

# **Brunel estate ventilation (project X253)**

## **Questions and Answers**

### **December 2018**

**The questions in this document were raised at the residents' meeting held on 4 December 2018.**

#### **Scope of work**

##### **Q: What work is being done?**

The scope of work includes:

- Replacing the communal extract fans, silencers, local ductwork, dampers and controls in the plantroom.
- Cleaning all ventilation ductwork (communal and in-flat).
- In-flat works to include replacement grille, control damper and fire dampers.
- Electrical works associated with the vents.
- Emergency lighting upgrades within the plantroom.
- Fire stopping works (communal area only).
- Replacements of tenant flat entrance doors at Keyham House.

Please note that, the main ductwork is in good condition for its age. As replacement of ductwork would cause major disruption and expense it is recommended that the ducting be retained and cleaned to prolong its life.

##### **Q: How long will the works take?**

The overall programme of work is 52 weeks. However, the amount of time required to complete each block will vary as there are different numbers and types of properties within each block.

##### **Q: Is there a programme of work, block by block?**

Axis Europe is currently developing a proposed programme which will detail the order of works block by block. This will be submitted for CityWest Homes for review and agreement as part of Axis Europe's Service Provider Proposal in January 2019. The programme will be shared once agreed.

##### **Q: What work will be done in each property?**

There will be an initial pre start survey, including an asbestos survey. Following the initial survey, the amount of work in each flat will vary depending on the layout of the flat in relation to the communal ventilation system. This will be discussed with residents during the initial survey.

Generally in flat works will include the removal of existing ventilation grilles, installation of replacement grille with fire. In a number of properties we may also need to open up a section of internal wall to gain access to concealed ductwork to enable internal cleaning of the ducts. An IP (Ingress Protection) rated access cover will then be installed for ease of future maintenance access.

In some properties we will be replacing the existing trickle vents on windows with an acoustic vent which reduces noise from outside. We will also be replacing the front entrance door to

Westminster City Council tenanted properties in Keyham House with a fire door set that complies with current guidelines.

**Q: How long will the work take in each property and what is the sequence of work in each property?**

For the majority of properties three days will be required. The sequence of work is below:

Day 1 – opening up of old grilles and access panel.

Day 2 – cleaning of ductwork and installation of new grilles and vents.

Day 3 – installation of access panel, making good finishes, clean and clear.

A further day may be required for those properties in Keyham House having a new flat entrance door. This will be discussed with residents at the initial survey.

**Q: What measures will be taken to protect properties while work is being done in each property?**

As part of the initial survey, the general condition of property will be noted including photographic evidence. Protective dust sheets and Corex sheeting will be installed to the areas of foot traffic and in the areas of work.

**Q: What is the quality of the equipment being specified?**

The design requirements for this work are outlined in the Client Brief issued by CityWest Homes to Axis at the start of the design phase. For this project the table below outlines the design requirements for the various work elements:

<b>Element</b>	<b>Design Requirements</b>	<b>Desired Manufacturers</b>
<b>Extract fans</b>	Full site specific proposals to current standards and regulations.  Layout drawings, schematics, specifications, technical submittals and calculations to be provided and agreed at pre-commencement stage.	<ul style="list-style-type: none"> <li>• Nuaire</li> <li>• As per standard / agreed schedules and specifications</li> </ul>
<b>Silencers</b>	Full site specific proposals to current standards and regulations.  Layout drawings, schematics, specifications, technical submittals and calculations to be provided and agreed at pre-commencement stage.	<ul style="list-style-type: none"> <li>• J C Acoustics</li> <li>• Caice</li> <li>• As per standard / agreed schedules and specifications</li> </ul>
<b>Grilles</b>	To be white steel powder coated and include integrated fire damper.	<ul style="list-style-type: none"> <li>• FlaktWoods</li> <li>• As per standard / agreed schedules &amp; Specifications</li> </ul>
<b>Flow regulator / damper</b>	To fit existing ductwork and with full site specific proposals.  Full site specific proposals to current standards and regulations.  Layout drawings, schematics, specifications, valve charts, fittings schedules, technical submittals and calculations to be provided and agreed at pre-commencement stage.	<ul style="list-style-type: none"> <li>• Trox UK Ltd</li> <li>• As per standard / agreed schedules and specifications</li> </ul>

