

Wharncliffe Gardens Major Works (Project AA102) Questions and Answers March 2019



The questions in this Q&A document were raised at the residents meeting held on Wednesday 6 February 2019 at Wharncliffe Gardens Resident Hall.

Which Blocks are having works?

We will be carrying out works to the following blocks

Blocks	
Ashby Court	Helsby Court
Birch Vale Court	Hucknall Court
Brackely Court	Pennyford Court
Castleford Court	Rothley Court
Cheadle Court	Winchelsea Court
Elmton Court	

What works are being done?

The scope of works includes:

- roofing repairs
- brickwork repairs
- redecoration to all internal communal areas and previously painted surfaces
- replacement of windows (excluding Winchelsea House and Pinner Court)
- replacement of flooring to all communal areas
- replacement of communal front entrance doors
- external estate-wide repairs.

When are works expected to start?

The works are planned to start onsite in August 2019. 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.

Who will be doing the works?

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.

Why are you doing the works?

The work is required to keep the buildings in good working order and maintain the internal and external parts of the building.

At what stage in the process is the scheme?

United Living has drafted a Project Execution Plan (PEP) which CityWest Homes has approved. United Living will now finalise the detailed planning for the project and produce a Service Provider Proposal (SPP) for CityWest Homes to review.

The SPP is the detailed plan of how the work will be done including the method of work, the costs and the timetable for completing the work. We expect this document to be agreed in June 2019. Once agreed, the SPP will be published on our website.

What has caused the delays in the progress?

The scheme originally went through a two stage European procurement process, the contract was about to be awarded to the best scoring supplier, however due to questions over the supplier's credit rating, it was deemed by Westminster City Council as a huge risk to proceed and as such the procurement process was cancelled and restarted using our Term Partnering Contract. The switch over and having to start most of the work again has resulted in the unfortunate delay. We are now progressing well and do not expect any reoccurrences of this type of delay.

Do you have an idea of the cost for leaseholders?

We have only an estimated cost available at this stage, however once the SPP has been approved we will have the most detailed and accurate costs available. This will be used to prepare and issue the Section 20 Notice of Estimates for leaseholders.

Will I receive a Section 20 Notice of Estimate for the works?

At this stage we plan to send the Section 20 Notice of Estimates in June 2019.

The notice will set out the description and reasons for each aspect of the work. It will detail the project costs and estimated individual leaseholder liabilities. Leaseholders will have 37 days to make observations.

How long will it take to fit the windows?

We are expecting to replace all windows to a property in a day.

How can you ensure the quality of the windows?

During the initial design stages of the project, the design team are not only obliged to specify windows and associated workmanship to the legal requirements of Building Regulations and British Standards, but to also ensure windows and their installation workmanship standards are designed and specified in accordance with their durability, performance and fitness for their purpose in accordance with the demands of the building.

A 'Net Present Value' exercise is also undertaken to ensure the best balance of lifespan and value for money is achieved (which is effectively translated to product quality). In this case, the exercise considered timber, plastic (UPVC) and aluminium window options. Double glazed UPVC windows was determined the best performing and longest lasting window type presenting the most value for money.

The pilot window units fitted to the community hall at Wharncliffe Gardens are an example of the result of the above exercises and shows the benchmark of window quality that has been set for Wharncliffe Gardens.

During the installation works, only installers accredited in accordance with the Building Regulations are employed and CityWest Homes/Westminster City Council's team of Quality Managers will ensure that the windows are being installed exactly as intended in accordance with the works specification.

Is there information on the CityWest Homes website?

Yes, you can find information and updates, including copies of any letters and latest news, on the CityWest Homes' website – www.cwh.org.uk/AA102 .

How can we ensure that our homes do not suffer with damp or condensation?

The best way to prevent condensation and mould is to ensure a flow of air throughout the property. You can do this by ensuring that the vents in the windows remain in an open position, and by opening windows in the property to ensure the flow of air.

If you have any other questions or concerns you can contact customer services on 0800 358 3783, or email customerservices@cwh.org.uk.