

Scott Ellis Gardens (AA108)

Questions and Answers – September 2020



City of Westminster

➤ The works

Q: What work is planned?

A: The work includes:

- The replacement of tenant front entrance doors (with leaseholders opt in).
- The replacement of communal fire doors.
- Fire stopping and compartmentation works, to prevent the spread of smoke or fire.

Q: Why are you doing the work?

A: The work is required to ensure the building meets current fire safety regulations.

Q: Who will be doing the work?

A: The contractor appointed to carry out the work is our major works contractor, United Living.

➤ Start of works, timetable and working hours

Q: When will the work start?

A: United Living is expected to start work onsite in spring 2021. Before then you may see some United Living operatives around carrying out surveys. United Living may also contact you to arrange a survey of your home. As the project progresses, we will update you with United Living's plans, this will include details of a start date and programme of work.

Q: What will the hours of work be?

A: When onsite the working hours will be Monday - Thursday between 8.30am - 5.30pm, and Friday between 8.30am - 4.30pm.

Q: What work is planned for inside my home and how will this be done safely?

A: United Living will only need to enter your home and work in the area around your front door. Before any work to your home, they will discuss this with you and how it can be done safely.

➤ Front entrance doors and communal fire doors

Q: Will you be changing my front entrance door?

A: We will be changing tenants' front entrance doors. Leaseholders will be able to opt-in at an additional cost. The cost will be discussed with leaseholders as the project plans progress.

United Living will survey all tenants' front entrance doors before work begins to replace them. During the survey United Living will take measurements of the door and frame as each door is bespoke to individual properties.

Q: Why are leaseholders being asked to opt-in?

A: Front entrance doors of leasehold properties are owned by the leaseholder. This means the council cannot enforce replacement.

Q: Do I have to change my door?

A: We anticipate changes to fire safety regulations allowing the landlord (the council) to enforce replacement of Leasehold doors to maximise overall building fire safety compliance. We are encouraging leaseholders who are unsure if their door is compliant to benefit from the offer of a free door survey within this project as well as door replacement, benefitting from the cost agreed

with United Living. Doors replaced within the project will be installed and certified to current fire safety regulations.

Q: Can I choose the colour of my door?

A: United Living will ballot residents and invite them to choose the door colour of their choice. The colour that receives the most votes will be the one used. In the event of a draw Westminster will cast the deciding vote.

Q: Will the new communal fire doors be locked?

A: The new door sets will be solid wooden doors with glazed panels, they will be able to open in both directions and will be fitted with a mechanical closer to ensure that they shut fully after use. These are being fitted to stop the spread of smoke through the building and to provide residents with time to escape in the event of fire. They will not be locked.

Q: Have you carried out these works in other blocks?

A: Westminster is currently carrying out similar work at several blocks around the borough.

➤ **Leaseholder costs**

Q: What options are there for leaseholders to pay major works bills?

A: There are a number of payment options available for leaseholders, including payment in instalments and, in certain circumstances, deferred payments. Please contact our Customer Services Team on 0800 358 3783 or housing.enquiries@westminster.gov.uk to discuss these.

➤ **More information**

Q: Where can I get more information?

A: Our website is updated regularly with the latest information on major works, including copies of correspondence.

The web page address is: <https://www.westminster.gov.uk/housing/major-works>

If you have any other questions or concerns you can contact customer services on 0800 358 3783, or email housing.enquiries@westminster.gov.uk.