

Reply to:

Lindsay Jenkins
Communications co-ordinator
Property Services

Telephone: 0800 358 3783
Email: customerservices@cwh.org.uk
www.cwh.org.uk

Date: 11 June 2018

Dear

Millbank estate major works – project S159

Please accept our apologies for the delay in getting the works onsite.

Westminster City Council and CityWest Homes has appointed United Living to carry out major works in the south of the city. We believe that we will achieve better value and a better outcome for our residents due to the longevity of the relationship that we will have in place.

You will have received various communications notifying you that we were in the process of letting the long term major works contracts and remind you below of the expected benefits to residents of awarding work in this way.

- **Better value for money:** delivery of the major works programme through term contracts is expected to make savings which will benefit leaseholders
- **Better relationships:** CityWest Homes will be able to develop better relationships with contractors to improve quality
- **Single point of responsibility:** this will make it easier to understand where accountability sits. This means that issues will be resolved more quickly and effectively in one place, helping to improve resident satisfaction. Escalating residents' concerns have proved challenging on occasions in the past
- **Benefits to the wider community:** Potential for jobs and training for Westminster residents through all the new contracts.

CityWest Homes' project team are working on developing a Client Brief with United Living. A start on site date is likely to be towards the end of 2018.

Scope of works

The blocks included in the project are Gainsborough, Hogarth, Maclise, Millais, Morland, Mulready, Reynolds, Wilkie Houses and MEMO estate office.

- Brickwork repairs
- Window repairs and redecoration
- Replace flat entrance doors (tenants only)
- Repair communal doors
- Timber repairs
- Metalwork repairs
- External decorations
- Communal decorations and flooring
- Roof repairs
- Repair and clean rainwater goods below ground drainage systems
- FRA works

Next steps

When the Client Brief has been finalised United Living will prepare a Project Execution Plan (PEP). The PEP will include design strategy, programme, resource plan and preliminaries, provisional costs, risks, survey strategy and communication plan.

When the PEP has been agreed we will write to you with an update and invite you to a meet the contractor session.

If you are a leaseholder you will have received notification of the estimated costs with your half-yearly service charge statement. You will receive your formal Section 20 Notice of Estimate after the PEP has been agreed. A member of the leasehold operation team will be available at the meet the contractor session.

If you have any questions, please call customer services on 0800 358 3783 or email customerservices@cwh.org.uk and quote project code S159.

Yours sincerely



Lindsay Jenkins
Communications co-ordinator