

Question and Answer Sheet

The questions in this Question and Answer document were raised by residents who attended the introductory meeting held at Pickering Hall on Wednesday 8 June 2022.

Major works related queries

Which blocks does the X115 project cover?

The X115 major works project covers three blocks on the Hallfield estate. These are Lynton, Winchester and Worcester Houses.

What work will be done to my property?

The following works will be carried out to all three blocks:

Item	Description of work
Window replacements	Replacement of all single glazed crittal windows with new double glazed aluminium frame windows
Flat entrance door sets (tenanted properties)	Installation of new front doors to all tenant flats (on an opt-in basis for leaseholders).
Extractor fans to kitchens and bathrooms (tenanted properties, where required)	All tenanted properties to have a Nuaire humidistat Cyfan fan installed in to both the kitchen and the bathroom (leaseholder opt-in).
Insulation works	Install 120mm insulation and SPS envirowall render system to exposed soffits to undercroft/first floor flats.
Internal repairs and decoration (semi-enclosed stairwells and walkways)	Repairs to internal fabric finishes ensuring they are sound, consistent and ready to receive redecoration. External masonry paint required for walls, ceilings, strings and soffits including necessary preparations
External decorations	Redecorations to rendered fascias/soffits, rendered panels, balcony walls and soffits.
External repairs	Concrete frame, floor slabs and cladding panels. Extensive concrete repairs as required throughout all blocks.

Glazing, windows & balcony doors	Balcony door and full bespoke double glazed Smart Alitherm Heritage window replacement. Windows are designed to open inwards.
Metal repairs	Decoration of all previously painted metalwork to blocks, including balustrades to communal walkways and stairwells and private balconies.
Doors to bin stores / electrical intake cupboards / roof tank rooms / roof access / risers	Renewal of timber doors with security rated steel and timber replacements to meet current requirements and fire safety standards.
Above and below ground drainage	Test and undertake repairs and full cleaning of rainwater goods including replacements of elements which are beyond repair.
Electrical lighting	All wiring to be replaced including containment system. Lighting to be complete with new controls to ensure energy efficiency and reduce obtrusive lighting.
Electrical power	Replace existing containment systems for both power and lighting wiring.
Lateral mains	Survey / review existing lateral mains installation across the blocks and to all dwellings and landlords supplies. The components shall be replaced in compliance with relevant guidelines.
Cables	Tidy existing cable and provide new containment which shall be metal powder coated.
External estate works	Isolated repairs to external tarmac/asphalt/cobblestone walkways, paths and vehicle circulation areas associated with the three blocks.

When are works expected to start?

There are several key stages that take place to develop and deliver each major works project. At this stage a detailed programme of work, has not been finalised. Once this has been agreed we will share this with you. This will give you an indication when work will start to your property. However, based on our current timetable, we would expect Axis Europe to be ready to start these works on site around Autumn 2023.

How long will the work take to each block?

Once the final programme and duration of works to each block have been agreed we will share this with you. This is usually at the Service Provider Stage. This programme will explain when work will start in your block and the approximate timescales involved.

Window related queries

What type of windows are you proposing to install?

Smart Systems Alitherm 47 Heritage including customised steel look profiles bespoke for Hallfield Estate are to be installed to both the front and rear of all properties. These new windows will match existing windows installed under previous Phases 1 (*Pembroke, Reading and Tenby*) and 2 (*Marlow, Newbury and Taunton*).

This window design was chosen by residents on Hallfield estate and are in line with the Grade II listed building status. The windows are double glazed, not single glazed like the current Crittall Windows, and will therefore improve energy efficiency and safety. The window works will also include for integrated door screen and balconies.

How long would it take to install the windows once residents give access to their property?

More detailed information about this will be provided as the project progresses with our contractor. As a guide however, under Phases 1 and 2, windows generally took two days to install and all making good was generally completed as part of a 10-day in-flat works programme. The exact duration of in-flat works will vary between properties as leaseholders who do not opt to have the new fans fitted, or new front entrance doors for example, will require less work, than properties that are having these fitted.

