



# City of Westminster

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Date: 12 June 2023

**Project ref:** Project AB103

Dear resident

West and North Street Properties (Project AB103)

Thank you for attending the Major Works surgery on 12 and 13 March 2023 at 155 Westbourne Terrace and on 29 March 2023 on Zoom.

The Frequently Asked Questions (FAQ) have now been written up and can be found below. If you have any queries, you can contact us by:

- Calling Westminster City Council Housing on 0800 358 3783 (freephone) - ask to speak to **Phuong Doan** in the Resident Advocacy Team.
- Email us on residentadvocates@westminster.gov.uk, please quote '**project AB103**'.

There are several stages that need to happen before the works start, including formal consultation with leaseholders via a Section 20 Notice of Estimate.

We have produced a guide to major works to explain what to expect at each stage of a project, including our commitments to you and how you can help or get involved. Please note we are at the very early stages of these works at present.

You can read the guide by visiting [www.westminster.gov.uk/housing/major-works](http://www.westminster.gov.uk/housing/major-works).

Yours sincerely

Phuong Doan

**Resident Advocate**



## Frequently Asked Questions (FAQ)

### Which blocks does the AB103 cover?

The AB103 project covers 5 wards.

- Bayswater
- Maida Vale
- Little Venice
- Westbourne
- Harrow Road

### What work will be done to my property?

Element	Work Required
Flat Roof Repairs	Repair localised areas of roof and make good all splits and defects to asphalt covering flat roofs. Re-apply solar reflective paint to all mastic asphalt surfaces and renew pigeon spikes where missing/defective.
Roof Replacement	<p>Full strip and replacement of the existing roof system, including parapet/chimney brickwork repairs and loft insulation upgrade. Works to include but not limited to:</p> <ul style="list-style-type: none"><li>• Replace battens and counter battens if required.</li><li>• Replace felt with breathable underlay.</li><li>• Replacement of roof tiles / slates including (but not limited to) ridge/ hip tiles, SVP's, SVP cowls/ guards.</li><li>• Repairs/ replacement to any damaged or missing flashings, soakers and the like, including repointing of same where necessary.</li></ul> <p>The service provider should be aware that these properties are in a Conservation area, some are Grade II listed, planning permission and listed building consent is required, and building control so planning permission is required before work starts.</p> <p>All additional works must be agreed with the WCC representatives before works commences.</p>



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	<p>All cables and services are to be maintained throughout the project. Cables are to be fixed in cable runs and reinstated on completion of works.</p>
Chimney stacks	<p>Properties: (Only were identified from additional surveys carried out)</p> <p>Chimney pots should generally be retained in position and replaced where missing. Chimney stacks must be checked for displacement or structural movement.</p>
Private Balcony Works	<p>Clear all vegetation from the private balcony stone decks, prepare and repair stone as necessary then seal and cover with code 4 lead laid on the entire surface and dressed over the front edge to form a drip with an upstand to the abutment to the walls, the lead should be chased into the wall, ensure that the lead is securely fixed and sealed / pointed in. The balcony finish should be identical to the balcony system laid at Orsett Terrace. Works should also include repairs to the affected building fabric.</p>
Rainwater Goods	<p>Test and undertake repairs and full cleaning of rainwater goods including replacements of elements which are beyond repair. Test upon completion to ensure all rainwater goods systems are free of leaks and are discharging correctly.</p>
Below Ground Drainage	<p>CCTV drainage survey required with which an agreement will be made between contractor and WCC establishing the extent of associated works required. The Contractor is to provide suggest proposals that would allow access to all main drain runs on the site to ascertain locations and condition. The contractor is to review the proposal to install/allow for rodding eyes at the down service connections between the rainwater pipes and the fall to the drain.</p>
Glazing & Windows	<p><b>Properties: (Only were identified in the property list and from further surveys)</b></p> <p><b>Timber Repairs (resin)</b> - each repair to be identified on elevation plan, backed up by itemised spreadsheet, all repairs to be signed off by client representative.</p> <ul style="list-style-type: none"><li>• Repair windows where required to match, including splicing new timber sections.</li><li>• Ease and adjust all windows ensuring to leave fully operational and fit for purpose.</li></ul>



