

Reply to: Jennifer Hay  
CityWest Homes  
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Date: 13 August 2015

Dear

**Wharncliffe Gardens estate - refurbishment works update (contract R103)  
Open meeting – Tuesday 1 September at 10am and 6pm**

The Wharncliffe Gardens residents' association asked CityWest Homes to review the decision to repair rather than replace the windows.

The Capital Programme team have now carried out this review and confirmed that it will be more economical to replace the windows.

We compared the prices obtained for repairs with a quotation for replacement double glazed windows. Our net present value calculation showed that the additional cost of replacement would be recovered by the first decoration cycle at seven years. On this basis we have decided to replace rather than repair the windows. This will offer better value for money for both Westminster City Council and leaseholders.

I am sorry for the delay in progressing with this project. We want to ensure that we have made the correct decision before continuing with these works. It will be necessary to issue a new Section 20 Notice of Intention to confirm the revised scope of proposed works.

We are holding an opening meeting for all residents in the Wharncliffe Gardens community hall, NW8 8UD on **Tuesday 1 September** at both 10am to 11am and then from 6pm to 7pm. This will be an opportunity to meet the project team and ask any questions.

Please let me know if you have any questions or comments.

Many thanks

*Jennifer Hay*

Jennifer Hay  
Resident engagement and consultation co-ordinator

## Question and Answer sheet

### Why?

#### **Q Why has the decision changed from repair to replace?**

Our net present value calculation shows that the additional cost of replacement will now be recovered by the first decoration cycle at seven years.

The previous net present value calculation was carried out in 2012 and was based on an estimate rather than tendered prices and a quote.

Replacing the windows will offer better value for money for both Westminster City Council and leaseholders.

#### **Q Will the windows that are still in a good condition be repaired?**

No, as it is more economical to replace them, they will all be replaced.

### The windows

#### **Q Will the new windows be similar in design to the original windows?**

Yes, the appearance and configuration will be similar. They will be aluminium/UPVC rather than wooden windows.

#### **Q Will planning permission be required for the new windows?**

Yes, we will need to obtain planning permission.

#### **Q How long will it take to fit the windows, and will this be quicker than repairing?**

It will take about two days to fit the new windows depending on the number of bedrooms and windows in each flat. This will be quicker than repairing the windows.

#### **Q Will we see a sample window, including the locks, opening configuration, and ironmongery before they are fitted.**

Yes, there will be a pilot window which all residents will have the opportunity to see before the works start. The windows will meet Secured by Design standards.

#### **Q Will there be thermal and noise reduction benefits to these new windows?**

Yes, double glazing will prevent heat escaping and your home will be quieter.

#### **Q Will extractor fans be installed in the kitchen and bathroom?**

The new double glazed windows will reduce draft and the natural ventilation which may result in an increase in condensation in your home. To reduce any problems arising from the change there will be trickle vents in each window. Residents will also be encouraged to ensure they ventilate their homes by opening the windows.

As for mechanical ventilation, in tenanted flats we will either overhaul existing extractor fans or if necessary install new units. Leaseholders will also have the opportunity to have extractors fitted, and will then need to arrange for connection to the electricity supply through their own electrician.

**Q Will scaffolding be needed?**

Yes it will.

**When?**

**Q When will these works start?**

The programme of works is now estimated to start in summer 2016.

**Q How long will the programme of works take?**

All the works will take approximately nine months. We will provide an update on this once the specification has been agreed.

**Q What is the next step?**

Following the open meeting on Tuesday 1 September we are planning to re-issue the Section 20 Notice of Intention to leaseholders.

**Costs**

**Q When will we know how much it will cost?**

This will be included in the section 20 notice of estimate that will be issued to leaseholders once the tender returns are in.

**Q How much will it cost to replace rather than repair ?**

The change in strategy increases average Leaseholder bills from £7.5k to £9.5k being a change of £2k.

**Q We are concerned about the delay with the decorations. Will the deterioration result in additional costs for leaseholders?**

Decorations are normally carried out every seven to ten years depending on condition. Decorations were last carried out under contract H153 in 2006. The next cycle would therefore be due to be carried out in 2016.