



CITYWEST HOMES

## Wharncliffe Gardens estate (contract R103) Question and answers - Windows Meeting - 1 September 2015

### **Type of windows**

#### **What type of windows are going to be installed?**

We are investigating installing both UPVC and aluminium windows.

We have received initial planning advice that we may not receive permission to install UPVC windows on the blocks which face onto the conservation area. CityWest Homes would prefer to install a single type of window across the whole estate as this will look better and will also keep maintenance costs down. We are going to submit a pre-planning application for UPVC windows in order to find out if this would be approved.

#### **Are the new windows considered to be an improvement?**

The proposed double glazed windows are the modern equivalent of the current windows and so are not considered to be an improvement.

#### **What is the life expectancy for aluminium windows?**

This will depend on the window manufacturer. We would expect to receive a 25 year warranty for the frames and a 10-15 year warranty for the glazing and seals.

#### **Will there be an insurance backed guarantee for the windows?**

Yes to protect residents and CityWest Homes.

#### **Are double glazed windows likely to increase the problems with condensation?**

We recognise that installing double glazing will reduce ventilation which may result in an increase in condensation. There will be a trickle vent in each window to help reduce any problems. Residents will also be encouraged to ventilate their homes by opening the windows and we will send out a leaflet about this. Mechanical ventilation will be fitted in all tenanted flats and leaseholders will have the opportunity to have extractor fans fitted. Leaseholders will need to arrange the connection to the electrical supply through their own electrician.

#### **Are there likely to be problems with condensation on the frame?**

There will be a thermal break in the frame which will help reduce this and we will look at this as part of the design stage. We can for example look at fitting over sized trickle vents.

#### **Have aluminium windows been fitted in any other CityWest Homes properties?**

Yes, in Winchilsea House in 2006. We will carry out an investigation into the repairs that have been carried out and any problems with condensation and provide an update to the residents' association on this within four weeks. Aluminium windows have also recently been installed on the Wessex Gardens estate.

**Are CityWest Homes planning to install triple glazed windows in the properties facing onto St John's Wood road?**

We do not normally install triple glazing. This would be considered as an improvement rather than the modern equivalent.

**A resident advised that the bay windows are supported by wooden supports and asked about checking the condition as part of these works.**

CityWest Homes confirmed that this will be carried out.

**Some of the flats are already very hot (sometimes over 28 degrees), will this be made worse by the double glazing?**

The new heat interface units which are being installed as part of contract P133b will allow residents to control the heating and hot water in their flats. This will include the ability to switch off all hot water in the pipes. Residents raised concerns that it will exacerbate respiratory and health problems. We will ensure that the new double glazed window design provides sufficient ventilation for the property.

**Will the windows be manufactured in the UK?**

Our competitive procurement process allows contractors to use any manufacturer that can meet the details of the specification. We will ensure that the parts for the windows will be available for future repairs.

**Change in decision**

**Why have we changed from repairing to replacing the windows?**

The Capital Programme team have carried out a review and confirmed that it will be more economical to replace the windows. We compared the prices obtained for repairs with a quotation for replacement double glazed windows. Our net present value calculation showed that the additional cost of replacement would be recovered by the first decoration cycle at seven years. On this basis we have decided to replace rather than repair the windows. This will offer better value for money for both Westminster City Council and leaseholders.

**Residents were advised a year ago that the windows could be repaired. Residents are concerned that neglecting the windows has resulted in a deterioration in condition so that they now need to be replaced.**

Repairs to the windows were last carried out in 2006. Repairs and decorations are normally carried out every seven to ten years depending on condition so would be due to be carried out by 2016. Residents should continue to report any issues with the windows to our repairs team which will be addressed. The reason for replacing the windows rather than repairing them is that the additional cost would be covered in the first cycle at seven years.

**Costs**

**Please can we have estimated costs for maintenance of the aluminium windows and UPVC windows.**

James Long, project surveyor, has met with manufacturers who have confirmed that within the warranty period only some easing and adjusting and lubrication of the ironmongery would be required.

**Do CityWest Homes pro-actively carry out repairs in order to keep windows in a good condition?**

Residents are encouraged to report repairs to our repairs call centre and these are addressed. We do not carry out inspections to identify repairs outside of the repair and decoration cycles as this would be expensive and residents also ask us to keep costs down.

**Are there any grants available to contribute towards the cost of double glazing?**

We have investigated this. No grants are available. The Government's Green Deal Home Improvement Fund expires on 30 September 2015. Furthermore, there are strict guidelines for applications. The supplier and installer must be Green Deal approved and research shows that no main contractors on our procurement list are registered on the scheme. Additionally, only a landlord can apply for the grant (Westminster City Council) and managing agents cannot apply.

**Leaseholders are concerned about the bills as there are two major works schemes being carried out (P133b and R103).**

Once the estimated bills have been calculated, CityWest Homes will offer a range of payment options to lessees. These will include the usual instalments offered at estimate, as well the possibility of adding the bills together to enable qualifying lessees to access differed payment loans.

As discussed at the meeting Councillor Mohindra is investigating the payment options for leaseholders and will provide an update to residents.

**Sample windows****Will we be able to view sample windows of the different configurations for example the French doors.**

Yes, this will be arranged.

**Please can you ensure that the kitchen windows (over the sink) are accessible and easy to open.**

Yes, this will be addressed as part of the design stage.

**What locking system will be installed on the new windows?**

We recognise that security is a high priority for residents. There will be a secure multi locking system and residents will have an opportunity to view this on a sample window before they are installed.

**Will the windows be tilt and turn and similar in configuration to the existing windows?**

Yes, they will be tilt and turn and we will ensure that they are easy to operate and clean.

**Consultation****Will residents have the opportunity to see samples of the windows before they are installed and will we be invited to be involved in key decisions?**

Yes we will hold open meetings at key points in the consultation. We will invite residents to view sample windows.

**Resident asked about the timing of evening meetings.**

We are happy to hold future meetings at 7pm. Please let Jennifer Hay know if you have any comments or suggestions on the timing of meetings.

**How will residents be kept updated?**

We will provide regular updates to the Wharncliffe Gardens residents' association, we will also include updates in the quarterly editions of CityVoice, and we will invite all residents to open meetings as we have information to share.

**Installation****How long will the programme of works take?**

The programme is scheduled to take 42 weeks (10 months). This will include the repairs and decorations as well as the window installation.

### Will the works take place over the winter months?

Due to the length of the contract it will be necessary to carry out some of the works over the winter months. We will however work with the appointed contractor to programme the works so that where possible the in-flat window replacement works take place over the summer.

### Next step

#### What is the next step?

We are putting together a pre-planning request for both aluminium and UPVC windows. Once approval has been agreed for either or both of these windows we will hold another open meeting with residents before the Section 20 Notice of Intention is issued.

#### Table to show window types -

Window Type	Estimated costs	Warranty (Ironmongery, hinges etc.)	Life Expectancy	Heat loss - U-Value
Aluminium	£900k	Frames – 25 years Glazing – 10 years Ironmongery – 5-10 years	30 years	1.6 w/m <sup>2</sup> k
UPVC	£600k	Frames – 15 years Glazing – 10 years Ironmongery – 5 years	20 years	1.0 w/m <sup>2</sup> k
Repair	£380k	Repairs and decoration – up to 10 years	7-10 years	3.7 w/m <sup>2</sup> k