



## **Tresham Crescent Roof replacement Q&A**

### **When will the works start?**

The works are due to start March 2025 but at this stage this is subject to change.

### **Who will be doing the works?**

Works will be undertaken to replace the roofs to the properties that are owned by Westminster City Council.

At the start of 2018 we entered a ten-year partnering agreement with two major works contractors to deliver major work projects. Axis Europe is the contractor in the north and west of the borough and United Living are in the south and central areas. The benefit of doing this include:

- Reducing costs associated with the procurement of major works
- Helping to reduce internal project management fees to less than 12% per project
- Allowing us to give more reliable dates when works are due to start
- Enabling us to manage contractors more effectively

### **How can we contact you during the works?**

In the first instance, we ask that you contact the Resident Liaison Officer (RLO) to report any issues. The RLO will work with the site team to address any issues that may arise and agree a suitable way forward. Residents will also be able to contact the Westminster City Council Resident Advocate for the project if further support is required. They can be contacted by emailing [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk) or by calling 0800 358 3783

### **What time will the contractors start?**

The working hours will be: 8am-5pm Monday to Friday. Works on a Saturday will only take place if they are urgent or cannot be completed during the week. No works will take place on Sundays or Bank Holidays

### **Will they need access to my property?**

It is very likely that we will need access to your property prior to the project starting and during the works. Details will be provided by the contractor, United Living, as the project progresses.

### **How long will the works take?**

The works are expected to be completed in 12 weeks, however this is subject to change as the project progresses. We will keep you updated if we experience any delays.

## What exactly will the contractor be doing during the works?

- **Roof replacement**

They will be stripping back the roof and renewing the roof covering. All cables and services will be maintained throughout the project. Cables are to be fixed in cable runs and reinstated on completion of works.

- **Rainwater Goods**

We will test and undertake repairs and full cleaning of rainwater goods including replacements of elements which are beyond repair. Upon completion we will test all rainwater goods to ensure all systems are free of leaks and are discharging correctly.

- **Below Ground Drainage**

We will undertake a CCTV drainage survey to establish the extent of works required. The contractor will review the survey and install/allow for rodding eyes at the down service connections between the rainwater pipes and the fall to the drain.

- **Windows and glazing**

We will repair or replace where necessary the timber windows and glazing located under the part pitched roof. Any single glazing at roof level will be replaced with double glazing.

- **External Repairs**

The brickwork at roof level will be cleaned. We will increase the height of the brickwork wherever necessary subject to approval from planning. Extensive brickwork facing and pointing repairs will be undertaken where necessary on all roof level external areas.

- **Timber Repairs**

Joinery and resin repairs will be done to all defective timber elements, including items such as windows. We will be painting all previously painted timber surfaces, including strip and preparation where required.

- **Data Cables**

We will engage with BT to tidy and provide new metal powder coated containment.

- **Professional Services (Party Wall)**

We will engage with a party wall surveyor and structural engineer to prepare servicing party wall notices and awards to the neighbouring properties as needed and informing them about the upcoming planned works to the roof.

**Where will the site office be?**

There will be a site office for the contractors. The location will be confirmed following a meeting with the contractor and we will inform residents prior to the works starting

**Will scaffolding be erected?**

Yes, scaffolding will be required for these works.

**How long will the scaffolding be in place for?**

The scaffolding is expected to be in place for the duration of the roof works. We expect the works to take 12 weeks however this will be confirmed closer to the start of the project.

**How will you ensure the work is done to a high standard?**

We have quality managers who are responsible for inspecting the quality of all the work carried out by the contractor. The quality manager visits the project regularly throughout the work. We also listen to feedback from residents while the work is happening. The work will be covered by a 12-month defects period after completion. This means that any problems identified during this time, the contractor will come back and put it right at no additional cost. Prior to the works being signed off as complete, we will also invite residents to a walk around with the project team to ensure any snagging items are picked up.

**Are the works insured?**

An insurance backed guarantee for at least 25-year duration is to be provided for the installation of the roof system.