	<ul style="list-style-type: none"><li>• Remove, clean down and repair window ironmongery and re-fix – replace like for like when repair is not feasible.</li><li>• Where windows are beyond repair, replace to match. Following consultation with WCC</li><li>• Carry out concrete repairs to windowsills where required.</li><li>• Remove defective Stone/Concrete sills and cast new to match where repair is not feasible.</li></ul> <p>Extent of work to be agreed pre-commencement. Replacement of damaged/missing window ironmongery where required</p>
External Repairs	<p><b>Properties: (Only were identified in the property list and from further surveys)</b></p> <p><b>Stucco and render</b> - Existing stucco or render should not be stripped off to expose brick or stone where these were never historically exposed.</p> <p><b>Pointing</b> - Repointing with hard cement-based mortars is one of the principal causes of decay in historic masonry and can cause irreversible damage to the appearance of external wall surfaces. Cement-based mortars and renders are less porous than those made with lime and can trap moisture in the wall or drive it elsewhere, thereby accelerating decay. Mortar must be gauged mortar (4 x Leighton Buzzard sand; 2x building sand): 1 Lime: 1 cement.</p> <p><b>Ironwork</b> - Many listed buildings in Westminster are enlivened by the use of wrought iron or cast iron for items such as railings, balconies, lamp brackets and coalhole cover. These features should be retained and regularly maintained. The repair of ironwork is always preferable to replacement.</p> <ul style="list-style-type: none"><li>• Strip back paint work to existing ironwork i.e., front gate, cill guards and railings, apply red oxide primer and two coats of black hammarite.</li><li>• Replace front gate, cill guards and railings where repair is not economically feasible - if already in situ.</li></ul> <p><b>Structural Alterations</b> – Arrange for a structural engineer to investigate chimney stack(s) where appropriate.</p> <ul style="list-style-type: none"><li>• Repair brickwork fractures</li><li>• Rake out failed joints in brickwork at all levels and repoint using approved mixture of mortar.</li><li>• Rake out failed joints in brickwork to front boundary wall and repoint.</li></ul>



	<ul style="list-style-type: none"><li>• Cut out spalled/damaged bricks in boundary wall &amp; make good with new.</li><li>• Remove loose and live render to dwarf garden wall and renew.</li><li>• Strip out any defective expansion joints between front elevation and adjoining boundary wall and renew.</li><li>• Complete rebuild of chimney stack (if required)</li><li>• Repair cracks in stonework; cut or rake out crack and inject with proprietary epoxy repair product Sika SKCONCFIX or equal; fair in repair as necessary with epoxy repair mortar Everbuild EpoxySET 105 or equal, clean down and leave ready for decoration.</li></ul>
Damproofing, DPC works	The contractor to carry out a damp survey to identify any rising damp issues and to log and report to WCC.
External Decorations	<p><b>Properties: (Only were identified in the property list and from further surveys)</b></p> <p><b>External decorative features</b> - Original decorative features (and later features which add to the architectural or historic interest of the building) should be retained.</p> <p><b>External painting</b> - Painting the outside of a listed building requires consent where this affects the special architectural or historic character of the building.</p> <p><b>External cleaning</b> - Masonry surfaces can easily be damaged by inappropriate cleaning, and in many cases, it is best to leave them undisturbed. External cleaning of buildings with low-pressure intermittent water sprays and bristle brushes does not require listed building consent.</p> <ul style="list-style-type: none"><li>• Clean all area's using low-pressure water blasts and bristle brushes.</li><li>• Redecorate all previously painted external surfaces, doors, windows, gutters, downpipes, and masonry.</li><li>• Remove existing door knocker and letter plate.</li><li>• Repair/renew external doors (front and rear), repaint, and replace.</li></ul>
Internal Decoration	Redecoration of all previously decorated internal surfaces.



