



Reply to:

Shaban Cevani
Property Services Team
21 Grosvenor Place
London
SW1X 7EA

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

Date: 1st June 2018

Dear

Re: Wharncliffe Gardens estate major works update (project AA102)

I would like to update you in regards to the major works planned to your home.

Westminster City Council and City West Homes have finalised the appointment of a new long term contractor to deliver major works within Westminster over the next ten years.

I am pleased to confirm that the contractor appointed to deliver major works at Wharncliffe Garden's estate is United Living. CityWest Homes will work closely with United Living, and residents at Wharncliffe Gardens to deliver this project successfully.

Below is a summary of the scope of the work, the next steps and the opportunities for you to get involved or comment on the project going forward.

Summary of the scope of the work

- Roofing works including repairs and cleaning to rainwater goods
- Internal and external communal building cleaning, repairs and redecorations
- Property window and door (where part of existing assemblies) replacements
- Replacement of flooring where existing to all communal areas
- Replacement of communal front entrance door access systems
- External estate-wide repairs
- Fire Risk Assessment (FRA) works including fire warning systems, and emergency lighting

The next steps

The stages for getting a major works project from feasibility stage to starting onsite are set out in the term contract. The key stages for the major works project at Wharncliffe Gardens estate

are summarised below. We will update you at each stage, and publish the relevant documents for your information and comment.

1. CityWest Homes is currently preparing the **Client Brief** for the service provider which includes the design work, and decisions made to date. The work carried out in the development of the project to date, has been used to inform the development of the brief. The brief will be finalised by the beginning of July 2018.
2. Once the client brief is issued to the service provider, they will develop a **Project Execution Plan**, on how they propose to deliver the project based on the requirements set out in the client brief. This is expected by August 2018.
3. Leaseholders will receive a **Section 20 Notice of Estimate** at the end of the project execution plan stage, which will detail the project costs, block costs and estimated individual leaseholder liabilities. Leaseholders have 37 days to make written observations. We will publish a summary of the observations and responses so everyone has the chance to see the issues raised and the responses. This is expected to be served in September 2018.
4. At this point CityWest Homes will issue a **Pre-commencement Order** to the service provider who will complete the final detailed design to be used for construction. This includes the development of a **Project Proposals Document** to be scrutinised and compared to the client brief by CityWest Homes. Once confirmed to meet the client brief, CityWest Homes will provide issue a commencement order to the service provider. This is expected to be November 2018.
5. Once the project proposals document has been scrutinised, and confirmed to meet the client brief, the service provider will receive a **Commencement Order** which allows them to begin **Mobilisation** prior to starting on site. Expected to be December 2018.
6. Based on this new process, we anticipate that the work will **Start On Site** in January 2019. Before work starts on site, the project team will communicate with residents to introduce the onsite team, contact details and invite residents to meet the service provider before any works start onsite.

I appreciate that the delays to the project starting onsite have been frustrating for residents, thank you for your patience. If you have any questions regarding the major works please contact me via our Customer Services Team on 0800 358 3783 or email customerservices@cwh.org.uk

Yours sincerely,

A handwritten signature in black ink, enclosed in a rectangular box. The signature appears to be 'Shaban Cevani' written in a cursive style.

Shaban Cevani
Property Services Team