

## Marylebone Refurbishment Works (project X103)

### Question and Answer Sheet

The questions in this document were raised by residents who attended the introductory meeting held at London Business School on Thursday 15 December 2022.

#### Major works related queries

##### Which blocks does the X103 cover?

The X103 project covers nine blocks:

- 19 Balcombe Street
- 22-30 Balcombe Street
- 38-47 Chapel Street
- Crawford Mansions
- 52a-56a Crawford Street
- 7-15 Homer Row
- Sidmouth House

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

Element	Work Required
Flat Roof Repairs	<p>Blocks: 19 Balcombe Street, 22-30 Balcombe Street, 38-47 Chapel Place, Sidmouth House.</p> <p>Roof and asphalt covering to flat and tank room roofs, where required. Solar reflective paint to asphalt surfaces.</p>
Edge protection	<p>Blocks: Sidmouth House</p> <p>Protection to eliminate requirement for scaffold handrail system.</p>
Pitched Roofs	<p>Blocks: 19 Balcombe Street, Crawford Mansions, 52a-56a Crawford Street.</p> <ul style="list-style-type: none"> <li>• Repairs to pitched roof including hipped/cracked tiles noted to 19 Balcombe Street in drone survey in 2018. Other blocks with pitched roofs were generally in good condition. United Living will identify required works These works are likely to include:</li> </ul>

	<ul style="list-style-type: none"> <li>• Replacement of damaged and/or missing components including (but not limited to) roof tiles, ridge/ hip tiles, SVP's, SVP cowls/ guards.</li> <li>• Inspection and minor repairs/ replacement of damaged roof timber components (structural and non-structural);</li> <li>• Repairs to box gutter coverings;</li> <li>• Repairs/ replacement to any damaged or missing flashings, soakers and the like, including repointing of same where necessary.</li> <li>• Clean all roof coverings using proprietary techniques including removal of all algae, moss and the like.</li> </ul>
<p>External Repairs</p>	<p>Blocks: All</p> <p>Brickwork render repairs, where necessary on all external areas. The extent of the pointing at high level and across the blocks may require phasing of works.</p> <p>Clean external facades, including grilles and areas of masonry.</p>
<p>Internal Repairs</p>	<p>Blocks: All</p> <p>Repairs will be conducted on internal fabric finishes, ensuring their soundness, consistency, and readiness for redecoration.</p> <p>The repairs include:</p> <ul style="list-style-type: none"> <li>• Redecorating internal communal areas</li> <li>• Upgrading fire escape signage</li> <li>• Fitting restrictors to communal windows</li> <li>• Repairing stonework on entrance steps</li> <li>• Fitting contrasting nosings to communal stairs</li> <li>• Replacing u-PVC conduit in stairwells with non-combustible conduit</li> <li>• Upgrading communal lighting with low-energy lighting.</li> </ul>
<p>Glazing &amp; Windows</p>	<p>Blocks: All</p> <p>Repairs and overhauls to all internal and external communal and individual property windows, panels and glazing. All new glazing elements to comply with relevant Approved Documents.</p> <p>Where outward opening windows are installed adjacent to</p>

	<p>pedestrian access e.g. balcony walkways, Service Provider to adhere to the building regulations and ensure all windows have restricted opening to 100mm. Where windows are not required for escape purposes and can be accessed for cleaning from ground floor or walkway, permanent 100mm restriction is required.</p> <p>Extent of work to be agreed pre-commencement. Replacement of damaged/missing window ironmongery where required.</p>
Below Ground Drainage	<p>Blocks: All</p> <p>CCTV drainage survey and associated repair works.</p>
Communal Walkways - asphalt	<p>Blocks: 22-30 Balcombe Street, Crawford Mansions, 38-47 Chapel Street, 7-15 Homer Row, Sidmouth House</p> <p>Repair and localised replacement of mastic asphalt on balconies. This will allow for corrosion treatment and making good where required. The service provider is to renew the waterproof granular paint system.</p>
Rainwater Goods	<p>Blocks: All</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>
Movement Joints	<p>Blocks: All</p> <p>Movement joints and mastic sealant works – rake out and replace with new where required.</p>
External Communal Decoration	<p>Blocks: All</p> <p>External decorations to all previously decorated surfaces, including rainwater goods, bin storage rooms, storage sheds, railings and boundary walls.</p>
Internal Communal Decoration	<p>Blocks: All</p> <p>Redecoration of all previously decorated internal surfaces.</p> <p>Performance required to walls, ceiling, strings and soffits, including necessary preparations in accordance with Approved</p>