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	<p>Class '0' performance required to walls, ceilings, strings and soffits including necessary preparations, in accordance with Approved Document B requirements.</p>
Communal Flooring	<p>Repairs to existing non-covered flooring (including replacement of any components beyond repair) to ensure surfaces are safe, cleanable, maintainable, and free of defects.</p> <p>Replacement of existing floor coverings including associated components to ensure flooring is safe, cleanable, and maintainable.</p>
Internal Repairs	<p>Repairs to internal fabric finishes ensuring they are sound, consistent, and ready to receive redecoration.</p>
Fire Safety Works	<p>Live fire risk assessment information can be found on the Westminster City Council portal, Shine.</p> <p>Review the fire risk assessment report to ensure familiarisation with the properties in relation to all areas affected by the works. Identify all works deemed necessary and associated with the works to ensure all fire safety requirements are met.</p> <p>Report findings with respect to recommendations to WCC for any additional work that may be deemed appropriate with regard to fire protection matters for consideration and further direction/instruction.</p> <p>Ensure the works are fully compliant with all current regulatory requirements.</p> <p>Following recommendations from site survey carry out all passive fire protection required. All passive fire protection and door installation works must be undertaken by a Competent Person. The term competent person shall mean a person or business who has demonstrated to a Third Party that they have the expertise, skills and commitment in the identification and installation of passive fire protection and fire door installation. The term Third Party shall mean a Certification body accredited by the United Kingdom Accreditation Service (UKAS).</p> <p>All fire safety materials, doorsets and doors shall be Third Party certificated fire stopping products where Third Party shall mean a Certification body accredited by the United Kingdom Accreditation</p>



	<p>Service (UKAS). All products used shall be delivered with the relevant certification for inspection.</p> <p>A full report should be provided on completion of the works, to include photos of pre and post condition as part of the 'Condition Survey' element of works. Upon completion of the works Regulation 38 shall be complied with and this is a requirement under the Building Regulations for England and Wales to provide fire safety information to the 'responsible person' at the completion of a project, or where the building or extension is first occupied.</p> <p>Note – All fire safety works are to be undertaken by an accredited third party of an appropriate 'industry recognised' body. A full report should be provided on completion of the works, to include photos of pre and post condition as part of the 'Condition Survey' element of works.</p>
Extractor Fans & PIV Installation	<p><b>Properties: Tenanted properties only</b></p> <ul style="list-style-type: none"><li>• Each tenanted property is to have a Positive Input Fan installed as a loft mounted unit where possible. Contractor to install Nuaire Drimaster or equal and approved units will be considered providing the specifications can be achieved.</li><li>• Where the loft is not available then an in flat unit must be installed. Contractor to Install Nuaire Flatmaster2000. equal and approved units will be considered providing the specifications can be achieved.</li></ul> <p>Also, each tenanted scheduled property (to be agreed with WCC) is to have a Nuaire humidistat Cyfan fan installed in to both the kitchen and the bathroom.</p> <p>If a property has a suitable existing fan in either kitchen or bathroom or both then there is no need to replace the existing fan/fans. The contractor's approved ventilation installer is required to undertake a survey in each property ahead of installing ventilation equipment to confirm suitability of property and any existing extract fans.</p> <p>Residents should be contacted well in advance and the process explained.</p>
Electrical Power	Survey/ review existing electrical power supply installations associated with The Works and where necessary replace existing/



	<p>install new systems in compliance with current regulatory requirements.</p> <p>Small Power (240V) provision (minimum 1no double switched socket outlet) is to be provided in reasonably 'close proximity', and ideally 'within', all plant room spaces for future maintenance and essential repair operations.</p> <p>Provide a complete system of earthing and supplementary bonding installation to all items associated with The Works to meet the current edition of the IEE wiring regulations.</p> <p>Provide Electrical Installation Condition Report (EIC) and all appropriate certification associated with The Works undertaken. Replace existing containment systems for both power and lighting wiring.</p> <p>Provide supplementary earth bonding to external metallic containment.</p>
BT Cables	<p>Engage with BT to tidy and provide new containment which shall be metal powder coated. Installed in line with BS EN 50085-1:2005 or any later amendments and shall be suitably earthed.</p>
Boiler Flues	<p><b>Properties: Tenanted properties only</b></p> <p>Survey/review and identify existing boiler flues, which need to be extended to protect the building fabric. Extend the flues where required.</p>
Builders Work in Connection with the M&E Installations	<p>Carry out all builders work in connection with The Works including subsequent making good of all disturbed finishes to a standard acceptable by WCC.</p> <p>Provide recommendations for any builders-work style items felt necessary (such as any minor building-fabric style repairs or decorative items associated with The Works areas), submit for review and further instruction by WCC – a Provisional Sum in relation to any such works should be included at PEP stage.</p> <p>Replace/ make good/ repair existing water tank bunds if required.</p>





