

Scottish Towers: Edinburgh, Falkirk and Glasgow houses (project P160 and P160a) Lanark Road (project P160) Questions and Answers



The questions in this Q&A document were raised by residents who attended the surgery held at the North Area Service Centre on 28 February 2019

Major works related queries (P160)

Which blocks does the project cover?

Works will take place to Edinburgh House, Falkirk House and Glasgow Houses, also known as Scottish Towers and to street properties on Lanark Road.

Who will carry out the works?

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 the three blocks at Scottish Towers and Lanark Road.

What work is involved?

- Internal and external repairs and redecorations (*Edinburgh, Falkirk and Glasgow Houses*)
- Full windows and balcony door replacement (*Falkirk and Glasgow Houses*)
- Repairs to the windows (*Edinburgh House*)
- Communal window replacement (*Edinburgh, Falkirk and Glasgow Houses*)
- Roof replacement works (*Edinburgh, Falkirk and Glasgow Houses*)
- Flooring replacement in the communal areas (*Edinburgh, Falkirk and Glasgow Houses*)
- Fire Risk Assessment (FRA) works (*Edinburgh, Falkirk and Glasgow Houses*)
- Mechanical and electrical works (*Edinburgh, Falkirk and Glasgow Houses*)
- Replace dated or defective signage where required (*Edinburgh, Falkirk and Glasgow Houses*)
- Full windows replacement (*Lanark Road*)
- External redecorations (*Lanark Road*)

The quality was very poor to the last major work and residents remain dissatisfied. Are there checkpoints in the term contracts where CityWest Homes will check quality before allowing the contractor to move onto the next stage or get paid for work done?

Responsibility for quality, standards, guarantees, warranties and the like belong to the contractor. However, Westminster City Council will have a dedicated quality management team who will audit the contractor's compliance with their own plan and procedures and conduct inspections of the works as they proceed.

The Inspection and Test Plan defines the points at which inspections from the contractor should take place before subsequent work proceeds. Where possible, we will also employ benchmarks

(pilot works of an acceptable quality standard) as a reference for subsequent works carried out on site.

Will there be sub-contractors?

Some work components will be sub-contracted. The strategy for sub-contracting (*i.e. who and how many*) will be detailed in the Service Providers Project Execution Plan. Furthermore, we will also review and consider the Proposals Document issued by the Service Provider.

Under the proposed term contract, we do have opportunity to influence the selection of sub-contractors for components which will be subject to a Business Case, where the Service Provider must obtain and issue a minimum of three quotations for elements of work.

One of the main complaints is that the project has been delayed again and again. When will the replacement and repairs of the windows take place?

The contractor will have ultimate responsibility for where the repair/replacement of windows sits in the programme of works. However, we anticipate that the window replacement will be one of the first aspects of works that will take place on site. The anticipated start on site is late 2019. We will update you as the project progresses.

Are there any proposed designs of the window units including balcony doors?

Under the conditions of the term partnering contract, the contractor has ultimate responsibility for the design of the window and balcony door system that will be installed. However, we are fully aware of the amount of history and background in the window design under P160 and this information has been provided to the contractor to ensure that they have a clear understanding of systems preferred.

Do you need access to my flat before the works start?

Before any of the work begins, we need access to your home so that we can carry out a pre-start survey. Your resident liaison officer will be present during the survey and will be able to guide you through the process and answer any questions or address any concerns you may have. It will also enable the contractor to confirm your contact details and collect any information that you feel may assist us in the delivery of the work to your home

How long will the window work take to my property?

Works should take no longer than two days and we will provide more accurate timescales at the time of the pre-start survey. Please be reassured that the window contractor will replace any windows taken out on the same day and you will never be left without safe and secure windows in place.

How will the contractor ensure careful management of internal access to properties for works to residents' properties? Will residents be compensated for any damage?

The contractor will ensure the careful reinstatement of window blinds, curtains, cills etc. In the unlikely event of any damage, the contractor is obliged to provide compensation or purchase the damaged item, where necessary.

Can you help if I am unable to prepare the area where work is to take place?

Your resident liaison officer will be your first point of contact and will advise you when to start these preparations and can arrange assistance if you're physically unable to do it yourself.

How is the work being phased to the blocks?

At this stage we don't know. However, we anticipate that the works will start to Falkirk and Glasgow due to the window replacement and complete at Edinburgh. To ensure high quality management standards we will ensure the contractor phases the works and only work on two blocks at any one time.

Are you installing new front entrance door to tenanted properties?

Yes, to the blocks at Scottish Towers. We are installing door sets manufactured to FD30 standard, which means they will contain fire and smoke for at least 30 minutes. The door and frame will be replaced as a fully tested set, including handles, locks etc.

