



Westminster City Council
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Ref: AE105

Dear Resident

Blackstone House – Roof Replacement (Project AE105)

Thank you for attending the Major Works meeting via MS Teams on 15 August 2023.

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 residentadvocates@westminster.gov.uk, please quote **‘project AE105**. Find out more Major works projects need a considerable amount of organizing before they start.

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.

You can read the guide by visiting www.westminster.gov.uk/housing/major-works.

Yours sincerely

A handwritten signature in black ink, appearing to be 'PD' with a long horizontal line extending to the right.

Phuong Doan
Resident Advocate
Housing and commercial partnership

Frequently Asked Questions (FAQ)

Q. Which blocks does the Project AE105 cover?

The AE105 project covers Blackstone House.

Q. What work will be done to my property?

The replacement of the roof at Blackstone House

Element	Work Required
Condition Survey	<p>Pre-existing information regarding the condition of the building and associated ancillary areas has been provided in the IPCI in Appendix 1.</p> <p>The PD where appointed (or PC where no PD duty holder is in place) is to inform the Client, where additional survey or inspections are required to develop the PCI and inform the design process.</p> <p>The PC is required to complete a pre-commencement condition survey within all areas likely to be affected by the works, which shall contain written and photographic evidence of the existing conditions.</p> <p>The PC is to identify any areas of concern that may result in additional works being necessary, together with proposed remedial recommendations, within the scope of works. The condition survey is to be agreed with WCC/WCCs Client Representative and upon conclusion of the works the PC is to ensure the condition of any areas affected by the works are handed over to WCC/WCC in no worse a condition than at pre-commencement stage.</p>
Access Required	<p>Work at height will be required to complete. The PC is to ensure that all work at height activities are risk assessed and that the proposed method of access to facilitate the works is detailed in the CPP and fully costed in the PEP.</p> <p>Should there be any reason that specific access arrangements cannot be fully evaluated and costed for then the Service Provider should identify these together with a defined Provisional allowance within their PEP for each specific item/ area.</p> <p>Access will also be required into the residents' properties to undertake a number of the works elements described.</p>
Roof Works	<p>Strip back to deck and renew roof covering in line with and in accordance with the Roof Report Survey in Appendix 2 and the</p>



	<p>performance specification located within Appendix 8. An insurance backed guarantee for at least 20-year duration is to be provided for the installation of the roof system. Provide a sign at roof level stating installation date, contractor name, length of guarantee, guarantee end date, and contact details for Westminster City Council if any future works are proposed to be carried out to the roof.</p> <p>Renewal works are to include all associated works to roof falls, alteration and creation of compliant upstands, roofing details and junctions, termination bars, flashings, outlets, grilles, and associated decoration.</p> <p>Include all main and secondary roofs and ancillary parapet walls and details. Using an approved contractor provide all associated works including all leadwork, new chases into brickwork, rendered and concrete upstands, counter-flashing, welted drip to external gutters, drip battens, promenade tile removal, parapet wall fixings, waterproofing works, new insulation, edge protection, temporary lifting and reinstatement of cables and services, etc.</p> <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> <p>Repair localised areas of roof and make good all splits and defects to asphalt covering flat roofs and tank room roofs. Re-apply solar reflective paint to all mastic asphalt surfaces and renew pigeon spikes where missing/defective.</p>
<p>Tank Room</p>	<p>The service provider is to carry out the works in line with and in accordance with the Roof Report Survey in Appendix 2 and the performance specification located within Appendix 8.</p> <ul style="list-style-type: none"> • Refurbishment of tank roofs • Raise door sills. • Renew steel doors and frames.
<p>Lightning Protection</p>	<p>Ensure existing lightning protection is operational throughout the course of the works. Ensure the roof termination network, bonding and down conductors are complete at all times during the works. If any lightning protection systems are required to be lifted or rerouted as part of the installation of the new roof systems, all lightning protection system works to comply with BS EN 62305.</p>
<p>Rainwater Goods</p>	<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>



Isolation of Services	Essential building services should be maintained during the duration of the contract where possible. Where services may not be functioning or operational for a period of time, the service provider should ensure prior notice is given to residents and WCC representatives.
Pipework, valves & Fittings associated with the tank works	Supply, install and connect all associated pipework, valves, fittings and overflow/ warning devices associated with water tank repairs. Provide valve charts and labelling associated with the works.
Maintaining the Existing Building Services	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. 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.
Asbestos Management	A copy of the existing management survey and any R&D surveys have been supplied in the IPCI in Appendix 1. 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&D surveys as the design develops and the areas where intrusive works will be required are confirmed. The R&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.
Other Potentially Hazardous Circumstances	In addition to Asbestos management there may be other potentially hazardous circumstances that the Service Provider will need to address. Other hazards that may be present or that need considering include but are not limited to: <ul style="list-style-type: none"> • Lead Paint