Maintaining the Existing Building Services	<p>Maintain the building services systems during the duration of the contract. Where services may not be functioning or operational for a period of time prior notice and resident notification shall take place.</p> <p>Service provider is to maintain the system fully (PPMs checks and remedials) under this scheme budget during the Defects Liability Period (DLP) and not via the term contracts PPM inclusive regime. It is essential that all newly installed or worked on services under this scheme are maintained through the scheme and the DLP.</p>
Sustainability	<p>Service provider to consider all possible measures to reduce carbon emissions from all properties under AB103:</p> <ul style="list-style-type: none"><li>• Service Provider to assess existing insulation to all loft spaces and increase insulation levels (up to 300mm) where possible.</li><li>• Floor &amp; wall insulation where possible.</li><li>• Consideration for installation of PV panels to roofs where full strip and replacement has been specified.</li><li>• Secondary glazing and additional draught proofing measures should be considered.</li></ul> <p>Consultation with the residents is necessary as residents will need to be informed of the benefits of any environmental works within this project.</p>
Asbestos Management	<p>Live asbestos information can be found on the Westminster City Council asbestos portal, Shine. The PD/PC is required to inform the client regarding the need to instruct any further R&amp;D surveys as the design develops and the areas where intrusive works will be required are confirmed. The R&amp;D survey will be instructed by the client through the asbestos management system and provided to the PD/PC as part of the PCI, to allow the CPP to be developed. The Service Providers Project Execution Plan needs to identify any further works, with estimated costs, for completing removal or encapsulation of ACMs to enable The Works. The SP is to ensure that any subcontractor undertaking asbestos removal works as part of The Works, fulfils the client's requirements outlined in the WCC process and procedure documents and are deemed competent to undertake the required works.</p>
Other Potentially Hazardous Circumstances	<p>Where held the Client has provided relevant information regarding the existing structure(s) and materials in the IPCI.</p>



	<p>The PD/PC is to inform the client if during the design stage, it becomes evident that there is the potential for other deleterious materials or hazards to be present and further inspection or testing is required.</p> <p>Other materials that may be present or that need considering include but are not limited to:</p> <ul style="list-style-type: none"><li>• Lead Paint</li><li>• HAC</li><li>• Horsehair plaster</li><li>• Clay pot floors</li><li>• Calcium silicate brickwork</li><li>• RAAC planks</li><li>• Tesserae</li><li>• Vermiculite</li></ul> <p>Other hazards that may be present:</p> <ul style="list-style-type: none"><li>• Fragile roof materials</li><li>• Unprotected roof lights</li><li>• Unprotected flat roofs.</li><li>• Unprotected fall risks (shafts/ sumps)</li><li>• Confined spaces</li><li>• Insufficient safe access provision to plant and equipment</li><li>• Noise protection zones</li><li>• Open water</li></ul>
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## **Q. Why are the works needed?**

It has been identified that the current conditions of the properties on the property list provided have either past or are coming to the end of their life cycle. Generally Westminster Council aims to carry out cyclical decorations approximately every 12 years and/or as required to keeping the stock in a good state of repair. However, timing can vary depending on a number of factors which include but are not limited to; budget availability, the councils priorities, stock condition, programme delays and programme changes.

## **Q. When are works expected to start?**

The works are provisionally planned to start onsite in Summer 2024. We estimate that it will take about 540 days for the works to be completed. Please note that at this stage a programme of work, has not been finalised. However, there will be ongoing consultation, the next stage, 'Stage 2' of the process, the Client brief will be handed over to the Commissioning Team, 'Stage 3' they will engage the contractor, 'Stage 4' the contractor will attend a resident meeting, at this stage the scope of works and a



programme of works will be submitted for the individual properties.

## **Preliminary Timetable**

- Summer 2023 – Approval.
- Autumn 2023 – Planning application.
- Summer 2024 – Onsite.

## **Q. Can you prioritise the blocks that needs urgent work first?**

The works that are more urgent could be considered; this should form a part of the conversation with the Commissioning team at the residents meeting.

## **Q. At what stage in the process is the scheme?**

The project is currently at the Client Brief Stage Westminster has drafted a proposed scope of works this has been approved and will shortly be passed to Axis Europe to develop a Project Execution Plan (PEP).

## **Q. How are we going to be updated during different stages of the project?**

Phuong Doan will be the Resident Advocate for this project and will keep you updated during every stage of the project plan. After the Service Provider Proposal stage, Phuong will invite you to meet the contractor, Axis Europe. Once the project goes onsite, UL will carry out all the future communications and Phuong will be responsible to monitor Axis Europe work and deal with any concerns or complaints the residents have.