Be reassured we will replace any windows taken out on the same day and you will never be left without safe and secure windows in place. We will give you as much notice as possible for when access is required.

Some residents have decorated their kitchen and windows, how would you go about dealing with the internal works you have planned to carry out?

We will carry out a pre-start surveys of all your internal reveals and this includes pre-condition photos of the internal areas where works are planned inside your property. Your Resident Liaison Officer will discuss the works, sequence and what happens if anything goes wrong. The contractor is required to make good all areas that they disturb during their works.

All the windows in the estate are different, so will each of our windows will be measured accurately?

Yes, this will be carried out during the pre-start survey.

If the contractor needs to move anything to fit the new windows, will they be put back?

You will need to clear window space and may need to move some furniture before the new windows are installed, and you will be advised of this during the pre-start survey. Your Resident Liaison Officer will advise you when to start these preparations and can arrange assistance if you're physically unable to do it yourself. Anything that is removed to allow for clear access to install the window, will be put back.

Would residents have to temporarily stay elsewhere while the windows are being installed?

No. Any windows removed will be installed and tightly sealed on the same day.

Scaffold related queries

Will there be full scaffold for the duration of the works?

The contractor will assess the various types of access methods including full height scaffold to each elevation. This will be required to provide access to every area requiring external repairs and other works. The scaffold will be removed once the scaffold dependant works are completed.

How will the council and the contractor ensure residents safety and security while the scaffold is in place?

The scaffolding will be alarmed for residents' safety and will be accessed by authorised personnel only. We would like to reassure you that residents and non-residents should not be able to access the scaffold from the balcony walkways. End of day checks will be carried out to ensure all fencing, accesses and ladders are secured.

What sort of debris netting will be in place? Will this block light from my flat?

Unfortunately some light obstruction into flats is unavoidable. White debris netting was used under the previous two schemes however, as this can help minimise any obstruction to natural light going into residents' properties.

Fire doors and extractor fan related queries

Are you installing fire rated doors?

In the majority of cases, fire doors are not required on the estate due to the multiple means of escape. A small number of properties located next to stairwells, are required to be fire rated.

What type of doors are you proposing to install?

All flat entrance doorsets are secure by design (SBD). Details of these specific doorset requirements have been approved by Westminster City Council Planning. For the properties located next to stairwells, these will be both secure by design, and fire rated for 30 minutes as required by building control.

Can leaseholders opt-in to purchase a new front entrance door?

Yes. We will advise you of the price and approach once these have been agreed.

Where will the extractor fans be installed?

The fans will be installed to the kitchen and bathroom walls (tenanted properties). All routes for fans and ductwork within different flat types will be agreed prior to works starting. Also, the position of the new extractor fans will be confirmed at pre-start survey stage as the position of these fans have to follow approved planning conditions.

Can leaseholders opt-in to purchase the extractor fans?

Yes. We will advise you of the price and approach once these have been agreed.

What choices do we have as residents in terms of the timing when the in-flat works are carried out?

Before any of the work begins, we need access to your home so that we can carry out a pre-start survey. We will give you as much notice as possible for when access is required. To minimise disruption, we will carry out the required survey(s) to your property on the same day, wherever possible. The survey will also enable the contractor to confirm your contact details and any specific information that you feel may assist us in the delivery of the work to your home, such as working around your holidays and working hours.

Other queries

What are the Council's sustainability options moving forward on the scheme? What energy saving measures have been considered?

The installation of new windows, soffit insulation to first floor flats over undercrofts and extractor fans to tenanted properties, will help to improve the thermal performance of the building, alleviate any condensation problems and improve residents living environment. We will continue to look into all feasible options whilst we continue planning for the works.

Following previous works, concerns were raised around gaps in insulation and fire safety. What fire safety measures will be carried out?

Anywhere we plan to do works or cause any disturbances to the properties, appropriate fire stopping measures will be carried out to ensure the safety of the residents.

