



Façade Clean & Stone Repairs

Frequently Asked Question

1. **How much natural light will there be during the works?**

Natural daylight into the rooms will be significantly reduced due to the scaffolding, sealed windows, and protective sheeting. Scaffolding may also be visible through the windows. However, all rooms are fitted with curtains that can be drawn if preferred, and we are happy to review options of additional lighting to recreate a more natural daylight effect in the room.

2. **Will Oxford Town Hall provide lighting to compensate for the reduced daylight?**

Yes. We have invested in uplighters designed to replicate natural daylight. These will be available in affected rooms

3. **How much noise should we expect during the works?**

While we cannot confirm the exact maintenance activity scheduled during your event, the works will involve the erection and dismantling of scaffolding, façade cleaning, and stone repairs. These tasks may require the use of jet washers and other specialist equipment, which will generate some noise at times.

4. **Can work be paused during quiet times or events?**

We are working with the contractors to minimize any disruption, which would be mainly noise, and will do our best to minimise this. If you would like a further discussion on this, please contact us at townhall@oxford.gov.uk

5. **Will the main entrance be decorated or covered?**

Yes. The scaffolding at the main entrance will include banners to highlight that the Town Hall and Museum of Oxford remaining open.

6. **Will I still be able to unload/load outside the Town Hall?**

Yes. Loading and unloading outside the Town Hall remains accessible during the works, with standard time restrictions still in place. On occasional Sundays, access may temporarily shift further along St Aldates due to the main pavement being closed. Flatbed trolleys will remain usable, and our team will be available to assist as needed.

7. **Will the level (North) entrance remain accessible?**

Yes. The level entrance will remain open and clearly signposted throughout the works, with a safe route provided through the scaffolding.

8. **Will the main entrance still be in use?**

Yes, the main entrance will remain open and accessible. However, due to the appearance of the scaffolding, we recommend alternative indoor locations within the Town Hall for photographs.

9. Will the Town Hall provide any extra equipment to support events?

Yes. We will be providing use of additional audio and lighting equipment we have available on site free of charge, to help ensure your event runs smoothly during the maintenance period.

10. Can we open windows in the room? The windows will be protected once the scaffold is built in that area and the clean or repair is taken place. During this time, it will not be possible to open windows. Most rooms though have a ventilation system that can be utilised.

11. How will the scaffolding affect my event? The scaffolding will be erected around the building across 5 phases, please see video on our website for a full breakdown.

Please note that all dates are provisional and may be subject to slight changes depending on the progress of the works.

We'll do our best to minimise disruption during this period, and we appreciate your understanding while this work is carried out to preserve our historic building.

If you would like to discuss further, please don't hesitate to contact us at townhall@oxford.gov.uk.