<b>Controls</b>	<p>To connect to the existing Trend system where possible and as noted in the specification.</p> <p>As specification where a Trend system is not present.</p>	<ul style="list-style-type: none"> <li>• Trend</li> <li>• As per standard / agreed schedules and specifications</li> </ul>
<b>Ductwork</b>	<p>Full site specific proposals to current standards and regulations.</p> <p>Layout drawings, schematics, specifications, valve charts, fittings schedules, technical submittals and calculations to be provided and agreed at pre-commencement stage.</p>	<ul style="list-style-type: none"> <li>• To DW144</li> <li>• As per standard / agreed schedules and specifications</li> </ul>
<b>Light installation</b>	<p>Full site specific proposals to current standards, British Standards, CIBSE guidance and regulations.</p> <p>Layout and wiring / circuit drawings, schematics, specifications, fittings schedules, technical submittals and calculations to be provided and agreed at pre-commencement stage. Minimum of IP65 rating. Key switch provided for testing.</p>	<ul style="list-style-type: none"> <li>• Fittings = Fitzgerald or Whitecroft Lighting</li> <li>• As per CityWest Homes standard / agreed schedules and specifications</li> </ul>
<b>Electrical fittings generally</b>	<p>Full site specific proposals to current standards and regulations.</p> <p>Layout and wiring / circuit drawings, schematics, specifications, fittings schedules, technical submittals and calculations to be provided and agreed at pre-commencement stage.</p>	<ul style="list-style-type: none"> <li>• Fittings = Crabtree and/ or MK</li> <li>• As per CityWest Homes standard / agreed schedules and specifications</li> </ul>
<b>Walkways/ access routes</b>	<p>Full site specific proposals to current standards and regulations.</p> <p>Layout drawings, construction details (sections and plans), specifications and technical submittals to be provided and agreed at pre-commencement stage.</p>	<ul style="list-style-type: none"> <li>• Walkways = Quantum Aluminium (Min 600mm wide) or alternative specification (as deemed appropriate)</li> <li>• As per CityWest Homes standard / agreed schedules and specifications</li> </ul>
<b>Access doors/ hatches/ ladders</b>	<p>Full site specific proposals to current standards and regulations.</p> <p>Layout drawings, construction details (sections and plans), Door / Hatch schedules, Ironmongery schedules (including signage details), specifications and technical submittals to be provided and agreed at pre-commencement stage.</p> <p>Hatches and doors to be manufactured in aluminium with polyester powder coated finish. Hatches to comprise gas spring assisted opening lid supported by heavy-duty stainless steel hinges. Hatch to be fully insulated.</p>	<ul style="list-style-type: none"> <li>• Hatches = Surespan</li> <li>• As per CityWest Homes standard / agreed schedules and specifications</li> </ul>

<b>Fire risk assessment works</b>	Full site specific proposals to current standards and regulations. Fire Strategy Report and Drawings (if required), Layout Drawings and Details, Specifications and Technical Submittals to be provided and agreed at pre-commencement stage.	As per CityWest Homes standard / agreed schedules and specifications
<b>Fire door works</b>	Full site specific proposals to current standards and regulations.	As per CityWest Homes standard / agreed schedules and specifications which are located in appendix 12.

### **Why is the work being done**

#### **Q: Is the work essential?**

Yes. Condition surveys have highlighted that the systems are beyond their maximum life expectancy. The fans and extract grilles are generally in a poor condition and in need of replacement. The current condition has caused an airflow imbalance on the system with some dwellings suffering low or high air extract rates. The project also includes fire stopping work in the ventilation ducts.

#### **Q: What does the ventilation system do?**

Effective ventilation is important to prevent condensation and damp build up in flats.

#### **Q: What regulations govern the need for ventilation?**

Part F of the Building Regulations govern the current requirement for ventilation in dwellings – for details see: [www.gov.uk/government/publications/ventilation-approved-document-f](http://www.gov.uk/government/publications/ventilation-approved-document-f)

However, when the system was installed it would have been installed to meet the regulations of that time. These works are intended to ensure that the maximum air extracted from the dwelling is maintained in order to meet the design regulations at the time of installation and as the system was designed.

#### **Q: Is the work compulsory? Can I refuse to have the work done?**

In both Westminster City Council tenancy agreements and leases there is a right to enter properties subject to reasonable notice to carry out work to communal systems. This includes the ventilation system. Although residents can refuse access to their homes to anybody, we hope that this will not be the case as this could add to the duration and cost of the project.

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

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

Axis Europe has been appointed by Westminster City Council to carry out major works for 10 years in the north of Westminster, this includes the Brunel estate. They are the contractors that will be managing this project.