## **Q. How has the contractor for major works been chosen?**

Westminster City Council considered several bids from contractors and at the start of 2018, we entered a ten-year partnering contract with two contractors to deliver major works across the City. These contractors are Axis and United Living, whom we have previously worked with and developed a strong working relationship. Entering into this contract has benefits such as cheaper preliminary costs which benefit the council and leaseholders.

Each contractor is responsible for a specific area of Westminster with Axis contracted to work in the North and West area and United Living contracted to work in the South and Central areas. Axis will therefore be the contractor for the works for AB103.

## **Q. How do we ensure the contractor's quality of work?**

The contractor has a dedicated team including a clerk of works that ensures good workmanship on all works carried out. In addition, Westminster City Council will have a dedicated project manager and quality manager who will oversee the contractors work and performance.

Phuong will also hold meetings with residents and carry out surveys to pick up on any issues that arise during the major works to your home. Prior to the works being signed off as complete, we will also invite residents to a walk around with the project team to ensure any snagging items are picked up.



## **How can you ensure prices are competitive?**

Westminster City Council has carried out due diligence to understand what the costs of raw materials, labour charges and an estimate figure of the total works would cost.

Axis Europe will assess the project and share a Project Execution Plan (PEP), which will highlight what they think will cost to complete the works, in line with the council's Client Brief.

The Council will then assess the PEP and decide if the proposed costs are justified. If the council feels the costs are not justified, then their project plan will be reviewed, and we will ask Axis Europe to re-evaluate and re-submit the PEP again. However, if the cost of the project increases due to recent inflation, then we will consider this to be justified.

## **Q. How will you ensure the work is done to a high standard?**

We have quality managers who are responsible for inspecting the quality of all the work carried out by the contractor. The work will also be covered by a 12-month defects period after the work has been completed. This means that if any problems are identified with the work during that time, we can call the contractor back to put this right at no additional cost.

## **Q. Will the contractor need access to my home?**

Access will be needed via the ground floor flat in order to put the scaffold up at the back. We will also need access to carry out the repairs to the windows. In properties where there is a communal area, access will also be needed for the decoration works. We will give you as much notice as possible for when access is required.

Kaivery can you please confirm is this is accurate? In addition, access will be required to ease and adjust windows and carry out any remedial repairs, also the tenants will have extractor fans and wall insulation and secondary glazing fitted, these conversations will be had with the commissioning team at residents meeting.

## **Q. What energy saving measures have been considered?**

Repairs to the windows should keep the windows in a good state of repair and help to reduce drafts and heat loss. Wall insulation and secondary glazing is offered to the tenants. This could be discussed further with the commissioning team.

## **Q. Will all properties be eligible for double glazing, and will the works carried out meet the EPC rating?**

The windows will not be renewed if they are in good repair, only where the windows are beyond economic repair they are replaced with a double-glazed unit. The contractor will carry out a full inspection to each property individually to assess the condition of the windows and whether a repair or replacement is necessary.

## **Q. I have repairs that requires work urgent attention. Can I book an appointment for repairs, or do I need to wait for when the major works commence?**

The major works programme is at least a year to 18 months away, any urgent works will need to be reported to the repairs team as soon as possible.



## Leaseholder specific questions

### **Can we start a block representative scheme?**

If you would like to form a working group to review the works, please contact Phuong directly on [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk).

### **Q. Can you please explain the repayment plan and the financial options.**

Information regarding our payment plan options for major works can be found on our website here:

- [www.westminster.gov.uk/housing/leaseholders/leasehold-communication/majorworks-payment-plan](http://www.westminster.gov.uk/housing/leaseholders/leasehold-communication/majorworks-payment-plan).

Full details of payment options available to leaseholders will also be included with the estimated bill when it is ready. No payment plan can be set up until the bill has been issued to residents.

### **Q. How much is this work going to cost leaseholders?**

We are not able to give an indication of costs at this stage. Once we have gone out to tender and received a range of quotes for the work, we will be able to share this with leaseholders and seek your views.

### **Q. Are leaseholders able to 'opt out' from the programme?**

Leaseholders cannot currently opt out. As the freeholder WCC are responsible for keeping the housing stock in a good state of repair and to ensure the council is meeting its statutory obligations.

