

Westminster City Hall
64 Victoria Street
London SW1E 6QP

Housing Enquiries
Tel : 0800 358 3783

Date: 10 July 2024

Ref: AF106

Dear Resident,

Glarus Court - Residents' Meeting Q&A Sheet

We held a Residents' Meeting on Thursday 30 May 2024 in Glarus Court Communal Lounge to introduce the planned works for your block. The meeting provided residents with the opportunity to learn more about the scope of the planned works and allowed us to address any questions you had.

Please find enclosed a copy of the Question & Answer (Q&A) sheet from the meeting.

Yours sincerely



Shah Alam
Resident Advocate
E-mail: residentadvocates@westminster.gov.uk

Glarus Court Sprinklers, Decorations & Repairs (Project AF106)

The questions in this document were raised by residents who attended the introductory meeting held at Glarus Court Communal Lounge on Thursday 30 May 2024.

Q&A

1. What works are you proposing?

- External repairs include masonry repairs, wash down of all soffits and facias, cleaning of facades including the grills, render and concrete repairs, localised cleaning of pre-finished render where stained and repairing all windows, and replacing where necessary.
- Internal works include decoration and repairs, replacement of all carpets to vinyl flooring.
- To install a new retrofitted in-flat sprinkler system to all 20 sheltered housing units and communal areas apart from the loft and service cupboards.

2. Who is doing the work?

At the start of 2018, we entered a ten-year partnering contract with two contractors to deliver major works across the City. The contractor appointed to deliver the works is **United Living**.

3. We want internal or external grills for window security for the ground floor.

This has been noted and allowed for within the current scope of the major works programme.

4. Warden's scheme manager on Daventry has no grills on the window, can this be included in these works.

Yes, as mentioned above.

5. Will the window works be carried out first?

The service provider will provide a Project Execution Plan (PEP) and consult with Westminster City Council and the residents on the phasing of the works.

6. All residents are requesting all windows to be replaced as they are 20 years old.

The consultant's report recommends a complete repair of the windows. Following an assessment, our surveyors have suggested replacing the windows which are beyond repair. The specific windows to be replaced will be determined by their condition.

7. Can we vote for the window designs, such as UPVC or Timber?

A pre-planning application has been submitted, and the outcome will determine which materials are appropriate for the window replacement.

8. After replacing the windows that are beyond repair, do you provide a warranty for any issues that arise once the defect period has passed?

Where windows have been replaced completely, there will be a warranty provided by the contractor.

9. We want CCTV cameras outside.

This is not part of the major works programme. We will refer this to our electrical and minor works team.

10. As there will be a lot of works, we need notice or more time before the works start.

The service provider will communicate with the Residents Advocate and the Warden to ensure that adequate notice is given to all residents prior to the commencement of any work. This will help to ensure that residents are well-informed and can make any necessary arrangements in advance.

11. Do we need to move out for the works to be carried out?

It takes 4-5 days to retrofit sprinklers, and residents are not required to move out during the process. However, a respite area will be made available to them within Glarus Court.

12. How long will the sprinklers take to fit?

It takes 4-5 days to retrofit the sprinklers, and residents do not need to move out during this period.

13. How big will the pipes be, the size of sprinklers, and how many sprinklers will be fitted per household? Where will the sprinklers be in each property?

One or two sprinkler heads are fitted in each room, except for bathrooms. All sprinklers will be boxed in with the associated pipe work and the sprinkler head will be hidden behind a white disc. Please see picture.



14. Will the sprinklers get set off in the kitchen if the toaster or cooker is on?

Sprinklers only activate in a room with severe heat from an actual fire and will not be triggered by kitchen appliances. Activation is confined to the room with the fire and will not affect other flats or communal areas.

15. We need recycling bins outside.

This has been passed on to Westminster City Council Refuse Team. For more information, please contact our customer services on 0800 358 3783.

Key stages and communications related queries

There are several key stages that is involved in developing each major works project. We will update residents at certain stages, hold residents' meetings and publish the relevant documents on our website for your information and comment.

Major works website: <https://www.westminster.gov.uk/glarus-court-sprinklers-decs-repairs-project-af106/outline>

Stage 1 Client brief: We have carried out initial inspections and surveys to confirm the expected scope of works required. The first introductory meeting with residents was carried out to discuss this. Following the resident's introduction meeting, we will carry out a final review of the planned works. The client brief will then be submitted for final approval and a copy will be published on our website.

Stage 2 Project Execution Plan (PEP): United Living (UL) will write a detailed plan of how they will deliver the works based on the client brief and this is called the Project Execution Plan.

Stage 3 Pre-commencement order: Once the PEP has been approved and signed off, we will issue a pre-commencement order to the contractor. This gives the contractor permission to move forward with the final design details of the project and this is called the Service Provider Proposal.

Stage 4: Before works start on-site, the contractor will write to you to introduce their onsite team, their contact details, and invite you to a '**meet the contractor**' event. The purpose of the session is to provide you with information on what work is involved, how it may affect you and the approximate timescales. We will also provide you with a clearer indication of a start on site date.

Stage 5: As the work nears completion, we will arrange a site walkabout. This is an opportunity for you to inspect the work with the contractor's and council's project teams. This will allow us to pick up on any concerns that you may have about the works and to get them rectified before the contractor leaves the site.

Stage 6: Completion and defects period: Once the works are complete and approved by Westminster City Council, we will write to confirm the project is moving into the 12-month defects period. The defects period means that any issues that occur with the works during the next 12 months can be referred to the contractor.

Stage 7: End of defects sign off: We will write and tell you of this and advise how you can report any issues outside of the defects period.

Where can I get more information?

If you have any questions about the planned works, please contact Shah Alam, who is temporarily replacing Fatima as the Resident Advocate for this project. You can email Shah at residentadvocates@westminster.gov.uk and include 'AF106' in the subject line.