

Paddington Externals (project T160) Questions and Answers



CITYWEST HOMES

October 2018

The questions in this Q&A document were raised by residents who attended the introductory meeting held at West Area Service Centre in September 2018.

Which blocks does the project cover?

The project covers 11 blocks on the Paddington Green estate. These are:

Campbell House	Edward House	Philip Court
Churchfield House	Fleming Court	
Crompton House	Gilbert Sheldon House	
Cuthbert House	Hall Place	
Devonshire House	Hethpool House	

Major works related queries

What work is planned to each block?

Enclosed is a table outlining the works specific to each block together and a scope of works document which outlines in more detail the work to be carried out.

A number of the smaller blocks suffer with nuisance caused by pigeons. What will be done to rectify this?

We will install pigeon spikes and netting where required.

What type of paint will be used to the internal communal areas?

A Class 0 anti-graffiti paint with a high gloss finish will be used which is very easy to clean and wipe.

What works will be carried out to the existing metal works?

The project includes the decoration of all previously painted metalwork including external boundary treatments. The work will include full preparation and repairs and replacement of missing or defective elements, where necessary.

How will CityWest Homes deal with the issues highlighted with drainage and back surges into properties?

Comprehensive CCTV surveys and repairs will be carried out where necessary in the communal areas.

Leaks are a serious problem which can cause damage to the structure of the building. We therefore ask that if you experience a leak into your flat from another, please contact our repairs call centre, who will raise an order for a contractor to attend and inspect a leak.

The number is 0800 358 3783 (**Monday to Friday from 8.30am to 5pm and 24 hours a day** at weekends and on public holidays). This service is available to both tenants and leaseholders.

Can CityWest Homes confirm the extent of roof works to Cuthbert House?

A full roof replacement will be carried out at this block only.

The works will include the renewal of the roof covering including all leadwork, new chases into brickwork, rendered and concrete upstands, counter-flashing, welded drip to external gutters, drip battens, parapet wall fixings, waterproofing works and new thermal insulation.

Can CityWest Homes confirm the level of ground works to be carried out at Fleming Court?

Extensive groundwork is required to Fleming Court. The work will involve the stripping up of the tarmac to the central court yard and replacing throughout. Consultation will be carried out to ensure that residents are not adversely affected by this element of work.

What work is being carried to the exposed walkways at Crompton, Cuthbert and Hethpool Houses?

The work will include the installation of a new waterproof granular paint system. The system will be durable, hard wearing and easily cleaned.

Will there be any decoration work to the internal communal areas at Fleming Court?

Our surveys show that the decoration is of a good standard so this will not be carried out.

The sheds to the basement areas are unsecured at Fleming Court. Can CityWest Homes provide extra security measures?

We will include additional security, where necessary.

Will the main door entry system to Fleming Court be replaced under this project?

This work will take place under a separate project, W266.

Works to private balconies at Campbell, Churchfield, Crompton, Cuthbert, Edward, Hethpool and Philip Houses: can residents get help with the removal of personal belonging prior to works?

We will ensure that the contractor assist residents with the removal and storage of items while the balcony work is being carried out.

Can CityWest Homes confirm the mechanical and electrical (M&E) works to be carried out to Cuthbert and Gilbert Sheldon Houses?

Full M&E works will be carried out to include the replacement of lateral mains and cable containment.

As part of the M&E work, CityWest Homes had confirmed that the existing plastic containment would be replaced with a metallic boxing. Residents paid for the plastic containment under the previous major works. Why should residents pay to have it removed and replaced with a metallic boxing under this project?

Following residents feedback, we have reviewed this and there is a possibility that we may leave the plastic containment in situ and insert metal clips to ensure that in the event of a fire the cables remain secure. This is under review and we will update you once the approach has been agreed.

A number of properties are suffering from condensation. Is this being addressed under the project?

Our Quality and Sustainability manager at CityWest Homes has visited numerous properties over the last few years and has noted some failings including condensation, mould growth and insufficient ventilation within residents' flats.

As part of Westminster City Council's commitment to reduce properties affected by condensation and mould, environmental works have been included within the scope and will be funded by a separate condensation budget. This will include the installation of extractor fans to the bathrooms and kitchens of **tenanted properties**, where necessary.

Can leaseholders opt in to buy the extractor fans?

We will review this and advise you once an approach has been agreed.

Housing and anti-social behaviour (ASB) related queries

Issues with ASB and drug use on the internal stairwells from non-residents at Gilbert Sheldon House

We have escalated this with the Housing and ASB teams. For more information, please visit our website: <https://www.cwh.org.uk/anti-social-behaviour>.

The walls on the upper stairwells are dirty due to non-residents gaining access to the exposed communal walkway on each level at Cuthbert House

We have escalated this with the Housing and ASB teams. As part of the decoration work, we will be applying Class 0 anti-graffiti paint with a high gloss finish which is very easy to clean and wipe.

There were issues with vandalism to properties on the ground floor at Cuthbert House. There was a CCTV in place but no footage recorded.

We have escalated this with the Housing and ASB teams.

Term partnering contractor related queries

Who will be delivering the works under this project?

At the start of 2018, we entered into a ten-year partnering contract with two major works contractors. Axis Europe will deliver all major works projects in the north and west of the borough, while United Living will deliver all major works projects in the south and central areas of the borough. Axis Europe will be delivering the works to your homes.

What are the key milestones 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.

1: **Client brief:** CityWest Homes Asset Strategy have carried out initial inspections and surveys to confirm the likely scope of works required. They have also prepared the budget estimates for the work based on experience of costs on similar projects. The first introductory meeting with residents was carried out to discuss this.

We are now carrying out a final review of the works, following the residents meeting. The client brief will be handed over when it has been signed off by us to the contractor. A copy of this will be published on the website.

2: **Project Execution Plan (PEP)**: The contractor will develop and submit a detailed plan to deliver the works based on the client brief and this is called the Project Execution Plan. The contractor will also provide their own cost estimates at this stage. We will hold the second residents meeting at this stage before we approve and sign off the PEP.

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.

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

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 37 days to make written observations.

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

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. This event will be an opportunity to meet the team and ask any questions about the works being carried out.

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 scrutinised and agreed by us.

How will the individual liabilities be calculated?

In our September 2016 lessee newsletter, we announced that we were reviewing the way we bill you for major works.

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.cwh.org.uk/major-works/billing-information-leaseholders>.

Where can I get more information?

Our website is updated regularly with the latest information on major works, including copies of correspondence. The web page address is: <https://www.cwh.org.uk/major-works/current-projects/paddington-green-decorations-t160>.

If you have any other questions or concerns you can contact **Amoy Ing**, in the Property Services Communications Team on 0800 358 3783, please quote major works project T160, or email me directly via: aing@cwh.org.uk.