



## **Aldsworth Close and Barnwood Close Roof and Ventilation systems replacement (Project AE109)**

### **Question and Answer Sheet**

#### **Why are you doing these works?**

The area repairs team referred the roof issue to Major Works because of recurring leaks, where piecemeal roof repairs are proving no longer feasible or cost effective; Surveys revealed that the roof system has reached end of its effective life and needs to be replaced. Additionally, the existing ventilation system has been found to have failed beyond repair and is contributing to damp and condensation build up in resident's bathrooms, so this also needs to be replaced. These items would have been considered in the cyclical major works programme due in 2026, but the severity of both issues demands they are brought forward, and it is more economical to deal with them together.

#### **When will the works start?**

We are now in the initial stage of the project, in which the detailed programme of work has not yet been finalised. Once this has been agreed, we will share this with you.

However, based on the current timetable, following the formal consultation with Leaseholders, we would expect our contractor to be ready to start the works in Summer 2025.

#### **How long will the works take?**

Based on previous projects with similar size blocks, the works are expected to be completed in 24 weeks; however, this may be subject to change as the project progresses. We will keep you updated if we experience any delays.

#### **Who will be doing the works?**

At the start of 2018 we entered a ten-year partnering agreement with two major works contractors to deliver major work projects, Axis Europe and United Living. The contractor assigned to this project will be Axis Europe, who have a proven record of successfully delivering major works in Westminster. They have a good understanding of the council and residents in Westminster and a strong commitment to community and employment opportunities for residents.

The benefits of the partnering agreements include:

- Reducing costs associated with the procurement of major works.
- Helping to reduce internal project management fees to less than 12% per project.
- Allowing us to give more reliable dates when works are due to start.
- Enabling us to manage contractors more effectively.
- Control and maintenance of quality standards

## **What happens now?**

There are several key stages that take place to deliver each major works project. We will update you at each stage, hold meetings with you and publish the relevant documents on our website for your information and comment.

**1: Client Brief:** We have carried out initial inspections and condition surveys to confirm the expected scope of works required. We have also prepared an estimated budget for the work based on experience of costs from similar projects. The first introductory meeting with residents was carried out to present this.

We are now carrying out a final review of the works, taking into account feedback from the first residents meeting, to ensure that we are addressing all issues raised. The client brief will be handed over to the commissioning team once agreed and signed off by the programme board, and a copy of the approved Client Brief will be published on our website.

**2: Detailed design and approvals:** Once the Client Brief is approved, the commissioning team formally issue it to a contractor who is then responsible for developing a detailed plan to deliver the works and provide their own cost estimates at this stage. This document is called the Project Execution Plan (PEP). We will invite you to a second residents' meeting before we approve and sign off the PEP.

Following our scrutiny and review of the PEP, we will give the contractor permission to move forward with the final design details of the project. At this stage the contractor will prepare a Service Provider Proposal (SPP), and we will invite you to a third residents meeting to review the proposal document prior to final instruction.

Leaseholders will then be sent a Section 20 Notice of Estimate. The notice sets out the description and reasons for the works. It will detail the project costs and estimated leaseholder liabilities but does not represent an invoice for payment. Leaseholders have 35 days to make written comments and observations. At this stage we will offer 1-2-1 surgeries for leaseholders to meet and discuss the payment options available.

Once the detailed design is agreed and resident consultation completed, the contractor will receive a commencement order which allows them to get ready to start work onsite. Before work starts, the contractor will write to you to introduce their onsite team, give contact details, and invite you to a '**Meet the Contractor**' event. This will give you an opportunity to meet the site team and ask questions about the works being carried out.

**3: Onsite:** Once onsite, the contractor is responsible for all aspects of work, from delivery, quality and communication with residents. Any issues or queries about the work, should be referred to the contractor in the first instance. The project will have a dedicated Resident Liaison Officer (RLO), who will be responsible for keeping residents updated and informed throughout.

## **Will there be regular communication and updates from the council?**

Yes. As the project progresses towards mobilisation, the Resident Advocate (RA) for this project will keep you informed and update the project's dedicated website page. Once onsite, the contractor's assigned RLO will handle the day-to-day

communications with you, but the RA will remain available to offer residents extra support if needed.

**Who do we contact during the project if we have issues related to the works?**

In the first instance, we ask that you contact the contractor's RLO who will work with the site team to address anything that may arise and agree a suitable way forward.

Residents will be able to contact Westminster City Council Resident Advocate for the project if further support is required. They can be contacted by emailing [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk) or by calling 0800 358 3783

**Will residents be able to view copies of the detailed costs and plans?**

Yes. Our contractor will be developing their plans in more detail, including getting tenders and costs for the works. The council will carefully review these plans, and once satisfied, residents will be invited to view and discuss the proposals.

**Will both blocks be worked on at the same time?**

Work on both blocks will begin at the same time, the contractor will be providing detailed a programme of works in due course.

**What time will the contractors start?**

The working hours will be 8am-5pm Monday to Friday. Works on a Saturday will only take place if they are urgent or cannot be completed during the week and you will be notified of this in advance. No works will take place on Sundays or Bank Holidays.

**How much noise and disruption will there be?**

Residents will be notified in advance of work that may cause disruption or involve unavoidably noisy or intrusive activities. This will be shared prior to mobilisation and whilst onsite. Existing pipes, cables and services (includes TV, internet and cold-water supply) on the roof will be maintained throughout the project but may be subject to temporary relocation or isolation when unavoidable.

**Will the contractor need access to my flat?**

Access may be needed to some top flats concerning the roof works, and to all flats for the ventilation works, but this should be minimal because most of the work will be external. Details of this will be provided by the contractor as the works progress; as much notice as possible will be given and appointments made in order to minimise inconvenience to residents. The contractor's staff or subcontractors will always carry ID.