	Document B requirement.
Metal Work Repairs	<p>Blocks: All</p> <p>Decoration of all previously painted metalwork including external boundary treatments. To include full preparation (strip where necessary) and repairs and replacement of missing or defective elements.</p>
Extractor Fans	<p>Blocks: All</p> <p>Where possible, some extractor fans may need to be removed from the glazed windows and relocated. United Living will need to survey each property and advise.</p>
Boiler Flues	<p>Blocks: All</p> <p>The service provider should survey the existing locations of the boiler flues for each property and to make sure the flues are not too close to any opening in the property. If any flue is identified to be too close to an opening, then the service provider should liaise with the WCC representative and arrange for the boiler flue to be extended to be in line with the current building regulations.</p>
Timber Repairs	<p>Blocks: All</p> <p>Joinery and resin repairs to all defective timber elements (including items such as windows, panels and doors). Painting all previously painted timber surfaces, including strip and preparation where required.</p>
Fire Safety Works	<p>Blocks: All</p> <p>Review the fire risk assessment report to ensure familiarisation with fire safety strategies for 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>Works include but not limited to:</p> <p>Fire doors and compartmentation associated works.</p>
Other	Door Entry System (Sidmouth House and 52-56 Crawford Street only), BT Cables, Boiler Flues, Environmental works and Electrical lighting.

**Why are you doing these works?**

These works are required to maintain the internal and external fabric of the building. It will ensure your homes are in a good state of repair, safe and free of building and services related defects. Also, to the works, Health and Safety relating to electrical services and emergency lighting are also required to improve the safety of residents in the event of an emergency.

**When are works expected to start?**

There are several key stages that take place to develop and deliver each major works project. At this stage a detailed programme of work has not been finalised. Once this has been agreed we will share this with you. This will give you an indication of when the work will start to your property. However, based on our current timetable, we would expect United Living to be ready to start these works onsite in September 2024.

**How long will the works take to complete?**

One year. We are expecting the work to be completed by October 2025.

**Will you complete the works on all nine blocks in one year?**

Yes.

**How long will it take to complete the works on each block?**

Once the final programme and timetable of works to each block have been agreed we will share this with you. This is usually at the Service Provider Stage. This programme will explain when work will start in your block and the approximate timescales involved (please see the Service Provider at the end of this document).

**How long will it take to complete the design of this project before the actual work begins?**

It will take one year to complete the full planning before the works commences to your property.

**Is the council offering a contract out to tenders to make a formal bid for this project?**

This has already conducted, and at the start of 2018 we entered a ten-year partnering contract with two major works contractors to deliver major work: one in the north and west (Axis Europe) and one in the south and central (United Living) of Westminster. The benefit of doing this include:

- Reducing costs associated with the procurement of major works

- Helping to reduce internal project management fees to less than 12% per project
- Allowing us to give more reliable dates when works are due to start
- Enabling us to manage contractors more effectively

United Living will be the contractor for this project.

**Would that mean United Living could inflate the price since you have a contract with them?**

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 Marylebone refurbishment works would cost.

United Living will now 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 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.

**Roof works at 22-30 Balcombe Street was completed in 2008, along with other works. Does that mean the previous works were not competent? Are we going to be charged for the roof works and other works again?**

WCC would suggest the works completed in 2008 have deteriorated over the years. Condition surveys were carried out to the block and if indicated the works identified above will need to be done as part of the major works package, leaseholders will be recharged.

**The roof works were also done on Chapel Street. Does that mean we will be charged again?**

If indicated on the condition surveys the works are required then you will be charged.

**Does any of the blocks have a valid warranty from the previous major works?**

Any major works carried out has a standard one year defect period (warranty). In some cases, the manufactures can also offer a separate warranty but that depends on the type of works that were carried out. For example, if you had your windows replaced then then the manufacturer of the window company may issue a warranty of up to 5 years. If you had the roof replaced then the manufacture may offer a warranty of up to 15 years.

### **Why windows are not being replaced?**

According to the report from the condition surveys that were carried out, the windows are in good condition and does not need replacing. However, some windows may require some repair works e.g. handles, hinges, screw nuts/bolts and etc need replacing.

### **Does the Council intent to incorporate Sidmouth House's on-going anti-social behaviour outside the covered garages on Cato Street, such as camera, better lighting or preferably some railings?**

This is something that can be reviewed further with more information being provided. The initial scope does not cover such works, if the additional information can be provided this is something WCC can look to add to the scope of works.

### **The external repairs such as brickwork facing and pointing was already done at 22-30 Balcombe Street between 2006 to 2008. Why is this needed again?**

According to the Council's condition surveys and the client brief report, the result has shown us that after 15 years the previous work has naturally worn out and the external repairs is now required in all 9 blocks.

### **Does that mean the major works in 2008 to 22-30 Balcombe Street was not completed to a satisfactory level?**

No, the works done at the time were sufficient. However, with time the building material have now deteriorated. The objective when looking at major works is to ensure we cover all areas where required and this area has been considered for further works.