Are any planning applications required and if so, how will residents be notified?

Planning permission has already been granted for the new window and door designs. No further planning permission will be required.

Leaseholders' billing related queries

When will I receive my Section 20 Notice of Estimate?

The Section 20 Notice of Estimate will be served after the Service Provider Proposal (SPP) document has been checked and agreed by us.

How will the individual liabilities be calculated?

We are now billing leaseholders for major works delivered under the new 10 year term contract in the same way we currently bill for day to day service charges.

This means we will send you a half yearly estimated bill for your major works in advance in April and October with your day to day service charges account, followed by an annual reconciliation statement the following October.

For more information on leaseholders' billing, please visit: <https://www.westminster.gov.uk/housing/leaseholders/service-charges>

How much will these works cost per flat?

We are not able to give an indication of costs at this stage. Costs will vary between flats based on the terms of your lease. Once our contractor has gone out to tender and received a range of quotes for the work, we will be able to share estimate costs with leaseholders and seek your views. At this time, we will invite leaseholders to meet with us on a one-to-one basis to discuss the range of payment options that we offer.

Key stages and communications related queries

What are the key stages under the major works project?

There are a number of key stages that take place to develop and deliver each major works project. We will update residents at each stage, hold residents' meetings and publish the relevant documents on our website for your information and comment.

Stage one Client brief: We have carried out initial inspections and surveys to confirm the expected scope of works required. We have also prepared the budget for the work based on experience of costs from similar projects. The first introductory meeting with residents was carried out to discuss this.

Following the resident's introduction meeting, we have carried out a final review of the planned works, The client brief has now been submitted for final approval. The final client brief will be issued to Axis by mid-July and a copy will be published on our website.

Stage 2 Project Execution Plan (PEP): Axis Europe will write a detailed plan of how they will deliver the works based on the client brief and this is called the Project Execution Plan. Axis Europe will provide their cost estimates at this stage. We will invite you to another residents' meeting before we approve and sign off the PEP.

Stage 3 Pre-commencement order: once the PEP has been approved and signed off, we will issue a pre-commencement order to the contractor. This gives the contractor permission to move forward with the final design details of the project and this is called the Service Provider Proposal.

Stage 4 Service Provider Proposal (SPP): We will invite residents to the third residents' meeting to review the Service Providers Proposals document prior to final instruction.

Stage 5 Leaseholders' consultation: Subject to final revision of the SPP, we will send leaseholders a **Section 20 Notice of Estimate**. The notice will set out the description and reason for each aspect of the works. It will detail the project costs, set out block costs and estimated individual leaseholder liabilities. Leaseholders have 30 to 37 days to make written observations.

Once the statutory notice period expires and all observations responded to, the contractor will receive a **commencement order** which allows them to start.

Stage 6: Before works start on-site, the contractor will write to you to introduce their onsite team, their contact details, and invite you to a '**meet the contractor**' event. The purpose of the session is to provide you with information on what work is involved, how it may affect you and the approximate timescales. We will also provide you with a clearer indication of a start on site date.

Stage 7: As the work nears completion, we will arrange a site walkabout. This is an opportunity for you to inspect the work with the contractor's and council's project teams. This will allow us to pick up on any concerns that you may have about the works and to get them rectified before the contractor leaves the site.

Stage 8: Completion and defects period: Once the works are complete and approved by Westminster City Council, we will write to confirm the project is moving into the 12-month defects period. The defects period means that any issues that occur with the works during the next 12 months can be referred to the contractor to address at no additional cost.

Stage 9: End of defects sign off: we will write and tell you of this and advise how you can report any issues outside of the defects period. Also, an aftercare booklet and instruction manuals for new equipment and safety certification (where applicable) will be given to you.

Where can I get more information?

If you have any questions about the planned works, I will be happy to help. Please contact me by:

- Calling our Customer Services Team on 0800 358 3783 - ask to speak to Shah Alam in the Resident Advocate Team
- Emailing housing.enquiries@westminster.gov.uk and mark for the attention of Shah Alam