

Westminster City Council  
64 Victoria Street  
London SW1V 6QP  
Tel: 0800 3583783  
housing.enquiries@westminster.gov.uk  
Date: 27 March 2023

**Ref: Major works Project AB103**

Dear Resident

**Re: Invitation to residents' surgeries. External and internal repairs and refurbishment. West Area (Project AB103)**

We are pleased to tell you that we are planning a range of works, often called 'major works' to some street-based properties in our North Area and your property is included. Major Works are large, planned works, such as repairs or renewal to the outside and communal parts of buildings.

**What works are you proposing?**

We have carried out some initial inspections of your building to establish what needs to be done. There are a range of street properties in the project, so the exact specification for your block may or may not include the following, depending on what we find:

- Flat roof repairs
- Roof repairs
- Chimney stack repairs
- Private balcony works
- Rainwater goods repair/replacement
- Below ground drainage work
- Glazing and window repair
- External repairs
  - Stucco and render
  - Pointing
  - Ironwork
- Dampproofing (DPC) works
- External decorations
- External decorative features
- External cleaning
- Internal decoration
- Communal flooring repair/renewal
- Internal repairs
- Fire safety works
- Extractor fans and positive input fan installation
- Electrical lighting
- Electrical Power
- BT cables tidying
- Boiler flues
- Maintaining the existing building services
- Sustainability (floor and wall insulation where possible, secondary glazing and additional draught proofing)
- Asbestos management

### **Who is doing the work?**

The contractor appointed to deliver the works in and around your home is Axis Europe. Axis Europe has a proven record of successfully delivering major works in Westminster, they have a good understanding of the council and residents in Westminster, and a strong commitment to community and employment opportunities for residents. If you have any questions or concerns about this, please get in touch.

### **Start and end dates of the works**

The project is at the first stage of the preparatory works, and we do not have exact dates now. However, based on the current timetable, we would expect Axis Europe to be ready to start these works in 2024.

We will write to update you at each stage, hold meetings and publish the relevant documents on our website for your information.

### **Resident surgeries**

We are holding number of resident surgeries to give you the chance to ask questions about the planned work.

### **The surgeries will be held on Wednesday 12 April 2023 between 12pm and 8pm at the 155 Westbourne Terrace, W2 6AB**

To book your 30-minute appointment please contact Phuong Doan on 0800 358 3783 quoting reference AB103. Alternatively, you can email me on [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk)

If you are unable to attend the surgery, please contact Phuong Doan, resident advocate, who will be happy to discuss alternative arrangements including a telephone call or an online consultation with the project team.

### **Major works stages**

Major works projects need a considerable amount of organising before they start. There are several stages that need to happen before the works start, including formal consultation with leaseholders via a Section 20 Notice of Estimate.

We have produced a guide to major works to explain what to expect at each stage of a project, including our commitments to you and how you can help or get involved. You can read the guide by visiting [www.westminster.gov.uk/housing/major-works](http://www.westminster.gov.uk/housing/major-works). If you would like a paper copy of this guide, please get in touch using the details below.

### **Next steps**

After the meeting we will send a summary of the key points raised for the benefit of those not able to attend. If you would prefer to receive updates about these works via email, rather than post, please get in touch to ensure you are added to our email update list.

Please be assured that your email will only be used for the purpose of updates about these works.

**You can contact us by:**

- Calling Westminster City Council Housing on **0800 358 3783** (freephone) - ask to speak to Phuong Doan in the Resident Advocacy Team.
- Email on [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk) please quote reference number **AB103**.

Yours Sincerely

A handwritten signature in black ink, appearing to be 'Phuong Doan', with a long horizontal line extending to the right.

**Phuong Doan**  
Resident Advocate  
Growth Planning and Housing