

Lisson Green major works (project V120)

Questions and Answers

August 2018



The questions in this Q&A document were raised by residents that attended a series of three resident meetings held at the Greenside Community Centre in August 2018.

Which blocks does the project cover?

The project covers 20 blocks on the Lisson Green estate. These are:

Cottesloe House	Dinton House	Fingest House	Fulmer House
Gayhurst House	Hardwick House	Horwood House	Jordans House
Kimble House	Lavendon House	Linslade House	Olney House
Padbury House	Risborough House	Simpson House	Swanbourne House
Tickford House	Turville House	Verney House	Wycombe House

What work is planned?

The scope of the work includes:

- Roofing repairs
- Brickwork repairs
- External repair work
- External decorations
- Redecoration to all internal communal areas and previously painted surfaces
- Repair or replacement of windows
- Electrical work
- Fire Safety works
- Asbestos works

Will there be any work in my property?

United Living will be carrying out surveys of windows within properties to assess the works required. An appointment will be made to do this survey / work and all contractors will be in uniform and carry identity cards.

What asbestos works will there be?

Any works to remove asbestos from communal areas will be carried out in line with *The Control of Asbestos Regulations 2012* and all Health and Safety Regulations and Guidance and residents will be notified of these works in advance.

Will the flat entrance doors be replaced?

Tenanted properties will have their entrance doors changed to ensure they are in line with current fire safety regulations. Leaseholders will be given the option to opt into this scheme cost will be supplied prior to the start of works.

Will the old floor covering be replaced?

Flooring will be replaced like for like, and information provided to the cleaning team to prevent damage from the chemicals which are used to remove odour.

Non-slip mats will be replaced with a more suitable material to avoid issues caused by urination in the communal areas. Stair caps will be replaced with non-slip treads.

There are a lot of works to be carried out, is this because there have been no works for a long time?

The works are being carried out as part of a decorations programme which is completed in set periods.

Who is doing the work?

In 2018 Westminster City Council appointed two term contractors to carry out major works across Westminster for ten years. The major works contractor appointed to carry out work in the central area of the borough is **United Living**. They will be carrying out the work under this project.

When will the works start?

The works are planned to start onsite in November 2018. Please note that at this stage a programme of work, block by block, has not been finalised. Once this has been agreed we will share this with you. This will give you an indication when work will start to your block.

How long will the project be onsite?

The work is planned to take 52 weeks for all 20 blocks across the. United Living will provide a programme of works with specific times and dates for each individual block.

Where will the site office and contractor cabins be located?

This has not been confirmed at this stage. However, United Living is looking at space at the rear of Tickford House bordering the railway wall to place their site office. Once agreed, we will confirm with residents.

Who do we contact about the works once works are on site?

United Living will have a dedicated resident liaison officer for the project. They will be your first point of contact while the works are onsite. Their contact details will be given to you before works start onsite. In addition, contact details will also be posted on the CityWest Homes website and in block notice boards.

How does CityWest Homes check the quality of works?

CityWest Homes' quality managers will monitor standard of works throughout the project. In addition, part of United Living's profit is linked to the key performance indicators to ensure quality of works.

What can you do to help residents with health concerns or who are vulnerable during the works?

Residents will be contacted by the United Living resident liaison office prior to the start of works and will complete a resident information pack which will include any concerns that may impact the wellbeing of their family members. United Living will take all the necessary precautions to ensure works will have minimal impact on resident's health.

Why have the leaseholder been paying for two years if works will not be onsite yet?

Leaseholders are billed for any costs that are to be incurred during a financial year, this project has been delayed due to the re-let of the term contracts, and leaseholders who have paid any advance costs will receive credits in their October statements.

I am a leaseholder when will I receive my Section 20 Notice of Estimate?

The Section 20 Notice of Estimate will be served after the Provider Proposal document has been scrutinised and agreed by CityWest Homes, which is planned for September / October. CityWest Homes will notify leaseholders if this planned date changes.

Why are leaseholders sent arrears letters if the works have not started?

Leaseholders who have not deferred payment will receive reminders if they have not made payments. To avoid this happening, leaseholders should complete the form included with the half yearly service charges.

What options are there for leaseholders to pay major works bills?

There are a number of payment options available for leaseholders, including payment in instalments and in certain circumstances deferred payments. If you are concerned about payment of your major works bills and options available to you, please contact our Customer Services Team on 0800 358 3783 or customerservices@cwh.org.uk

I am a tenant; will the rents go up after the works?

Tenanted properties have benefitted from a 1% decrease in their rents for the past three years and this will continue until 2021 after this time the rents will rise in line with the local government guidelines.

Why are you doing works to blocks that may be demolished?

The works to be carried out to the block have been fully justified in terms of both the necessity of the works and the cost effectiveness. We will work with leaseholders to ensure that any billing costs will be reasonable if a decision to redevelop is taken.

We have been told that Gayhurst House will be demolished, when will this happen

Westminster Council are currently carrying out consultation with residents at Gayhurst House this is due to be completed in December 2018 once this has been completed Westminster Council will contact residents at Gayhurst House to discuss their findings.

Where can I get more information?

The CityWest Homes' website is updated regularly with the latest information on major works, including copies of correspondence. The web page address is below:

<https://www.cwh.org.uk/major-works/current-projects/lisson-green-repairs-and-decorations-v120>

If you have any other questions or concerns you can contact Marie Baker, in the Property Services Communications Team on 0800 358 3783, please quote major works project V120, or email mbaker@cwh.org.uk