



Capital Works Project AB107 - York Mansions
Tuesday 13 February 2024 6:00pm to 7:00pm
Greenside Community Hall – 24 Lilestone Street, London NW8 8SR.

Combined Minutes and Q&A Document

Attendees

| Name | Job - position |
|-------------------|------------------------------|
| Keith Rouse | Project Manager |
| Leon Williams | Area Housing Manager |
| Repa Khan | Resident Advocate |
| Kimberlee Neal | Leasehold Operations Manager |
| Mrs Y Turkistanli | Resident |
| Mr P Parker | Resident |
| Mr S Barrowcliff | Resident |

| Item | Minutes | Action | Due date |
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| 1.0 | <p>Introduction by Repa Khan as new Resident Advocate.</p> <p>In the Client Brief published in May 2020, there were two elements to the scope of works for this project:</p> <p>A/ Renewal of Fire doors to tenanted properties (with option given to Leaseholders to Opt-In). This has been moved to be undertaken by WCC Fire Safety Team. First assessment by the project surveyor of the block took place on Monday 12 February 2024. From April 2024, the Fire Safety Team will be writing/contacting all residents to inform you of the project and arrange assessment of all property doors including leasehold properties.</p> <p>B/ A full strip-up and replacement with IKO asphalt coverings to the rear external walkways/balconies at York Mansions. Project Manager-Keith Rouse advised that Building Control have confirmed the material asphalt is no longer suitable for use on the external balconies because it is flammable. The balconies are attached to the building and the new Fire Act does not permit flammable substance to this type of build and York Mansions is in a conservation area.</p> <p>WCC have held design meetings with the service provider for this project - United Living. have been unable to source an alternative product that is not combustible and is acceptable to Building Control.</p> | | |



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| | <p>We have reached out to other boroughs to see what alternative products they are using.</p> | | |
| 1.1 | <p>WCC Question 1 - Do we continue to search for a suitable product that meets Building Control?</p> <p>Keith - advised the next phase of Planned Preventative Maintenance (PPM) Major works for York Mansions is in a few years' time.</p> <p>This will generally list core works like decorations, roofing works, cleaning out guttering and making sure these are watertight, repair pointing to Brickwork, possible window overhaul and anything else on the Asset register.</p> <p>Question 1- Mr Parker – All the items you have mentioned that have been done previously should have a lifespan of more than 10 years.</p> <p>Keith - Yes definitely these are just some of the core items that Asset list. When I have walked around York Mansions, there isn't anything that really stands out as needing fixing, however, would be subject to a more detailed survey.</p> <p>Repa - the next phase of works is scheduled for 2028/2029 but the detail of the scope of works is not available as of yet.</p> <p>Question 2 – Mr Barrowcliff – It would actually be good to know what that outline looks like. As you know the next phase is going to be in 2028/2029 there will already be items on the list and things will get added till that time and we would like to see what that list entails.</p> <p>Answer - Keith - That document does not exist at the moment; this would be generated by our Asset Team and closer to the time we will engage with residents to explain the core works identified and tailor the scope of works with any issues that residents feel should be added or removed from the list.</p> <p>Answer - Kimberlee – The PPM and planned maintenance register are a mix of both a reactive repairs and forward planning major works programme. Our Asset Team schedule programmes based on stock condition survey data which list cyclical external and internal decorations, window condition, roof condition and any other assessed components required to be included.</p> <p>However, not all the items listed will actually be carried out. Closer to the time of the project, in-depth condition surveys determine the works that will be carried out.</p> | | |
| 1.2 | <p>Repa – Housing Repairs System – Orchard. I have checked our repairs system and could not find any repair orders raised for the balconies at York Mansions.</p> | | |



