



Martlett Court Major Works T154

The questions in this Q&A were raised by the members of the Residents' Association and Gardens Trust who attended an online session in January 2021.

Questions and Answers

Q. The proposed works has changed, where have these changes come from; change from PVC windows to wooden and proposed canopy to the top floor walkways?

A. The proposed scope of works are the result of independent condition surveys, in-house surveys and previous engagement with residents. WCC pre-application advice and application conditions clearly states that all window replacements must replicate the original windows as closely as possible and any material other than white-painted timber would not be permitted.

Q. Could we have triple glazed windows installed?

A. We have been advised that triple glazing does not improve acoustic performance within a window unit. The acoustic performance of a double-glazed unit is increased by introducing a film layer between the glass layers. This will increase the acoustic performance of a window unit by up to 10%. This only affects the high and low pitch noises such as screaming or heavy traffic (lorries).

Q. Residents asked if the window design can incorporate the ability for windows to be cleaned.

A. We will discuss the need for the windows to be accessible for cleaning with planning. The final designs for the windows will be discussed with residents prior to the planning application being submitted.

Q. Will the fanlight windows above the tenants' front entrance doors be replaced?

A. The replacement of the fanlight windows is not within the scope of works. However, WCC will be obtaining details of the type of fanlights currently in place and the costs for their replacement. If you are a leaseholder, you are responsible for the maintenance of the fanlight.

Q. What are WCC's thoughts for the windows where residents have blanked off the inside face of the window to either fit their boiler or install a shower (I think this was the majority rather than the minority)?

A. This has been noted in the risk register as a risk and will need extensive resident communication. We will have to ask leaseholders to temporarily move this boarded section



or offer to remove (cost implication) regardless of whether or not they received alteration permission. Early communication outlining this will be important.

Q. As the windows at the back of the blocks will be replaced, have a solution for the gas pipes where they penetrate the existing frames been found?

A. There is a working solution that has previously been accepted at planning – the idea is to drop the height of existing openings using infill panel sections. We are currently waiting for some advice on the exact requirements through pre-planning.

Q. A number of the boiler flues are within 300mm of the opening window leaf, how do you intend to deal with these?

A. These boiler flues will need to be moved, which may incur costs. Early communication with residents outlining this will be important.

Q. I have had my own extractor fans installed; will this be taken out as part of the works?

A. Any existing extractor fans currently located in the windows will be replaced and returned to the residents.

Q. How will obsolete tiling be replaced if damaged during the window installation?

A. It is the contractor's responsibility to repair and make good any damage caused to resident's property. They will prepare a condition survey of the internal parts of the building and flats prior to the works starting. Should any damage occur to obsolete tiles the contractor will need to come to an amicable agreement with the resident.

Q. I am concerned about the noise of the extractor fans in flats and how it will travel between rooms/flats.

A. Efficient condensation/mould control is necessary for the benefit of residents' wellbeing and to prevent deterioration to the building fabric, which is particularly important following the installation of thermally efficient windows in an old building. Modern extractor fan/PIV models can be almost silent and should not cause nuisance to residents.

Q. I am a tenant, can I opt-out of having my front entrance door replaced?

A. No, you can not opt-out of having your front entrance door replaced.

Q. I do not believe that the current proposals to remedy water service issues will be sufficient, and the commissioned survey was superficial. We have had other inspections carried out, which were more detailed and conclusive.



A. The water services survey was carried out by an accredited and reputable specialist and their recommendations have informed the scope and client brief. We welcome any alternative findings for further consideration and ask for these findings to be provided.

Q. Is the communal lighting upgrade necessary as I thought that the current system is relatively new?

A. WCC carried out a survey and identified the existing lighting system is in need of an upgrade, therefore it will be replaced to bring in line with current regulations.

Q. Is the new door entry system on a lease, the same as the old one?

A. No, the new door entry system to be installed in line with WCC standard specification.

Q. I strongly oppose the proposed installation of a canopy to the top floor exposed walkway as it will affect daylight to my property. I don't believe there is weathering to the balcony surfaces thus a canopy is unnecessary.

A. This has been included in the scope on recommendation from an independent condition survey of the blocks to reduce weathering of the balcony walkways. The Commissioning Team will review and consider omitting this item from the scope if deemed unnecessary following further inspection/consultation.

Q. Residents asked if there is the possibility for the site compound not to be located within the estate.

A. Under Construction Design and Management Regulations WCC is required to provide the contractor with suitable site welfare facilities in close proximity to the buildings to undertake the works. Should the site compound be located off the estate this could result in additional preliminary for items such as transportation of materials to site. Where land off the estate is non housing land this could also incur additional costs for usage to comply with licencing requirements.

Q. Will the perimeter railings and repairs to upper garden brick wall will be repaired as part of this project?

A. The boundary wall and perimeter railings will form part of the major works.