



Martlett Court Major Works (project T154)

Questions and Answers

These questions were asked during meetings held in September 2022 with residents of Martlett Court.

In attendance; Katharine Chambers, WCC Project Manager, Dave Routley, United Living (UL) Contracts Manager and Lindsay Jenkins, WCC Resident Advocate.

Q&A

Q. How long will the project take, and will you be working on all three blocks at the same time?

A. The project programme is in the process of being finalised and remains subject to agreement by Westminster City Council (WCC). Once agreed, residents will be notified.

Q. We did not receive the Planning Application Notice, and would like to comment, who do we contact?

A. Some residents raised concerns that they had not been formally written to by WCC Planning Department. If this applies to you, we encourage you to make direct contact with WCC Planning Department to raise your concerns.

The Planning page can be found here; <https://www.westminster.gov.uk/planning-building-and-environmental-regulations>. Then follow the links and search for the reference 22/04567/FULL.

Q. There is an ongoing problem with the water flow in all blocks, will this be investigated and fixed as part of the major works?

A. Yes these works are included within the scope of this scheme, WCC and UL commissioned specialist engineers to carry out a survey and the report is on the dedicated webpage for Martlett Court Major Works here; <https://www.westminster.gov.uk/martlett-court-major-works-project-t154/documents>. It is titled *01 09 2022 Martlett Court Major Works T154 - Frankhams Martlett Court Water Service Report*.

UL are proposing Option 5 as the solution, however additional investigations may need to be carried out when the project is onsite.



Q. What is the style and type of windows that will be installed?

A. Due to conservation area restrictions, WCC Planning Department have insisted on like for like replacements, these therefore are timber double glazed windows which match the existing designs.

Q. How will you ensure there is minimal damage when installing the windows?

A. Any damage caused by the installation of the windows will be made good with cover strips, which is standard for the retrofitting of new windows. We would not expect any significant damage to occur over and above this, but all reasonable steps will be taken to make good where required. We will carry out works to a pilot property in the first instance, this will help to inform expectations for the level of making good works moving forward. We recently replaced windows at Vale Royal House, although they are not timber sash windows, a picture is on the last page, which shows the cover strips. If you would like to visit Vale Royal House to see the finish and speak to a resident about their experience, please let me know and I will make the necessary arrangements.

Q. Why does the bottom window on the walkway need to be fixed shut?

A. The proposed fixing of the bottom sash is required to comply with the requirements of Part B and Part K of the building regulations as well as Section 15: Protected routes/Stairs: Guidance on fire safety provisions for certain types of existing housing produced by the Local Authorities Coordinators of Regulatory Services (LACORS). These regulations require that windows up to a height of 1.1m located on the means of escape provide adequate fire resistance to be passable in the event of a fire from within the property and protect any person passing from any impact with glazing.

The top sashes will remain openable for ventilation purposes.

Q. Are the crittal windows being replaced, if so, what is the proposed type and style?

A. The small crittal windows will be changed to timber double glazed type, full specification details will be published as part of the Service Provider Proposal (SPP). Surveys when onsite will determine any bathroom or shower issues in relation to these windows and will propose any mitigating measures required.

Q. I have secondary glazing, will this be removed and replaced by United Living?

A. You can make your own arrangements for this to be removed or UL will remove this for you at the time the new windows are installed. UL will not put them back for you though. Residents will have to make their own arrangements for this, if desired.



Q. Will mechanical ventilation be built into the windows like it is currently, if so, will it look more attractive?

A. Tenants will have bathroom and kitchen fans fitted to their homes; the location of these fans will be standardised in line with agreed planning permissions.

Where leaseholders have fitted their own fans to bathroom and kitchen windows these will be removed and handed back to residents at the time of these works. Leaseholders will be offered the chance to opt-in to have new bathroom and kitchen fans installed that meet all current electrical regulations and planning requirements, this will be at an extra cost.

Q. What is the plan for the boiler flues?

A. Where boiler flues have been fitted through windows to leasehold properties adaptations may be required. Any required works will be at the cost of the individual leaseholder and will be agreed at early survey stage. Tenanted properties will be surveyed and any required works to adapt the boiler flues will be carried out, as with all works to tenanted properties there will be no re-charge to leaseholders for this element of work.

Q. Will the communal lighting be on a motion sensor?

A. Details of the final lighting specification will be published once finalised as part of UL's SPP this will include details of timers and motion sensors which determine the operation of the lights.

Q. The gate at Fletcher Buildings is not secure and delivery people only have to push it and it opens, will this be replaced?

A. The gate will be surveyed, and any necessary adaptations carried out to ensure the new KMS (Key Management System) door entry system can be implemented.

Q. Where will the site compound be located?

A. The site compound will be located to the main upper garden area, further details will be published as part of the SPP, the proposals will allow for some areas of the garden to remain in use.

Q. How will you ensure the protection of the plants, pots and garden items?

A. UL and WCC will work jointly with the garden group to ensure an accurate precondition survey of all plants, pots and garden equipment is taken and will agree a joint approach to their storage and care during the works.



Q. How are the costs comparing to the original budget?

A. WCC await the final cost plan as the final pricing exercises are undertaken by UL, all costs are required to be in line with contract rates and requirements and will reflect the current market conditions. Final costs remain subject to scrutiny by WCC's in house Quantity Surveyors. Leaseholders will receive an estimate of their proportion of costs when the Section 20 Notice of Estimates are issued, we are unable to provide any accurate cost indications prior to this.

Q. Will the Fielding Hotel exterior wall adjacent to Fletcher Buildings be painted?

A. Representatives from WCC have spoken to the manager of the Fielding Hotel regarding the redecoration of their wall adjacent to Fletcher Buildings. He has confirmed that there are no plans at this time for them to redecorate this wall. WCC are unable to cover the cost of these works, or the additional scaffolding required to facilitate them and have no legal right of access to carry out any works to this wall.

More information and who to contact

There is a dedicated webpage for the major works at Martlett Court. You will find all the latest information and copies of all correspondence that is sent to residents and the project documents. <https://www.westminster.gov.uk/martlett-court-major-works-project-t154/outline>

If you would like to speak to me about the project, you can contact me by:

- Calling Westminster City Council Housing on 0800 358 3783 - ask to speak to me in the Resident Advocacy Team.
- Emailing ljenkins1@westminster.gov.uk, please quote reference project Martlett Court T154.



This is the new window that has been installed at Vale Royal House, which includes the cover strips.