

**Reply to:**  
CityWest Homes  
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Date: 17 November 2017

Dear Resident,

**MAJOR WORKS UPDATE (KNOWN AS SCHEME P160 SCOTTISH TOWERS)**

My name is Amoy Ing and I would like to take this opportunity to introduce myself and to let you know that I am now looking after the communications for the forthcoming major works to your home. I will be writing to you regularly over the coming months to let you know what's going on.

You will have known my colleague, Rebecca Marshall, who was your communications officer for a number of years. Rebecca has now moved on from the team and I have taken over her role. I would like to assure you that Rebecca has kept me informed of the works to your block and of the concerns residents have.

**Major works update**

We are in the final stages of appointing a new long term contractor who will be delivering **all** major works for CityWest Homes over the next ten years. We expect that this appointment will be in place by early December 2017.

With this commitment in mind, we have recommended to Westminster City Council that the existing arrangement is cancelled and we carry out these works with our new contractor. CityWest Homes and the new contractor will be working very closely together to deliver the works to your home.

This latest change will mean a further delay to the start of these works and I understand this news will be extremely frustrating to you. This decision has not been taken lightly, and we believe the impact of the delay will be outweighed by the benefits from the partnering contract, which include:

- Better value for money: delivery of the major works programme through term contracts is expected to make savings which will benefit leaseholders

- Better quality of management and workmanship: the long-term nature of the contracts will allow the contractor to invest more into the relationship, which will allow them to recruit and retain better staff and managers
- Greater clarity regarding roles and responsibilities: the contractor will have far more accountability for the project, part of their profit and the continuation of the contracts will be dependent on their performance
- Benefits to the wider community: the contractor have committed to achieve a number of social-value measures including greater employment of local people, a large number of apprenticeships, developing links with schools and other local institutions.

### **Scope of works:**

We are reviewing the fire safety measures included in the works to ensure we are providing the best and safest solutions. A study is being undertaken to look at the possible inclusion of sprinklers. The major works programme will be revised following the recommendations made. I will write to you and let you know the outcome of this.

### **What happens next:**

CityWest Homes and the new contractor will be working very closely together once the contract has been formally awarded. We will then be able to discuss more specific timescales for these works and I will update you through letters and residents' meetings. I will be in regular contact with your Ward Councillor, Jan Prendergast, to ensure that information and progress is shared with you in a timely manner.

I hope you find the content of this letter useful, but if you have any questions regarding the major works to your block, then please contact our Customer Services Team on 0800 358 3783 or email [customerservices@cwh.org.uk](mailto:customerservices@cwh.org.uk).

In the meantime, I would like to thank you for your continued patience and understanding.

Yours sincerely



**Amoy Ing**

Property Services Communications Coordinator