

Winchester, Worcester and Lynton Houses

Hallfield Major works Drop in Session

Question 1

How much time will need to be added on to the programme for the extra roof works to be completed and will this delay Project X116?

Answer

The Programme is due to end in August 2025 this remains unchanged. The contractor will undertake works to the roof simultaneously in conjunction with the current works within the contract period (notwithstanding any impact to the durations under the S20 and observation period).

Question 2

What is the cost expected to be for the roof works and what is the Council doing to reduce/or contain the extra costs?

Answer

The cost for the roof and PV installation works to Phase 3 is £1,210,674.95 with £450k being grant funded. The net cost being £760,674.95.

Question 3

With regards to the new Section 20, will this be supplementary to the previous S20 or will it replace the previous S20 and when will we receive the additional Section 20 Notices of Estimate?

Answer

An additional works notice, or section 20, for the new elements of work will be served, which will be supplementary to the S20 already served. This will be processed next week.

Question 4

How often will residents be kept updated?

Answer

Residents are regularly updated on the progress of works via Westminster's dedicated project web page.

Newsletters are sent out by Axis informing residents on progress of works monthly the next one is due out early November.

Coffee mornings take place every other Monday between 11.00am and 12.00pm and evening drop-in sessions are currently happening the first Wednesday of every month between 5.00 p.m. and 7.00pm both at Pickering Hall.

There is also a Working Group for which membership and terms of reference will be confirmed next week. This working group will be fundamental to delivery of the programme.

Door Knocking for residents who cannot make the meeting on the 4 November will start from 12th November.

Question 5

Will Leaseholders be given extra time to pay, for example through and extended payment plan?

Answer

Westminster City Council fully acknowledge leasehold liabilities and in an effort to try and assist with this we do offer multiple instalment options, these can be found on our website here [Major Works service charges payment plans | Westminster City Council](#), we also encourage any resident who is concerned about repayments to contact the leasehold team when they receive any major works bill so we can talk with them and work with them to find the best solution for the individual.

We would strongly advise residents who are concerned regarding the repayment of any bill they have to reach out and speak to one of our many leasehold advisors who are there to help and can be contacted by telephone on 0800 358 3783, by email at housing.enquiries@westminster.gov.uk, at any of our Westminster Housing offices or you can book a 20 minute Microsoft teams appointment here [Book a 20 minute online appointment | Westminster City Council](#)

We acknowledge that payment plans are not a solution to high bills. However, we have apportioned the costs in the section 20 notice as per the terms of the lease, leaseholders are liable for their proportion in costs that arise in managing the block this includes major works. We offer payment plans outside the terms of the lease to support our residents in the best way we can when works are required and bills are sent to residents. As stated above we have a team of leasehold advisors who are available and happy to help residents who wish to discuss the payment of their bills and strongly advise residents to speak to us if they are unable to make the repayments.

Question 6

Are there any updates on when the works to Winchester House will start again?

Answer

The Building Safety Regulator has informed us that subject to no further requests for information, they are intending to make a decision date of 14th November for Winchester House.

If no issues are raised by the regulator before this period, Axis can submit a 5 working days commencement of works notification once approval has been received.

Based on this timeline, permanent works are anticipated to commence on 25th November.

Question 7

Are there any other elements of our building that the Council think may also need major work or replacement in the very near future, say the next three years? Can we have guarantees that the scope of these works won't change again?

Answer

According to the asset strategy information, there are no other planned replacements or major works required in the next 3 years.

There are no planned additional changes to the scope.

Question 8

Why weren't roof surveys done sooner? You can easily access the roof from the stairwell at any time. Why are tenants and leaseholders only now being told about these extra works. Surely the Council have known about this for some time?

Answer

Whilst there was a roof survey including a moisture mapping report dating from April 2021, the areas of moisture highlighted were isolated and did not justify a full replacement. It was thought that with some repair work, a full replacement may not be needed at this time and could be included later in the next phase of major works or within a separate dedicated project.

The repairs history/data up to and including 2021 did not justify replacement. In the last 2 years (2022-2024) there has been an increase in repairs incidents indicating an increase in the deterioration rate of the rooves.

We can reach the roof from the stairwell and surveys by were undertaken by our roof specialist Bauder, all the moisture mapping surveys were provided by Bauder. Moisture mapping surveys were undertaken in 2021 and 2024.

Question 9

Please can the outcome of the value engineering exercise be made clear (i.e. what were the findings of this). Has the further value engineering proposed under item 9.1.5 taken place - if so what was the outcome.

Answer

An internal assessment was carried out by WCC Commissioning Team which compared our specification for the works against JRP's interpretation of the specification, and this has been referenced in our response to 6.1.8 (please see attached document). The independent review found that Axis Europe's pricing was within 3.89% of market threshold which is an acceptable tolerance for a contract of this size and complexity.

Question 10

Can we confirm why only the rooves are in receipt of Carbon CIL and not the windows as well, please can information regarding the carbon impact be provided?

Answer

Under the criteria for Carbon Offset funding, only the rooves and PV Panels in this project were deemed eligible for funding.

Question 11

When will leaseholders see the bills?

Answer

Estimated service charges for project X115 will be received by our leaseholders in March 2025.

Question 12

Can you confirm the format of the meeting on the 4th November? Noting some residents will be arriving at the end of the timeslot.

Answer

We have extended the drop in to finish at 8.00pm for those residents that work later. As residents are likely to arrive between the start at 5.00pm up until 8pm the format will be round tables with open discussion, questions and answers with Officers of the Council. The Contractor Axis will also be in attendance.

Question 13

Please may we be given an explanation which sets out the definition of “Value for Money” and “Best Value” as used in this document. These terms may have different interpretations in different scenarios, and we should be advised of the definition being used here, given that the report says JRP can evidence these are being provided by the major works.

Answer**Value for Money (VfM)**

In the context of the JRP Independent report and a term partnering contract, "value for money" (VfM) refers to achieving the best possible combination of quality, efficiency, and effectiveness for the cost incurred. It is not simply about minimising costs but about ensuring that the expenditure produces the highest possible value in terms of outcomes and benefits. Under term partnering contracts, this notion typically emphasises collaboration and long-term benefits, rather than focusing only on short-term savings.

Value for money in term partnering contracts is measured not only by cost but by a balanced assessment of outcomes, efficiency, quality, sustainability, and alignment with a Partnerships strategic goals.

Best Value

In a term partnering contract, "best value" refers to an optimal combination of quality, cost, and efficiency over the term of the partnership. The goal is to achieve the highest level of service or product delivery at the most reasonable total cost. This concept has been around since the 1990's.

Question 14

Please may we also have access to the condition surveys undertaken on our properties.

Answer

Yes. There are surveys located in the client brief, these can be found on our website, the link is [Hallfield Estate Major Works: Lynton, Winchester and Worcester Houses \(project X115\) | Westminster City Council](#)

