



Eastlake House, Stanfield House and Tadema House Lilestone Estate – project T169

Question and Answer Sheet

The questions in this Question and Answer document were raised by residents who attended the introductory meeting held at Derry Hall on Monday 04 July 2022.

Major works related queries

Which blocks does the T169 project cover?

The T169 major works project covers three blocks on the Lilestone Estate. These are Eastlake House, Stanfield House and Tadema House.

What work will be done to my property?

- Roof repairs.
- Window replacement.
- Installation of new extractor fans.
- Internal and external repairs and redecoration.
- Tarmac repairs and resurfacing to car park area.
- Repair raised brick planters.

Will the planned works carried out by United Living focus on quality and longevity? Residents have experienced issues with quality of work in the past.

Westminster will have a dedicated project manager and quality manager on site to ensure that the works carried out by United Living are to the highest standard.

Are the windows double glazed or triple glazed?

Double Glazed.

Would the double-glazed windows be energy efficient?

Yes. The new windows installed will be more energy efficient than the existing windows.

There are significant amounts of redundant cabling across the estate. Will this be removed as part of the works?

This has been brought to our attention and will be included into the major works.

In Eastlake House, we have old BT fuse boxes in each floor, and the covers has come off and the wires are exposed. Would they be removed?

United Living will carry out pre-works assessment on all items and we will request that the fuse boxes are assessed. If they are found to be redundant, they will be removed as part of the works.

The parapet has not been cleared out and as a result there has been constant leaking on the top floor of Eastlake House. This has been raised to the repairs team. The council staff used to clear the parapet twice a year and now they have stopped. What can be done?

Our Major Works team is not responsible for repairs related work. However, we have informed the Central Repairs Team of this matter, and you can directly get in touch with the Customer Service Centre on 0800 358 3783 or via email housing.enquiries@westminster.gov.uk for repairs related queries.

Can you reassure us the security during the process of the window works being carried out because we will be exposed once the windows are out?

Before the windows are replaced, we will place scaffold which will be fully alarmed and will be reporting to a 24-hour service. With regards to the windows, the windows will be replaced in a workable condition within the same day of the work being carried out, so you will not be left exposed.

Can the workers be trusted to our homes to carry out the works without breaching our security?

All United Living staff are trained to follow company policy and code of conduct. This is to ensure the staff are respectful towards the residents and cause no harm, damages or theft whilst the planned works is carried out in the residents' property.

You have mentioned you have conducted a condition survey of the windows. When did that take place?

Condition surveys were carried out in August 2020.

What kind of security features will the new windows have?

The new windows installed will have PAS24 certification which is a security standard that can only be achieved after a product has been thoroughly tested and assessed for high security performance levels and to protect against opportunistic burglars.

Would we have a say in the style and the security of the windows?

There will be follow up meeting with the contractor, Untied Living, where residents will have input into the style and design of the windows.

When United Living removes the existing windows, will they replace the windows with the exact size that we currently have?

Yes. A survey will be carried out to take the exact measurement.

The bathroom windows are very difficult to open due to their design and obstructions such as a sink in the way. Can this issue be resolved?

United Living will review this as part of the pre-assessment process to ensure that a suitably designed window is installed.

The tipping windows are appealing to prevent burglars to easily climb in when it is open. However, we do not think we will have a choice on the type of windows we would like is there?

The replacement windows will be a timber framed windows that will have a built-in latch mechanism there, including the two restrictors on that mid rail as well. This will allow you to keep your windows open for ventilation whilst having that extra security to prevent any intruders climbing in.

What guarantees will you have on the windows and for how long?

This information will be provided by the contractor when a suitable timber window manufacturer has been procured. However, Westminster City Council would expect

Frame – 30 years
Glazing – 10 years
Ironmongery – 5 years

Why are replacing the windows with double glazed instead of single glazed windows?

A minimum requirement is to install double glazed windows for thermal efficiency, security and energy bills. Single glazed windows do not provide the benefits that a double glazed window does.

Timber windows may not be the right way going forward if we are to consider longevity. What other options do we have?

The intention is to replace the windows on a like for like basis and that is why we are installing timber framed windows. However, this is why we are consulting with the residents to see how they feel and give you the opportunity to express your concerns. The Council will look at alternative options, such as UPVC windows if it is established that residents would prefer this option. Please note, the window frame will come with a manufacturer guarantee as mentioned above.

How long is the defect period?

12 months.

How long is the contract with United Living?

The contract is for 10 years and commenced in 2018. We have an agreement with them to carry out major works in the South and Central areas of Westminster.

How many major works have United Living have done for the council?

United Living has completed ten projects for the Council since the partnership was formed and they are currently on site across a further ten projects.

