



John Aird Court phase 3 - SPP – Major Works Open Day / Evening meeting

Resident Meeting Room - Block 107-115 John Aird Court

Date: 6 December 2023 (in person), 2-7pm

Attendees

Westminster City Council representatives:

Colleen Thomas, Senior Project Manager, Commissioning Team

Repa Khan, Resident Advocate

James Portsmouth, Leasehold Operations Manager

Residents from 13 flats attended

Q&A from meeting on 6/12/23

Q1. Please confirm the life expectancy of the windows?

The Powder coated Aluminium unit will usually last approximately 50 years. The PVCu unit will last around 25-30 years. Both life expectancies may differ dependant of use and maintenance undertaken.

Warranty provided on the windows PVCu/Aluminium is 10 years Frame and sealed units and 1 year on the hardware.

Q2. What can be expected in regard to heat retention and energy reduction usage once the new windows have been installed?

Once the new double glazed units are installed you will see a significant difference in terms of energy usage which will result in lower utility bills. The glazing itself will have properties which will allow heat to be retain within the property, whilst also preventing/reducing solar gains from entering your property externally.

Whilst we will be installing the new windows which will in effect seal your home, it will be more important to ensure that the trickle vent at high level remains open as much as it possible to provide background ventilation.

Q3. What kind of windows will be provided within the kitchen and bathroom windows?

These will replicate those currently in place. To the bathroom a top hung casement will be installed and within the kitchen we anticipate that a unit will be provided which will aid external cleaning of the outer pane. The planning application will be submitted by the end of January 2024.

Q4. Will a pros and cons information sheet be included within the ballot?

Yes, a pros and cons information sheet will be included within the ballot documents.

Q5. Will a programme of works be issued?

No, however you will be provided within confirmation on when works will start and be completed to your individual block. The Service Provider, Axis will aim to have a programme ready for review around March/April. Once this has been agreed by WCC, residents will be updated.



Q6. Will you provide images of the new Flat Entrance Doors, including available colours and ironmongery?

This package is a competitive tender, until a contractor is chosen, we will not have the images and colour choices.

Q7. The old laundry room has been converted to a flat, windows were renewed during the renovation, what happens with such properties where the windows have very recently been renewed?

As part of the planning application that will be submitted shortly, all windows need to have a uniform appearance. This will mean that depending on what material is chosen from the ballot, all windows will need to look the same, in terms of both material and locations/sizes of opening casements. I do not believe that the former laundry room has been included in the planning allocation – we will advise on this prior to the planning application being submitted.

Q8. Will the windows, FED’s and extract fans of properties that are owned/managed by Housing Associations or other providers be included?

Yes, all windows will be replaced as part of the major works programme. Both leaseholders and Housing Association residents will however need to opt-in in relation to the installation of a new FED and extract fans.

Q9. How long will scaffolding be in place to each block and how long will the project take to complete?

The duration of the works is currently 18 months. Once we are in receipt of the programme we will then be able to confirm how long the scaffolding will be in position to each of the blocks.

Q10. Provide information on payment options for: Resident and Non-resident leaseholders? Please see answers A and B below:

A: Payment Options for Resident leaseholders (Leaseholders who live in their property):

To provide support to our leaseholders we offer the following payment options for our major works service charges.

Invoice	Term	Payment options available
Up to £2,000	12 months	If your invoice is under £2,000 you can spread your payments over 12 equal monthly payments. No interest is charged.
£2,000 and above	24 months	If you receive an invoice for more than £2,000 you can spread payments over 24 equal monthly payments. You must complete an extended payment instalment form. No interest is charged.
£2,000 and above (Resident Leaseholders only)	60 months	If you receive an invoice for more than £2,000 you can spread payments over five years in 60 equal monthly payments. This option will not be made available where the property is sublet, owned by a company, or owned by



		a housing association. You must complete an extended payment instalment form. No interest is charged.
£20,000 and above (Resident Leaseholders only)	120 months	If you receive a bill for more than £20,000 you can spread payments over ten years in 120 equal monthly payments. No interest is charged for months 1-60. Interest is charged on the balance remaining at month 60 at 1.5% above the Bank of England Base rate for months 61- 120. This option will not be made available where the property is sublet, owned by a company, or owned by a housing association. You must complete an extended payment instalment form.
£20,000 and above	300 months	If you receive a bill for more than £20,000, Westminster City Council is now offering a Discretionary Service Charge loan, available to all leaseholders who are unable to secure borrowing from their mortgage company or a personal loan. The service charge loan will be secured by a way of a legal charge on the property for a maximum of 25 years. Interest will be charged at a variable rate of 1.5% above the Bank of England base rate and will be reviewed annually. You will also need to pay the administration costs involved. Westminster City Council is only a lender of the last resort.

B: Payment Options for Non-Resident Leaseholders (Leaseholders who do not live in their property):

Invoice	Term	Payment options available
Up to £2,000	12 months	If your invoice is under £2,000 you can spread your payments over 12 equal monthly payments. No interest is charged.
£2,000 and above	24 months	If you receive an invoice for more than £2,000 you can spread payments over 24 equal monthly payments. You must complete an extended payment instalment form. No interest is charged.

These two payment options are for Non-Resident Leaseholders and 24 months is the longest official instalment plan available. The estimated invoice is not expected to be issued until March 2025.

For more information and additional support in terms of repayment, please contact the Leasehold Operations team on receipt of the estimated invoice for advice, or to discuss concerns using the details below:

Phone: 0800 358 3783 (Please ask to speak to a leasehold adviser)

Email: housing.enquiries@westminster.gov.uk

Book a 20-minute online appointment by visiting our website:

www.westminster.gov.uk/housing/leaseholders/contact-us



City of Westminster

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