	<ul style="list-style-type: none"> • Dust • Ventilation of Solvents and Fumes • Noise • Other Hazardous Substances <p>Undertake all surveys as necessary with approval from WCC to establish the existence of all potentially hazardous materials, substances and/ or environmental conditions. Procure and execute all works necessary to clear away any such hazards to the extent necessary in order to facilitate future surveys and execution of The Works. Provide recommendations for any additional measures that may be deemed necessary to prevent re-contamination.</p>
<p>H&S File & O&M Manual</p>	<p>Create/provide a new Health and Safety File and Operating & Maintenance manuals for the building and also for all systems associated with The Works. The file shall be in accordance with and as detailed within the Term Partnering Contract. This can include but is not limited to;</p> <ul style="list-style-type: none"> • A detailed future Planned Preventative Maintenance (PPM) programme/ regime associated with The Works; • As-built drawings, specifications, schematics, schedules etc. • Manufacturers details, guarantees and warranties (as applicable) • Details of risks and hazardous materials not eliminated through design • Site Investigation Reports • Statutory authority consents and approvals
<p>Other Works</p>	<p>The Service Provider is to carry out the works in line with and in accordance with the Roof Report Survey in Appendix 2 and the performance specification located within Appendix 8.</p> <ul style="list-style-type: none"> • Replace existing pipe supports with freestanding supports. • Reposition/modify tank overflows. • Adjust/relocate some pipe work (liaise with WCC M&E team) • Lift & Move cables to facilitate waterproofing (liaise with WCC M&E team). • Extend soil vent pipes. • Modify existing Cat ladders.



Q. Why are the works needed?

There have been complaints of water ingress from the top floor flats, and after further investigation, it was identified that the existing roof has reached the end of its serviceable life, with several repairs carried out over recent years. It is no longer cost-effective to perform temporary repairs. It is recommended that the roof covering be fully stripped and renewed.

The purpose of the works is to renew the waterproofing system of the main building. The works will mainly involve stripping the existing system, installing a new waterproofing system, and making adjustments/improvements to existing services in place.

Q: Who will be doing the work?

The contractor appointed to carry out the work is our major works contractor, United Living.

Q: What roofing system will be used?

Our contractors will use a layered bitumen system. The existing roof will be stripped back to the concrete. A waterproof membrane will then be applied, followed by insulation, which will be tapered to give a natural slope to guide water into the water outlets.

Q: What type of insulation will be used?

The insulation type is foil laminated PIR manufactured by Bauder.

Q: Will there be scaffolding required?

The design plan has not yet been agreed. At this time, it has not been agreed how this will be placed, but this may mean full access scaffolding. Ideally, we would prefer edge protection scaffolding only, with two hoists, but this has not yet been confirmed.

Q: You often get vapor transmission through roofs; how will you stop this?

The material that will be used is an aluminum foil lined membrane for vapor impermeability.

Q: What is the roof warranty?

A 20-year guarantee will be provided for the roof, to incorporate materials and workmanships. We also request an insurance backed guarantee, in the unlikely event that the manufacturer should go into liquidation.

Q: Will we be provided with the full specification of works/details of works in a letter?

Before we go on site, a letter of introduction will be sent to all residents, introducing the contractors, details of planned works and next steps. All details will be published on the project website on:

<https://www.westminster.gov.uk/ae105-blackstone-house-roof-replacement-1>

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 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. United Living will therefore be the contractor for the works for AE105.

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.

Q. How do we ensure value for money? please explain the process for how you scrutinise costs and ensuring prices are competitive.

The Client Brief (Design) is issued to the Major Works - Commissioning Team. The Team undertakes a full technical and commercial review to ensure that the design proposal captures the intentions of that project. The Client Brief is then issued to the Service Provider to design, cost and evaluate risk to the project.

Once the business case is returned to the Commissioning Team these costs are broken down into elements and open market tested with comparable suppliers and manufacturers – where these costs can be either agreed as competitive or returned to the Service Provider to provide further substantiation.

Every Business case received requires us to carry out our process to investigate and verify information received from the Service Provider – we call this process “Due Diligence”.

Once both parties agree that the costs represent value for money the proposal is then shared with residents and Ward Councillors through engagement and consultation. Westminster City Council carries out due diligence to understand the costs of raw materials, labour charges and an estimate figure of the total works would cost.

United Living 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 request United Living 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. Why the project is not covered via the usual building insurance, which would normally cover water damage to property?

The building insurance would cover a loss caused by a fortuitous event such as accidental damage, earthquake, escape of water, fire, lightning, aircraft and explosion, flood, impact, malicious damage, riot, storm, subsidence and Theft.

Renewal of the waterproofing system is therefore not covered as it is an improvement to the building as a result of gradual deterioration.