### **Q. Is a contingency amount included in the estimated quotes?**

Yes, a contingency sum has been allowed for in all elements of the work. It should be noted the current costs are an estimate and subject to change following the contractors detailed design and planning phase.

### **Q. How do we work out individual charges for each leaseholder?**

The total cost is based on quotes from the contractors for each block or estate. The individual charges are then calculated using each resident's lease percentage. The lease percentage is calculated based on the number of bedspaces in the property compared to those within the block or estate.

### **Q. How can Lessee Operations be contacted regarding payment plans for major works?**

Leaseholders can contact our leasehold operations team in a number of ways. This includes calling our contact centre on 0800 358 3783 where you can be passed through to an available member of staff, or you can email



housing.enquiries@westminster.gov.uk where the query will be sent to the relevant team which will aim to respond within 5 working days.

Alternatively, you can also drop into our office at 137 Lupus Street, SW1P 3HE between 9am - 5pm. Alternatively, you can also drop into our office at 137 Lupus Street, SW1P 3HE between 9am - 5pm. 20-minute Microsoft Teams appointments can also be made via our website at a time that best suits you:

- [www.westminster.gov.uk/book-20-minute-telephone-appointment](http://www.westminster.gov.uk/book-20-minute-telephone-appointment)

Information regarding our payment plan options for major works can be found on our website here:

- [www.westminster.gov.uk/housing/leaseholders/leasehold-communication/majorworks-payment-plan](http://www.westminster.gov.uk/housing/leaseholders/leasehold-communication/majorworks-payment-plan).

Full details of payment options available to leaseholders will also be included with the estimated bill when it is ready. No payment plan can be set up until the bill has been issued to residents. As we are still at the early stages of planning this project, we will not be in a position to issue estimated bills to leaseholders until much later in the planning process.

**Q. Can leaseholders preview sub-contracted quotes from the contractor and to what extent are sub-contracted quotes a true reflection of the cost of the works?**

We will have a dedicated page on our website for this project where residents will be able to view supporting documentation for these works.

Detailed price breakdowns are not able to be published on our website due to commercial sensitivity, however leaseholders will be able to view this information as part of the Section 20 consultation period.

When the Section 20 Westminster City Council [westminster.gov.uk](http://westminster.gov.uk) Notice of Estimate is issued to residents' information on how to view the documentation will be included.

Viewing the documentation at 137 Lupus Street is by appointment only and is only held in the office during the observation period. If for any reason you cannot make it to the office, please let us know as part of the observation process and the leasehold team will work with you to ensure you can see documents to make informed observations.

Under the terms of our partnering contract with Axis Europe/United Living, they are required to gain a minimum of 3 quotes for subcontracted elements of work and put forward a business case to Westminster (WCC) for approval as part of the final planning stage of works. A WCC Quantity Surveyor reviews the business case and quotes provided to ensure they are happy the costs are a fair reflection of market rates.



## Key stages of engagement and consultation

### What are the key stages under the major works project?

There are a number of key stages that take place to develop and deliver each major works project. We will update residents at each stage, hold residents' meetings and publish the relevant documents on our website for your information and comment.

**Stage one Client brief:** We have carried out initial inspections and surveys to confirm the expected scope of works required. We have also prepared the budget for the work based on experience of costs from similar projects. 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 be submitted for final approval. The final client brief will be issued to Axis Europe/United Living by May 2023 and a copy will be published on our website.

**Stage 2 Project Execution Plan (PEP):** Axis Europe/United Living 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. Axis Europe/United Living will provide their cost estimates at this stage. We will invite you to another residents' meeting before we approve and sign off the PEP.

**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 Service Provider Proposal (SPP):** We will invite residents to the third residents' meeting to review the Service Providers Proposals document prior to final instruction.

**Stage 5 Leaseholders' consultation:** Subject to final revision of the SPP, we will send leaseholders a **Section 20 Notice of Estimate**. The notice will set out the description and reason for each aspect of the works. It will detail the project costs, set out block costs and estimated individual leaseholder liabilities. Leaseholders have 30 to 37 days to make written observations.

Once the statutory notice period expires and all observations responded to, the contractor will receive a **commencement order** which allows them to start.

**Stage 6:** 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. We expect the project will take one year to complete all the 9 blocks.



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**Stage 7:** 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 8: 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 to address at no additional cost.

**Stage 9: 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. Also, an aftercare booklet and instruction manuals for new equipment and safety certification (where applicable) will be given to you.