#### **Q: What experience does Axis Europe have of mechanical and electrical projects?**

As a large contractor, Axis Europe has an in house mechanical and electrical department. Between them they have extensive experience in managing a variety of mechanical and electrical projects. In addition, Axis Europe's sub-contractors are approved members of the Building Engineering Services Association.

**Q: Will Axis Europe be sub-contracting out the work?**

Yes, Axis Europe will sub-contract elements of the work to carefully selected and approved contractors. The Axis Europe site management team continually monitor the performance of our contractors. All sub-contractors we use must also undergo an approval process by CityWest Homes.

**Quality control**

**Q: Will each property be signed off by CityWest Homes?**

Yes.

**Q: What background / qualifications will the quality manager have?**

The quality manager has not yet been assigned to the project. All CityWest Homes quality managers are employed against a job description which sets out the required skills and experience to fulfil their roles. These job descriptions can be shared.

The quality manager will have the appropriate skills be and suitably experienced to manage the quality elements the project.

**Q: Can we see the CV of the quality manager?**

Once a quality manager has been assigned to the project you will be able to meet them. If the quality manager is happy to share this information with you this can be agreed.

**Q: Can we refuse to let in the quality manager to sign off work if we are not confident that they are a qualified and experienced mechanical engineer?**

All CityWest Homes quality managers are employed against a job description which sets out the required skills and experience to fulfil their roles. These job descriptions can be shared and residents will have the chance to meet the quality manager working on the project. We hope that this will give confidence about their ability to sign off work completed.

In both Westminster City Council tenancy agreements and leases there is a right to enter properties subject to reasonable notice. Although residents can sometimes refuse access to their homes to anybody, we hope that this will not be the case as this could add to the duration and cost of the project.

**Warranties / guarantee**

**Q: What guarantees / warranties are there for the parts?**

The guarantees required for this work are outlined in the Client Brief issued by CityWest Homes to Axis. The table below outlines the guarantees required for material work elements.

<b>Element</b>	<b>Guarantee / Warranty Requirement</b>
<b>Extract Fans</b>	Minimum two Years manufacturer’s warranty
<b>Silencers</b>	Two year manufacturer’s warranty
<b>Grilles</b>	Two year manufacturer’s warranty
<b>Flow regulator / damper</b>	Two year manufacturer’s warranty
<b>Controls</b>	Standard manufacturer’s warranty
<b>Ductwork</b>	Standard manufacturer’s warranty
<b>Light installation</b>	Five year manufacturer’s warranty
<b>Electrical fittings generally</b>	Standard manufacturer’s warranty
<b>Walkways/ access routes</b>	Two year manufacturer’s warranty
<b>Access doors/ hatches/ ladders</b>	Minimum 10 years manufactures warranty
<b>Fire risk assessment works</b>	Standard manufacturer’s warranty
<b>Fire door works</b>	Standard manufacturer’s warranty

**Q: What warranty / guarantee is there for the installation of the system?**

Individual parts / elements are covered by warranties. If the system was to not work properly or be installed incorrectly then this will be covered by the professional indemnity insurance held by Axis Europe, who is responsible for the design.

**Q: For the roof replacement project delivered by Breyer there was a 20 year guarantee. Why isn't there a similar guarantee for the ventilation system?**

Roof replacements are typically guaranteed for 20 years. However, different project types have different guarantees. The guarantees required for this work are outlined in the Client Brief issued by CityWest Homes to Axis Europe at the start of the design phase. These are outlined in the questions above.

**Costs**

**Q: Do leaseholders have to pay for communal work?**

Yes, if you own the lease of a property you are required to pay your share of the landlord's costs of managing and maintaining the common areas of your building.

**Q: When will leaseholders get their section 20 notice of estimate?**

As part of our new major works process, leaseholders have already received our initial budget estimates for these works as part of your April and October 2018 service charge bills.

We had intended to then send section 20 notice of estimate costs to leaseholders based on Axis Europe's Project Execution Plan. Having reviewed Axis Europe's plan for this project however, and considering feedback from residents in other areas, we feel that it is better for the section 20 notices to be issued later in the planning process. This will enable Axis Europe to carry out more detailed surveys in order to provide an accurate cost estimate on which to base the section 20 notice.

Over the coming weeks, Axis Europe will start to carry out more detailed surveys of all blocks to enable them to finalise a detailed cost plan for these works. We now expect to be able to issue the section 20 notice and formal consultation with leaseholders in February 2019 .

