



CITYWEST HOMES

**Residents of Scottish Towers:
Edinburgh, Glasgow and Falkirk**

Reply to:
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Building Property Services Team
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Dear Resident,

Major works update to Scottish Towers: Edinburgh, Falkirk and Glasgow Houses (projects P160 and P160a)

Thank you for your patience while we plan the major works to your home.

In October of last year we advised you that it is necessary to install emergency lighting to the communal areas of the three blocks.

Although the emergency lighting work was originally included in the major works project P160, we have made the decision to prioritise this element of work and it will be done as a separate project first, referred to **project P160a**.

What happens next – P160a

The work under this project started to Glasgow House on 11 February 2019. The other two blocks will follow on from this.

Please find enclosed a '*question and answer*' sheet with further details of the work under this project P160a and works to the main contract P160.

Residents' surgery: 28 February 2019

We understand that residents have been expecting the major works project for a number of years and there is some frustration with the delays to this project starting onsite.

We are keen to meet with you and would like to invite you to book an appointment at a residents' surgery where you can discuss the projects with a member of the project team.



CITYWEST HOMES

The surgery will be held on an appointment basis, with 20 minute appointments available.

The surgery is taking place on **Thursday 28 February 2019** between 4pm and 8pm at the **North Area Service Centre, 1 Glasgow House, London W9 1QY**.

If you would like to come along and speak to a member of the project team please book an appointment by:

- Calling our Customer Services Team on 0800 358 3783 - ask to speak to Amoy Ing in the Property Services Team
- Emailing me directly at aing@cwh.org.uk
- Visiting the North Area Service Centre at 1 Glasgow House

What can I do if I cannot make this event?

If you are unable to attend and have any questions about the planned works, I will be happy to help.

A further update will be sent after the surgery with a summary of the questions and issues raised. If you would prefer to receive future updates about the works via email, please send me an email to confirm and I will add you to the email distribution list.

Yours sincerely

Amoy Ing
Property Services Communications Coordinator



Question and Answer Sheet

Scottish Towers: Edinburgh, Falkirk and Glasgow Houses: emergency lighting (project P160a)

What work is being carried out under the emergency lighting project?

- Permanent emergency lighting will be installed to the communal stairwells
- Temporary emergency lighting will be installed to the corridors

Why is the emergency lighting work being done separately to the planned major works?

The three blocks currently have no emergency lighting in the communal stairwells and corridors. If there were a failure of existing lighting at night, the corridors would be left in darkness.

Emergency lighting is essential to provide a safe minimum level of illumination and to facilitate a safe way out from the building in the event of loss of power.

Why are you installing temporary emergency lighting and not permanent lighting to the corridors?

The permanent emergency lighting within the corridors will still be undertaken under the main contract P160 alongside all decoration works to the internal communal areas.

When will the emergency lighting work place?

The work to Glasgow House started on Monday 11 February 2019 and will take around seven weeks to complete.

We are proposing to complete one block at a time and the work to the entire project across the three blocks is expected to complete in July 2019.

The other two blocks will follow and we will advise on the full schedule as we progress and closer to the time of works starting to your block.

Who is doing the work?

The work will be carried out by Oakray, our long term electrical repairs service provider.



Scottish Towers: Edinburgh, Falkirk and Glasgow Houses: external and internal repairs and redecorations: (project P160)

What work is involved?

- Internal and external repairs and redecorations
- Replacement of windows in flats (*Falkirk and Glasgow*)
- Repairs to windows in flats (*Edinburgh*)
- Communal window replacement to all blocks
- Roof works
- Communal flooring replacement
- Fire Risk Assessment (FRA) works
- Mechanical and electrical works

This project has been in development for many years. What is the difference between the previous scope of works and the new?

- Additional works identified in the fire risk assessment reports.
- A small number of two storey dwellings on Lanark Road (*opposite Scottish Towers*) are in need of a window replacement scheme. These houses were due to be carried out under a separate project. However, it has now been added into P160 to achieve economies of scale.
- As outlined in the enclosed covering letter, some of the emergency lighting work is now being carried out under a separate project P160a.

Why is the work being done?

The work is to maintain the internal and external fabric of the buildings and to ensure all properties are in a good state of repair. The work should also reduce the need for high repair costs in the future.

Why are the in-flat windows not being replaced at Edinburgh House?

The Upvc window frames are in good condition and do not need replacing. Windows will be surveyed and any necessary repairs will be carried out.

The timber frames windows to Falkirk and Glasgow Houses are in very poor condition and are beyond repair.



When will the planned works take place?

We expect the work to start in latter part of 2019 and take just over a year to complete. This is a suggested timescale and we will keep you updated as the project progresses.

Who is doing the work?

At the start of 2018, we entered into a ten-year partnering contract with two major works contractors. Axis Europe will deliver all major works projects in the north and west of the borough, while United Living will deliver all major works projects in the south and central areas of the borough. Axis Europe will be delivering the works to your homes.

What are the next steps for project P160?

There are a number of key stages that take place to develop and deliver each major works project. We will update you at each stage, hold residents meetings and publish the relevant documents on our website for your information and comment.

Client brief: Our Asset Strategy team have carried out initial inspections and surveys to confirm the likely scope of works required.

The work carried out in the development of the project to date, including input from residents, has been used in the development of the brief.

Project execution plan (PEP): Axis Europe will develop and submit a detailed plan to deliver the works based on the client brief and this is called the Project Execution Plan. Axis Europe will provide their own cost estimates at this stage. We will hold a residents' meeting at this stage before we approve and sign off the PEP.

Pre-commencement order: Subject to review, we will will issue a pre-commencement order to Axis Europe. This gives Axis Europe permission to move forward with the final design details of the project and this is called the Service Provider Proposal.

Service Provider Proposal (SPP): We will invite you to another meeting to review the Service Providers Proposals document before final instruction.



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 37 days to make written observations

Once the statutory notice period expires and subject to leaseholder observations, Axis Europe will receive a **commencement order** which allows them to start work.

Before works start on-site, Axis Europe will write to you to introduce their onsite team, their contact details, and invite you to a **'meet the contractor'** event. This event will be an opportunity to meet the team, ask any questions about the works being carried out and the estimated date for the works to start and finish.

Where can I get more information?

As these works progress, we will arrange further meetings to keep you informed. Also, our website will be regularly updated with information regarding the works: <https://www.cwh.org.uk/major-works/p160>