1. When painting/polishing any wall, the adjacent edges of other materials should be covered with paper tapes to prevent the paint/polish from spilling over to the adjacent materials. 2. In case of shortage of other protective materials, even cardboard can be used. 3. Proper storage of materials (with protective covering, in proper packaging, boxes with the correct side up etc.) in pre-installation phase (stores, at worksite) is extremely important.

In addition to the above, the contractor and the Const Mgmt team need to be aware of the fact that protection is the key to ensuring a high value of finishing and hence, all practical measures needed to reasonably protect the materials need to be taken.
Some reference images are below:

1. Flooring/Dado and related activities:

Illustrations of recommended methods for protection of completed flooring and dado works









2. Glass Work



4. Aluminium Window:



4. Fancy Railings/Handrails:

