



City of Westminster

Winchester, Worcester and Lynton Houses Frequently Asked Questions and Answers

These questions and answers were prepared by WCC staff ahead of the meeting for residents from Winchester, Worcester and Lynton Houses. We will add to the questions and answers after the meeting on the 14 March 2024

Programme of Works

What is the order of works in terms of where works will start and finish?

Scaffolding will start to be erected at Winchester House on the Monday 25 March, which we anticipate will take 6-8 weeks to fully complete and make safe. After that we will start on Worcester House and Lynton House. These are smaller blocks, so we expect that putting up the scaffolding should only take 6 weeks.

The full programme of works on the 3 blocks are expected to take approximately 63 weeks. We will keep you updated on progress and tell you if this changes for any reason.

Site Office Information

Where will the site office be?

The site office will be situated in 10 of the parking bays opposite Winchester House. We are doing this to help deliver the project quickly and safely but note that it will inconvenience those residents that park in those bays. We are speaking to them separately and we are grateful for their help and cooperation.

What are the Axis Europe's site office opening hours?

The Axis site office will be open from 8am to 4pm Monday to Friday. We may work on Saturday morning to help the delivery of the project and if we do, we will write and tell you about this.

Scope of Works

Where can I view documents regarding updates on the project?

Web pages are updated frequently at <https://www.westminster.gov.uk/hallfield-estate-major-works-lynton-winchester-and-worcester-houses-project-x115>

Access and Security

Do you need to come into my home?

Yes Axis will need access into your home to carry out surveys and measure up for your new windows. We will only do this by appointment only. We will try and find a time that suits you.



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Axis' operatives and anyone from the council will all carry identification so please be mindful who you are letting into your, home!

When will the surveys and measuring of windows take place?

The surveys and measuring of your windows will take place between the Months of April and June starting on Winchester House.

Can I request that Axis contractors or anyone wanting access wears PPE safety precautions if needed?

Yes if you or any of your family are vulnerable please let us know and we will do everything to meet your needs.

Contacts

Who can I contact should if I have any queries or need to change an appointment.

In the first instance, please contact Adila Gredelj who is the Resident Liaison Officer or RLO for this project working for Axis.

Adila Gredelj – Resident Liaison Officer Axis e-mail adila.gredelj@axiseurope.com or call 07771 191 826 from 8am to 4pm

Additional Contact:

Diane Volpi – Resident Advocate WCC e-mail residentadvocates@westminster.gov.uk please add project code X115 in the subject line or call on 07799 658 308 from 9am to 5pm

Emergency contacts

Adila Gredelj – Resident Liaison Officer Axis e-mail adila.gredelj@axiseurope.com or call 07771191826 from 8.00am to 4.00pm

Out of hours emergencies telephone Axis 020 3697 1153

Billing or leasehold related queries

We have a dedicated team in our leasehold operations service to help with any financial or lease related queries you may have. To start a discussion please contact us via the web.

<https://www.westminster.gov.uk/housing/leaseholders/contactus>. Or email Leaseholderoperations@westminster.gov.uk or via the contact centre on 0800 358 3783

Regular Coffee Mornings – for general queries or updates

Adila Gredelj, Resident Liaison Officer, and Diane Volpi Resident Advocate will run a coffee morning every **Monday morning** at the site office opposite Winchester House from 10am to 11.30am starting from the **Monday 25 March 2024**. Other meetings or drop in sessions may also be arranged if you need them.



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