Can leaseholders' opt-in to buy the new front entrance door?

Leaseholders' will be offered the opportunity to buy in to this element of work. We will advise you of the approach and price once these are agreed.

Which rooms are getting extractor fans?

The intention is to install extractor fans to the kitchens only to the blocks at Scottish Towers.

Can leaseholders' opt-in to purchase the extractor fans?

Leaseholders' will be offered the opportunity to buy in to this element of work. We will advise you of the approach and price once these are agreed.

Several properties suffer from severe condensation and mould growth. How is this being addressed under the major works?

The installation of extractor fans to tenanted properties and new windows (Glasgow and Falkirk), will help to improve the thermal performance of the building, alleviate the on-going condensation problem and improve residents living environment.

Are you replacing all the doors in the communal areas?

All the communal corridors and electrical intake cupboards will be either replaced or upgraded to the blocks at Scottish Towers.

Will there be a need for full scaffold?

The contractor will provide block-specific proposals to facilitate the works and we will share this with you as the project progresses. However, we anticipate that full access scaffold will be required to all three blocks.

Have you set out a programme for the project?

The proposed programme for Scottish Towers is very much subject to early discussion and cooperation from the contractor and we will update you as this progress, but we anticipate the project being 60 weeks on site.

Major works related queries (P160a)

Can you provide an update on the installation of the emergency lighting work?

Glasgow House – the work is underway and expect to by Friday 22 March 2019.

Falkirk House – the proposed start date is 25 March and proposed completion is 3 May

Edinburgh House – the proposed start date is 6 May and proposed completion is 15 June

Key milestone related queries (P160)

What are the key milestones under the major works project?

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

1: **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. We are carrying out a final review of the works, following the residents' surgery, to ensure that we are addressing all issues raised.

The client brief will be handed over to Axis Europe when it has been through the final review. A copy of the approved client brief will be published on our website.

2: **Project Execution Plan (PEP):** Axis Europe 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.

Axis Europe will provide their cost estimates at this stage. We will invite you to the second residents' meeting before we approve and sign off the PEP. The date of this meeting is not yet confirmed.

3: **Pre-commencement order:** once the PEP has been approved and signed off, we will issue a pre-commencement order to Axis Europe. This gives them permission to move forward with the final design details of the project and this is called the service provider proposal.

4: **Service Provider Proposal (SPP):** We will invite you to a third meeting to review the proposal document prior to final instruction.

We will send leaseholders a **Section 20 Notice of Estimate** which will set out the description and reason for each aspect of the works planned.

It will detail the project costs, set out block costs and estimated individual leaseholder liabilities. Leaseholders have 37 days to share their feedback.

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

Before works start, Axis Europe will write to you to introduce their onsite team and invite you to a '**meet the contractor**' event.

In this meeting we will update you with information on how the works may affect you and the estimated date for the works to start and finish.

Leaseholders' billing related queries (P160)

Will leaseholders pay for the duplication and inefficiencies because of the cancelled procurement exercise?

We would not seek to recover the cost of duplicate or wasted activity arising from earlier cancelled procurements.

When will I receive my Section 20 Notice of Estimate?

The Section 20 Notice of Estimate will be served after the Service Provider Proposal (SPP) document has been checked and agreed by us.

How will the individual liabilities be calculated?

In our September 2016 lessee newsletter, we announced that we were reviewing the way we bill you for major works.

We are now billing leaseholders for major works delivered under the new 10-year term contract in the same way we currently bill for day to day service charges.

This means we will send you a half yearly estimated bill for your major works in advance in April and October with your day to day service charges account, followed by an annual reconciliation statement the following October.

What are the payment options under the new style billing?

Payment options will be offered on major works separately from day to day service charges.

For major works costs, we will offer the maximum instalments available on each annual bill, ensuring the length of instalment terms will be greater for large schemes spanning two or more years.

We will be applying the existing payment options to each half yearly bill rather than to the entire estimated liability, which will mean that you have considerably longer to clear estimated accounts.

For lessees who do not want to make payment before the works have been consulted on or completed, there is an option to opt out of paying half-yearly, and to defer payment until the final account is settled for the entire scheme

For more information on leaseholders' billing, please visit:
www.cwh.org.uk/major-works/billing-information-leaseholders

Where can I get more information?

Our website is updated regularly with the latest information on major works, including copies of all communication with residents. The web page address is:
www.cwh.org.uk/p160

If you have any other questions or concerns you can contact **Amoy Ing**, in the Property Services Communications Team on 0800 358 3783. Please quote major works project **P160** or email me via: customerservices@cwh.org.uk