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, Once the project goes onsite, UL will carry out all the future communications and Phuong will be responsible to monitor the works and deal with any concerns or complaints the residents have.

Start of works, timetable and working hours

Q. When will the work start?

We expect the works to start on site in early 2024 however this **is subject to change**. We estimate that it will take up to **6 months** for the works to be completed. As the project progresses, we will provide you with an introduction to our contractor, United Living. This will include full details of the work, programme and confirmation of the start on site and introduction to the site team.

Preliminary Timetable (might be subject to change)

The next steps will be:

- | | |
|---|------------------------|
| • Consider resident feedback on proposals | July/August 2023 |
| • Internal approval and sign off | Sept 2023 |
| • Issue client brief to contractor for design stage | Sept/October 2023 |
| • Detailed design stage | October '23 to Jan '24 |
| • Resident engagement | Jan 2024 |
| • Notice of Estimate | Feb 2024 |
| • Resident engagement (Meet the contractor CT) | Feb/March 2024 |
| • Start on site | March/April 2024 |
| • Finish on site | Sept/October 2024 |

Q. What will the hours of work be?

When onsite the working hours will be Monday - Thursday between 8.30am - 5.30pm and Friday between 8.00am - 4.30pm.



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 United Living to develop a Project Execution Plan (PEP).

Leaseholder section

Q. What consideration there has been to using central government funding streams to undertake repair work under this project?

WCC are exploring avenues with regards to funding through the GBIS (Great British Insulation Scheme) as a potential grant toward Bauder insulation renewal. Further updates will be provided by Bauder as the project progresses.

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 several 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

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.

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.

What are the current budget estimates?

The costs produced are estimates of the works captured by WCC. **These costs are subject to change.** The estimated liability costs are calculated against bedspaces within block.



A breakdown of project current project costs will be provided as a supporting document, please see document named AE105 Project Cost.

Q. Could you provide details on the distribution of project costs, specifying the share covered by the council and the portion allocated to leaseholders? We are aware that the block consists of 54 properties, with 23 of them owned by leaseholders.

Leaseholders are required to pay their share of the works cost, determined by their lease percentage and the number of bed spaces in their property.

The specific liabilities for each leaseholder will be communicated in the upcoming Section 20 notice.

Q. Are WCC are considering using discretionary powers to reduce this cost to lessee's, particularly where the property is the primary residence.

Unfortunately, Westminster City Council cannot reduce costs because we do not have funds to cover the differences we pay to United Living.

Leaseholders can find several payment options on our website:

- <https://www.westminster.gov.uk/housing/leaseholders/service-charges/major-works-service-charges-payment-plans>

However, the leasehold operations team may consider offering an alternative payment plan based on your financial circumstances.

Q. Have any funds been set aside from management fee/service charge contributions to account for major works projects?

We do not operate a sinking fund and have no availability to set aside money. We bill based on estimates, and any amount on the finalised bill reflects what has already been spent.

Cost Breakdown for Blackstone House AE105

AE105 Blackstone House		21/09/2023
ROOF WORKS - 1.57 Blackstone House	Cost Breakdown	
Work Elements/sections		
1. Remove Existing & Preparation	£	162,313
2. Edge Protection System & Access	£	133,695
3. Provisional sums, Contingencies, Risks & Daywork, Demolitions Alterations & Hazardous Materials	£	38,210
4. Local & Statutory Authority Fees & Works	£	6,000
5. Allowance for labour & material supply issues @ 15% of works value and inflation @ 30% of works value	£	153,097
6. Design	£	6,581
7. Preliminaries	£	102,513
8. OHP	£	39,156
Works Sub total	£	641,565
Contingency @ 10%	£	64,211
WCC Costs @ 0.2%	£	57,000
Total Project Costs	£	763,664

Breakdown notes

- 1) When producing a budget summary for every project WCC will break down the costs into sections, the sections you see noted above are a reflection of that relating to AE105.
- 2) Design cost of the project means all costs to prepare project plans, project specifications, and carry out tender exercises.
- 3) Preliminaries in a construction contract, or 'prelims', is typically taken to mean the section in the bills of quantities which groups together items which are necessary for the contractor to complete the works.
- 4) Contingency sum is the sum of money allowed in the project budget for expenditure on aspects of the project that were unforeseen or unforeseeable at the time of preparing documents.
- 5) Overheads & Profit (ohp) includes but not limited to activity costs such as pre-planning, feasibility, operating cost, risk analysis. In construction, overhead includes both direct costs, which are tied to specific jobs, and indirect costs, which include operational costs required



1. to run a project.

- 6) WCC Cost, WCC staff time and expenditure from inception to completion of the project.

- 7) At this early-stage figures are budgetary only and whilst the project scope is being reviewed figures can change. The budget will become more accurate as the project progresses and moves through the design stage and to section 20. It should be noted that even at section 20