What are the works is United Living doing at the moment?

They are carrying out over 10 planned works at the moment including works at Avenue Gardens, Lillington and Longmore, Grosvenor Community Hall, Wharncliffe Gardens, Vale Royal House, Glastonbury House, Lisson Green and Fountain Court.

I was informed that the planned works in Lillington and Longmore went over budget. Can you please confirm?

The Leasehold Department, who are responsible for the preparation and issue of Section 20 Notices, have confirmed the final bill was in fact lower than the estimated initial bill that was stated on the Section 20 Notices.

What is the leaseholder cost for this project?

At present, we do not know. United Living still need to carry out their designs and so a detailed cost breakdown will not be clear until the project progresses.

Is the leaseholder bill only included for the windows or is it all inclusive of all the other works?

The bills include costs for all elements of works.

Can we get an assurance of the cost wont double or triple after the final bill has been given to leaseholders?

Westminster City Council will scrutinise at every step of the stage, especially during the pre-commencement stage, to ensure the planned works and costs are aligned with the open book policy with our contractors. In other words, the planned works and costs are justified based on the current market, the building regulations and that the leaseholders are receiving value for money.

What is the contribution from the Community Benefit Fund?

£815,660 across three blocks; Eastlake House (£290,782), Stanfield House (£187,505,) and Tadema House (£337,373).

Does the project include stairwell repairs and decorations?

Yes.

How much is the cost on the windows alone for the leaseholders?

We are not at a stage where we can provide figures for this. The costs will become clear when United Living have had the opportunity to carry out their design proposals under the Project Execution Plan and Service Provider Proposals.

Is there a cap on the bill if the council or United Living overspend?

No, there is not a cap. However, we do all we can by carrying out surveys to try and get the most accurate estimate as possible.

Key stages and communications related queries

There are a number of key stages that take place to develop and deliver each major works project. We will update residents at each stage, hold residents' meetings and publish the relevant documents on our website for your information and comment.

Stage 1 Client brief: We have carried out initial inspections and surveys to confirm the expected scope of works required. We have also prepared the budget for the work based on experience of costs from similar projects. However, these are a rough estimate, and we are currently working on this stage before we could move to the next stage. The first introductory meeting with residents was carried out to discuss this.

Following the resident's introduction meeting, we will carry out a final review of the planned works. The client brief will then be submitted for final approval and a copy will be published on our website.

Stage 2 Project Execution Plan (PEP): United Living (UL) will write a detailed plan of how they will deliver the works based on the client brief and this is called the Project Execution Plan. UL will provide their cost estimates at this stage. We will invite you to another residents' meeting before we approve and sign off the PEP.

Stage 3 Pre-commencement order: Once the PEP has been approved and signed off, we will issue a pre-commencement order to the contractor. This gives the contractor permission to move forward with the final design details of the project and this is called the Service Provider Proposal.

Stage 4 Service Provider Proposal (SPP): We will invite residents to a meeting to review the Service Providers Proposals document prior to final instruction.

Stage 5 Leaseholders' consultation: Subject to final revision of the SPP, we will send leaseholders a **Section 20 Notice of Estimate**. The notice will set out the description and reason for each aspect of the works. It will detail the project costs, set out block costs and estimated individual leaseholder liabilities. Leaseholders have 30 to 37 days to make written observations.

Once the statutory notice period expires and all observations responded to, the contractor will receive a **commencement order** which allows them to start.

Stage 6: Before works start on-site, the contractor will write to you to introduce their onsite team, their contact details, and invite you to a '**meet the contractor**' event. The purpose of the session is to provide you with information on what work is involved, how it may affect you and the approximate timescales. We will also provide you with a clearer indication of a start on site date.

Stage 7: As the work nears completion, we will arrange a site walkabout. This is an opportunity for you to inspect the work with the contractor's and council's project teams. This will allow us to pick up on any concerns that you may have about the works and to get them rectified before the contractor leaves the site.

Stage 8: Completion and defects period: Once the works are complete and approved by Westminster City Council, we will write to confirm the project is moving into the 12-month defects period. The defects period means that any issues that occur with the works during the next 12 months can be referred to the contractor to address at no additional cost.

Stage 9: End of defects sign off: We will write and tell you of this and advise how you can report any issues outside of the defects period. Also, an aftercare booklet and instruction manuals for new equipment and safety certification (where applicable) will be given to you.

Where can I get more information?

If you have any questions about the planned works, I will be happy to help. Please contact me by:

- Calling our Customer Services Team on 0800 358 3783 - ask to speak to Shah Alam in the Resident Advocate Team
- Emailing housing.enquiries@westminster.gov.uk and mark for the attention of Shah Alam