### **Will all the windows be repaired in each block?**

On our system it shows some windows were repaired and some have not. We will assess the situation on a case by case, and we will repair the windows that needs repairing.

### **Chapel Street had their major works done in the past and the windows seem perfectly fine. Is there a need for reviewing and repairing?**

We will assess each property and look at individual repairs if needed, considering the information made clear to us on the condition surveys that if your property windows need repairing.

### **Crawford Mansions had modern slash windows installed 20 years ago. The slash windows are heavy and is not a good fit due to the building structure. Can this be replaced and without the repercussions?**

If the windows were to be replaced there will be a cost associated to those works. This can be reviewed and considered with a response provided at a later date.

### **Can the windows be replaced upon request?**

According to the client brief report, windows will not be replaced. However, the report is not finalised yet since we are still in the preliminary stage. Marco, who is the client Surveyor for this project has volunteered to assess some windows in each block and will decide if the windows need replacing.

### **Will leaseholders be charged for the window replacement?**

Yes, the cost for the block is split and leaseholders will be expected to pay for the works associated to their block.

### **22-30 Balcombe Street had a new door entry system less than ten years ago. Why do we need a new one?**

Only Sidmouth House and 52-56 Crawford Street properties have been identified for a new door entry system. No door entry system will be fitted in any other blocks.

### **What is the total cost for this project?**

<b>Blocks</b>	<b>Cost (£)</b>
19 Balcombe Street	£185,900
22-30 Balcombe Street	£297,550
38-47 Chapel Street	£467,800
Crawford Mansions	£450,500
52a Crawford Street	£176,900
54a Crawford Street	£170,300
56a Crawford Street	£195,100
7-15 Homer Row	£236,900
Sidmouth House	£676,800
<b>Total Estimate</b>	<b>£2,857,750</b>

### **What would be the leaseholders cost?**

This will be calculated by the Leasehold Operations Team and a full breakdown will be provided once you have been issued with a Section 20 Notice of estimate notice.

### **Are the costs included in the VAT?**

Yes.

### **Crawford Mansions major works project 2008 had the scaffolds erected for longer than expected and we were charged for this. Would that be the case again?**

The major works for this project will be completed in phases. We expect to start with one block at a time and during that time only that specific block will have the scaffolds installed.



Once this phase is complete, we will displace the scaffolds to the next block. We do not plan to install the scaffolds in all the blocks at the same time and for the entire year.

**How long will the scaffolds be erected for?**

We cannot confirm as we are still in the preliminary stage with this project. However, once we pass the Project Execution Plan stage (see the 7 stages below), the contractor will give us a clear indication of the duration of the scaffolds will be erected for.

**Will the scaffolds be alarmed?**

This is an option we can investigate and refer to this within our Client Brief.

**How long is the leaseholder observation period?**

37 days.

**How common is it that residents can delay the works from commencing?**

A valid and justified reason can delay the work from taking place. For example, if leaseholders' questions are not answered during the 37 days of observation then this will delay the work for a week or even a month.

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

Shah Alam 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, Shah will invite you to meet the contractor, United Living (UL). Once the project goes onsite, UL will carry out all the future communications and Shah will be responsible to monitor UL's work and deal with any concerns or complaints the residents have.

**Opposite Chapel Street there is a hotel, and they have regular works and lorries obstructing the road. Would they obstruct X103 major works?**

If that ever happens then the council will take full action for illegal parking or obstructing the road.

**Would there be any engagement once the project goes onsite?**

Yes, Shah will organise coffee morning/evening sessions once a month where residents will have the chance to speak to United Living and Council staff.

United Living will also issue a Resident Liaison Officer as your first point of contact for all the planned works.

## **How can you reassure the residents that the Marylebone X103 project is accurately planned with integrity and with quality?**

Through our detailed Client Brief we can ensure from our part that the works intended are carried out to a high standard and planned sufficiently. With the meetings planned and input from stakeholders we can ensure all bases are covered.

**To track the progress of the project, kindly visit our X103 major works webpage:**  
<https://www.westminster.gov.uk/marylebone-refurbishment-works-project-x103/outline>

## **Key stages and communications related queries**

### **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 United Living by May 2023 and a copy will be published on our website.

**Stage 2 Project Execution Plan (PEP):** 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. 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.

**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.

### **Where can I get more information?**

If you have any questions about the planned works, I will be happy to help. Please contact me by:

- Calling our Customer Services Team on 0800 358 3783 - ask to speak to Shah Alam in the Resident Advocate Team
- Emailing [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk) and include X103 on the subject line.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Shah Alam', written in a cursive style.

Shah Alam  
Resident Advocate