**What exactly will the contractor be doing during the works?**

• **Roof renewal and repairs**

The works include the stripping of the existing roof system and renewing with a new Bauder Flat Roof System, upgrade the existing Solar Photovoltaic (PV) panels, install additional PV panels and rearrange in accordance with Bauder new optimal layout and be supported on Bauder PV panel mounts which will secure without penetrating the roof thereby not compromising its integrity. We can also confirm the PV panels (which power the lighting in communal areas) will not be recharged to this project.

We will share the roof specifications. All cables and services will be maintained throughout the project, with cables to be fixed in cable runs and reinstated on completion.

- **New Ventilation System**

Decommissioning of the old ventilation system, inspect and clean riser shafts. Install new ventilation system. The contractor will begin the detailed design once they are appointed, and this will be shared with residents at that stage.

- **Fire Rated Roof Access Hatch/Door**

Renew / Upgrade roof access hatch with fire rated system. Install new ladders to all roof access, secured behind security grill.

- **Mansafe System/Fall Arrest System**

Inspect Mansafe fall arrest system to the perimeter of roofs and renew only if non-compliant.

- **Internal Decorations**

Make good to damage / water-stained ceilings on top floors. The roof works need to be completed, and an opportunity given for the water affected internal areas to thoroughly dry out before any internal decoration is carried out. The area repairs team will join us on a site inspection with all stakeholders where follow up works including remedial decorations will be discussed and an action plan agreed.

- **Asbestos Survey / ACM Removal**

Carry out an Asbestos survey and remove any Asbestos Containing Materials found wherever works are being carried out.

- **Sustainability**

The Solar Photovoltaic (PV) panels in the roof design serve the communal areas and will be upgraded to current specifications. There is no cost implication to leaseholders or tenants for this.

**Can you install Skylights in the corridors to improve energy saving and promote wellbeing?**

No, the access roof will be insulated, and fire rated and fit for purpose.

**Where will the site office be?**

The location of the site office on the estate will be confirmed following a meeting with the contractor to identify the most convenient placement and we will inform residents prior to the works starting.

**Will scaffolding be erected, and how long will it be in place for?**

Yes, scaffolding will be required and will remain in place for the entire duration of these works. For security and safety purposes it will be alarmed and netted.

**How will you ensure the work is done to a high-quality standard and we get value for money?**

We have quality managers who are responsible for inspecting the quality of all the work carried out by the contractor. The quality manager visits the project regularly throughout the work. We also listen to feedback from residents while the work is happening.

The work will be covered by a 12-month defects period after completion. This means that any problem identified during this time, the contractor will come back and put it right at no additional cost.

Both the roof and ventilation system will have manufacturer's guarantees. The ventilation system will be thoroughly tested once installation is complete.

Prior to the works being signed off as complete, we will also invite resident representatives to a walk around with the project team to identify and capture snagging items principally relating to in-flat works.

**Are the works insured?**

There will be an insurance backed guarantee for both the roof and ventilation systems. The contractor will be able to provide the specific details of the guarantees once the designs are agreed and signed off.

**What inspection and Planned Preventative Measures (PPM) will the council do to make sure the roof and ventilation system are properly maintained going forward?**

Our area repairs team are providing a response to this question which will be updated here in due course.

**When will we know what the costs to leaseholders will be?**

The Section 20 Notice of Estimate will be served after the Service Provider Proposal (SPP), and based on the current timetable, we anticipate this will be in Spring 2025

**Once the costs are arrived at, when will Leaseholders invoices be issued?**

Under the current timetable, estimated Major Works invoices will be issued in March 2026 along with your estimated Service Charges.

**What payment terms are there?**

As part of the consultation, we will offer a one-to-one session with a specialist from our Leasehold Operations Team to discuss any individual concerns and confirm the applicable payment option(s) below suited to the leaseholder's circumstances.

**Interest free instalments over a period of 24 months.** This is available to all lessees with liability over £2,000.

**Extended interest free instalments for resident leaseholders over a period of 60 months** This is available where a leaseholder's liability exceeds £2,000, the lessee can spread payments over five years in 60 equal monthly instalments. This option is not available where the property is sublet, owned by a company or owned by a housing association.

**Extended instalments for resident leaseholders over a period of 120 months** This is available where a leaseholder's liability exceeds £20,000, the lessee can spread payments over ten years in 120 equal monthly instalments. No interest will be charged on months 1-60. Interest is charged on the balance remaining at month 60 at 1.5% above the Bank of England Base rate for months 61-120. This option is not available where the property is sublet, owned by a company, or a housing association.

**Discretionary Service Charge Loan over a period of 300 months** If you receive a bill for more than £20,000, Westminster City Council is now offering a Discretionary Service Charge loan, available to all leaseholders who are unable to secure borrowing from their mortgage company or a personal loan. The service charge loan will be secured by a legal charge on the property for a maximum of 25 years. Interest will be charged at a variable rate of 1.5% above the Bank of England base rate and will be reviewed annually.

### **Are there any other major works projects for Aldsworth and Barnwood Close coming up?**

The next planned works are the Amberley Estate cyclical decoration and repairs, scheduled for 2026. At this stage no scope of works or cost estimates are available, but we will follow the major works consultation process with residents at the appropriate time. As mentioned at the introductory meeting, these works have been brought forward due to the severity of the issues.

### **Get in touch**

You will receive further updates over the coming months, but if you have any questions about the planned works, we will be happy to help. You can contact us by:

- Calling Westminster City Council Housing on 0800 358 3783 (freephone) - ask to speak to **Karen Peers** in the Resident Advocacy Team.
- Emailing [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk) please quote reference 'project AE109'.