



**Millbank Estate**

Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

Tel: 0800 358 3783

Housing.enquiries@westminster.gov.uk

Date: 5 August 2022

**Project ref: AC109**

Dear resident,

## Question and Answer Sheet

The questions in this Question and Answer document were raised by residents who attended the introductory meeting held at Merta Hall, Rosetti House, Erasmus Street, SW1P 4HT on Wednesday 15 June 2022.

### Major works related queries

#### Which blocks does the AC109 project cover?

The AC109 major works project cover seven blocks on Millbank Estate. These are: Landseer House, Lawrence House, Leighton House, Rossetti House, Ruskin House, Stubbs House and Turner House.

Query/comment/complaint	Response
Why are the works taking place?	<p>We carried out a 'fire risk assessment' (FRA) on the block where you live and found that additional works are needed to improve safety.</p> <p>The FRA has highlighted the need for the below works where you live:</p> <ul style="list-style-type: none"><li>• Work to address the insufficient compartmentation in the roof spaces on all seven blocks. Compartmentation helps to stop fire spreading across the building using the roof space.</li><li>• Fire stopping works in the communal areas.</li></ul>



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	<ul style="list-style-type: none"><li>The need for emergency lighting in the internal communal areas to four of the seven blocks (Rossetti House, Ruskin House, Stubbs House and Turner House).</li></ul>
Why are the existing entrance doors being replaced with fire doors?	<p>Following a FRA assessment, it was highlighted that all flat entrance doors to tenanted properties needed to be replaced with certified doorsets.</p> <p>That is doorsets that have been fire tested at a UKAS Accredited fire laboratory to safeguard the means of escape.</p> <p>These doors help to stop fire and smoke spreading to the common parts and vice versa.</p>
When are the doors going to be replaced?  Can we be provided with an estimated date?	<p>Based on current timescales, we expect works to start in the autumn of 2023.</p> <p>We will keep you updated via newsletters and the website on progress and arrange further meetings when they are needed.</p>
What if the government changes the regulations again and doors needs to be renewed the doors again?	<p>This is not likely to happen. When looking at historical Building Regulation amendments they have never been applied retrospectively and any change to this stance would probably be challenged in the courts.</p>
I am a leaseholder. How much will a fire door cost if I want to buy in?	<p>We estimate a cost of £2,000. However, this will be confirmed when the contractor carries out their designs and select a suitable manufacturer.</p>
1.Is the government not liable to pay for the FRA improvements whether being a tenant or leaseholder?  2.Do leaseholder contribute towards tenant's doors?	<p>1.The government has not accepted responsibility for making the payments for these works, so when we do these works, we use the council's budgets and we will need to recharge leaseholders for the relevant costs. Tenants pay for all major works weekly through their rent payments.</p> <p>2. No, costs associated with tenant's flats are pulled out at the billing stage and not recharged to any leaseholder.</p>



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<p>Will the new installations be noisy – in particular, will there be regular beeps or alarms.</p> <p>Will the roof space ventilation be mechanical – noisy?</p>	<p>No, anything that will be installed will be fixed and they will not be alarmed.</p> <p>No, it will include fitting vents so that air can pass through the loft space and remove any damp. No vents are mechanical.</p>
<p>Can you explain how the payment contribution for leaseholders works?</p>	<p>The method for how we calculate your service charges are set out in your lease or transfer document.</p> <p>Subject to clauses in your leases. Westminster City Council may calculate your service charge based on “a fair and reasonable proportion (as determined by the Lessor”.</p> <p>Depending on the work or service provided, the cost is shared across the building or estate (if applicable) based on the number of the bedspaces in your property compared to the number of bed spaces in your block or estate.</p> <p>Usually, the larger the estate, the higher the bed space and, in turn, the amount charged.</p> <p>It is possible for properties that seem very similar to have different number of bed spaces and if different works or services are provided, then the service is different.</p> <p>The planned work is rechargeable under the terms of the lease and leaseholders will be charged their proportion of the work.</p> <p>Please note that if you are worried about paying a potential bill, please speak to us and we will do what we can to help you.</p>
<p>What are we doing to keep costs to a minimum? This is a particular concern because a programme of maintenance related works is onsite now.</p>	<p>We scrutinise a range of proposals to increase the safety of the buildings for residents but only select what is necessary to achieve the best value for money.</p>



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<p>Are works to the loft areas (compartmentation) needed? The current major works programme includes some works to the loft areas – so has this been done?</p>	<p>We carry out detailed pre-start inspections of the areas that we are going to be working in. If this work, part of it, has been completed already, then it will be removed from this programme of works.</p>
<p>How long will the works last and will we need to fit scaffolding?</p>	<p>We expect the works to take about three months.</p> <p>The contractor will not need to fit any scaffolding as part of the current proposals.</p>
<p>Some residents did not get the invites.</p>	<p>We use an automated mailing list to create a mail merge. It should have all addresses on the estate or blocks included in a programme of works.</p> <p>We will consider putting up notices and emailing reminders to organise any further meetings.</p> <p>We are also happy to set up a mailing database of people that want to keep in touch. Please email your details to <a href="mailto:housing.enquiries@westminster.gov.uk">housing.enquiries@westminster.gov.uk</a></p> <p>Mark the email for the attention of Phuong Doan - reference AC109 Millbank.</p>
<p>What fire signage is being installed.</p>	<p>The signage will change to make it clear to visitors and the London Fire Brigade what they need to do or where they are in the building.</p>
<p>Site office – can we use a different location for these works</p>	<p>We have noted this request and will do what we can to find alternatives and share the disruption caused by major works out.</p>