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| | <p>Keith – To undertake the balcony works we would need to erect scaffolding which is a significant cost. The balconies are not leaking and there have been no repair issues reported.</p> <p>WCC Question 2 – Do we postpone the works to the balcony to when we are next on site which will make better use of the scaffolding needed to carry out all the works as per the cyclical Asset Teams register?</p> <p>Keith – The purpose of this meeting is to have an open discussion and explain that when we are next on site, scaffolding will be needed to access areas and carry out the works that our Asset Team highlight. The scope of works needed has not been formulated yet. The Asset Management Team have a register and work on a cyclical programme. This determines when different estates and blocks need to be assessed and all elements checked under a condition survey.</p> | | |
| 1.3 | <p>Question 2 – Mrs Turkistanli – Under the previous major works project (R101) the asphalt should have been stripped then the new surface covering laid. Several people within WCC had also confirmed that the asphalt should have been stripped before the new floor surface had been laid. If this had been done properly back then, we would not need to be re-doing the balcony surfacing works now? What is the lifespan of asphalt?</p> <p>Answer - Keith – Yes, 10 years ago if it had been stripped then that would have resolved the flooring issue. Asphalt has a lifespan of 60 to 70 years; this is subject to there being no other defects that would allow water to get in and under the asphalt covering.</p> | | |
| 1.4 | <p>Question 2 – The current floor surface was laid with a 20 year guarantee – why has this guarantee not been called upon to repair the surface?</p> <p>Answer – Keith – I was not around during the previous project and have enquired with the project manager at that time. The new floor covering had blistered, and the company Pro Quo were called back to cut out the blistered section and repair as necessary. A different area blistered and again Pro Quo were called back. They reported that it was not the surface material that had failed but water getting underneath the surface and getting hot, causing the blisters.</p> | | |
| 1.5 | <p>Question 3 – Mr Parker – The floor surfacing work was originally laid improperly, and the contactor and WCC also accepts this was the case. This added cost was created by someone failing to carry out the necessary tests before the works. Now money has to be spent to rectify this, why should this cost fall on residents?</p> <p>Answer – Leon – The initial installation and subsequent follow-up works have not been charged to residents.</p> | | |



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| <p>1.6</p> | <p>Question 4 – Mr Parker - Therefor, now that the works are needed, leaseholders should be charged a proportion of what we would have been charged initially and no more.</p> <p>Answer – Kimberlee – As the initial works were not charged for, Westminster would look to recharge for any future works to the floor surfacing. We understand your concerns about cost increases. Once we are progressing with the works we will issue a Section 20 Notice which will state your individual liability and provide you with the opportunity to make formal observations. These observations must be responded to by us within 21 days and we must show due regard.</p> <p>A judgement for a decision on reasonableness can be sought from the First Tier Tribunal.</p> <p>You can contact the Leasehold Advisory Service for independent, government funded advice. Please find their website here; https://www.lease-advice.org/</p> | | |
| <p>1.7</p> | <p>Leon – We acknowledge the work that was carried out before and now going forward want to resolve the issue. The balcony needs to be re-done the balcony and going forward we want to agree upon and know the best course of action for you. Is it worthwhile for residents that we continue to search for a Building Control approved material and then proceed to erect scaffolding for this one element of work. Or as Keith has suggested to wait until the next phase of major works in a couple of years and erect scaffolding for multiple elements?</p> <p>Mr Parker – There is no leaking problem or a compelling need and therefore, there is no need to spend an enormous amount of money on fixing something that barely needs fixing in the first place.</p> | | |
| <p>1.8</p> | <p>Question 5 – Mrs Turkistanli – Is the balcony concrete under the asphalt? There is a porcelain tile product which could be laid?</p> <p>Answer - Keith – The advise from the manufactures on the porcelain tile product is that they won't inherently be waterproof. Another layer is needed, a membrane that will act as a waterproofing layer and is flexible to accommodate movement between the balcony and the building.</p> | | |
| <p>1.9</p> | <p>Leon – In relation to the replacement of the Fire Doors, we have an ongoing citywide programme being undertaken by our Fire Safety Team and York Mansions will be assessed in April 2024.</p> <p>We are replacing tenanted doors and the cost for this will be covered under the overall housing budget and not charged to leaseholders. Leaseholders will have the opportunity to opt-in and buy a new door and have it installed by us. This will be charged to the individual lessee.</p> | | |



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| | <p>For more information on this programme, please check:</p> <p>https://www.gov.uk/government/publications/fire-safety-england-regulations-2022/fact-sheet-fire-doors-regulation-10</p> | | |
| 2.0 | <p>Question 6 – Mr Barrowcliff – I would like to see the Fire Risk Assessment for the block.</p> <p>Answer – Kimberlee – Residents would need to submit an FOI request for this at: FOI@westminster.gov.uk</p> | | |