



Sullivan House – Roof Replacement Works – AC111 Questions and Answers

The questions in this Questions and Answers document were raised at a virtual residents meeting on 16 June 2021.

➤ The works

Q: What work is planned?

A: The replacement of the roof at Sullivan House.

Q: Why are you doing the work?

A: There have been complaints of water ingress from the top floor flats and after further investigation it was identified that the existing roof has come to the end of its serviceable life with a number of repairs carried out over recent years. Costs for further temporary repairs are not cost effective in comparison to a full renewal and a long-term guarantee.

Q: Who will be doing the work?

A: The contractor appointed to carry out the work is our major works contractor, United Living. The recommended manufacturer for the new roofing system is Bauder.

Q: Why are the works needed?

A: The condition report shows evidence of various patch repairs to the roof, splits, large cracks and slumping on the asphalt. The survey report also confirms that the existing insulation is wet. All these defects are contributing factors causing the leaks as reported by the top floor residents. The moisture mapping survey carried out also confirmed the integrity of the existing roof is compromised.

Q: What roofing system will be used?

A: Our contractors will use a layered bitumen system. The existing roof will be stripped back to the concrete. A waterproof membrane will then be applied, followed by insulation, which will be tapered to give a natural slope to guide water into the water outlets.

Q: What type of insulation will be used?

A: The insulation type is foil laminated PIR manufactured by Bauder. The average thickness is about 120mm-140mm which will adhere to the approved Document B and ensure appropriate U values are achieved.

Q: Will there be scaffolding required?

A: The design plan has not yet been agreed. At this time, it has not been agreed how this will be placed, but this may mean full access scaffolding. Ideally, we would prefer edge protection scaffolding only, with two hoists, but this has not yet been confirmed.

Q: Have any other roofs on Churchill Gardens Estate been replaced by this company?

A: Yes, roof works were carried out at several blocks as part of Phase V of major works for Churchill Gardens. The roof replacement work was carried out by Bauder.

Q: Was this work completed on budget?

A: Yes, we can confirm that the works were delivered on budget.

Q: How many quotes have you received?

A: We have not reached this stage yet; this will be something that our contractors will be responsible for. While we have recommended Bauder, our contractors may choose an alternative sub-contractor to carry out the roof works. Any contractors will be required to demonstrate value for money to Westminster.

Q: You often get vapor transmission through roofs; how will you stop this?

A: The material that will be used is an aluminum foil lined membrane for vapor impermeability.

Q: What is the roof warranty? If the company goes bankrupt, who will cover the warranty?

A: A 30-year guarantee will be provided for the roof, to incorporate materials and workmanships. We also request an insurance backed guarantee, in the unlikely event that the manufacturer should go into liquidation.

Q: Will we be provided with the full specification of works / details of works in a letter?

A: Before we go on site, a letter of introduction will be sent to all residents, introducing the contractors, details of planned works and next steps. All details will be published on the project website.

➤ **Start of works, timetable and working hours**

Q: When will the work start?

A: United Living is expected to start work onsite in Summer 2022. As the project progresses, we will provide you with an introduction to our contractor, United Living. This will include full details of the work, programme and confirmation of the start on site and introduction to the site team.

Q: When do you expect to be able to provide firm information for what contractors are expected to start on site and next steps?

A: Following this meeting, we will formalise the final aspects of the brief, which will then go through the formal internal governance sign off procedure. We anticipate that this will be finished by the end of the July. The Client Brief will then be handed to our commissioning team, who will then take this forward with our service provider, United Living.

Q: When works begin how long will it take to complete?

A: We expect works to take approximately six months to complete.

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 8.00am - 4.30pm.

Q: Who will be supervising the works while onsite and how will residents be updated?

A: The contractors will have a dedicated Site Manager and a Quality Manager for Westminster will be assigned to the project as well. Regular updates will be provided by the contractor about progress.

Q: Will the roofing contractor attend regularly to inspect work and ensure that this is being carried out correctly?

A: Yes, the roofing contractor will be expected to attend site at all stages of the works to inspect the works to ensure that they are satisfied that all stages are met.

Q: Will a temporary roof be erected over the block while the works are being delivered.

A: We will not be installing a temporary roof while the works are being delivered.

➤ Leaseholder issues

Q: In the package that was sent to leaseholders, there were anticipated costs for the works, is this expected to be the same? Or is this likely to increase?

A: Costs are anticipated to be approximately £350,000. However, our contractors will need to visit site and carry out their own assessments and may review.

Q: Will leaseholders be provided with a full breakdown of costs for the works?

A: Leaseholders will be provided with a breakdown of the works with costs, if they wish to see anything further, they can request this as part of the section 20 observation process.

Q: Can you confirm the Section 20 Observation period is 37 days. When will it be served?

A: The statutory observation period for Section 20s is 30 days and we offer usually between 34-37 days to allow for postage. We expect the S20 Notice to be served towards the end of 2021.

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

A: There are several payment options available for leaseholders, including payment in instalments and, in certain circumstances, deferred payments. Information is available on the Council website. You can 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: www.westminster.gov.uk/sullivan-house-roof-replacement-project-ac111

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