**Q: What quotations will Axis Europe need to get? How many quotes?**

Under the terms of the contract with Axis Europe there are several ways by which works are priced depending on the element of work being undertaken, the pricing methods are:

- Schedule of Rates – predominantly used for decoration works
- Archetypes – used for kitchen replacement, bathroom replacement and electrical rewires
- Business Cases - e.g. fire doors, window replacements, roof repairs / replacements.

The method of pricing is determined by CityWest Homes within the Client Brief, where it is identified that a business case is required Axis Europe are required to approach the market and obtain, as a minimum, three quotes. CityWest Homes are not obligated to accept any of these quotes and can request that Axis Europe re-approach the market as many times as necessary until such time as an agreeable price is obtained.

**Q: Will leaseholders be able to see details of these quotes?**

The quotes will form part of the Service Provider Proposal, which will form the basis of the section 20 notice of estimate for leaseholders. Leaseholders will have the opportunity to view these quotes as part of the section 20 consultation process.

**Q: What is Axis Europe's profit for the job?**

Under the terms of the Term Partnering Agreement the maximum percentage that Axis Europe can add to final project costs for profit is 2%. However, payment of this is performance related and measured against an agreed set of key performance indicators. The 2% is at risk if Axis Europe does not perform.

**Q: How are costs calculated for those items / tasks that do not need quotations?**

There is a pre-agreed schedule of rates in place for work. This is set out in the Term Partnering Agreement and are used to value certain works.

**Asbestos and building plans**

**Q: What records does CityWest Homes / Westminster City Council hold on the asbestos in the blocks? Does CityWest Homes check asbestos surveys / reports from previous major works projects?**

Yes, CityWest Homes has a legal duty to maintain an asbestos register. In the development of the project the CityWest Homes Asset Strategy Team has used all available records and included these in the information handed over to Axis Europe. This includes historic records and those from previous projects.

In addition, before any work start onsite Axis Europe is required by law to carry out a refurbishment and demolition asbestos survey.

**Q: If there is asbestos found, what will Axis Europe do to protect residents and their workers?**

If any asbestos is identified and needs to be removed, these works will done by a specialist asbestos removal contractor who are licensed to carry out such work and comply with all Health and Safety Executive requirements.

**Site compound and location**

**Q: How big does the site compound / office need to be, and what will it include?**

Generally around 50 foot x 25 foot minimum. It would contain a canteen / respite room, a site office (usually these are stacked one above the other), site toilet unit, a storage container and a skip.

**Q: How long will the site compound be there for?**

Axis Europe has a responsibility to provide welfare facilities to our staff and contractors for the entire duration of the works, and therefore the site compound is likely to be in place for around 52 weeks.

**Q: Will any other equipment be needed across the estate, for example skips?**

Axis Europe will need to erect a hoist and tower for each block to gain materials access to the roof. In addition, they may need to put a skip nearer to each of the blocks they are working on. This would be enclosed by Heras fencing with a lockable gate, and the skip also has a lockable lid.

**Q: How will the containers be delivered to site? If there is damage to the road surface, who will pay for this?**

The containers will be brought onto the estate on the back of a lorry and offloaded using a lorry mounted hiab crane. Precondition surveys will be done of the compound area and relevant estate roads and agreed with CityWest Homes. Axis Europe is responsible for reinstating any

damage caused during the course of the works and this will not be passed onto Westminster City Council or leaseholders.

**Q: Could the previous estate office be used for the project?**

No, Westminster City Council is looking at options to turn the previous estate office into family sized accommodation for council tenants.

**Communication and consultation**

**Q: Will there be a Freephone number for residents to call while the work is onsite?**

Yes, before any work starts onsite Axis Europe will send out a project introduction booklet which will include the contact details of the onsite team. This will include a freephone number for residents to call.

**Q: When will the next residents' meeting be held?**

Axis Europe are now preparing their detailed plans for the delivery of the project. Once a draft is available we will write to residents' to hold a further update meeting. We expect this to be in late January or early February 2019.

**Other**

**Q: Is there a performance bond (backed by insurance or bank) in operation?**

Yes.

**Q: What happens if Axis or one of their sub-contractors goes into liquidation  
What measures are CityWest Homes and Westminster City Council putting in place to protect residents from poor quality or unfinished work?**

If the Service Provider goes into liquidation, the Contract and the Form of Strategic Alliance make adequate and proper provision for dealing with the matter in line with the law applicable at the time of the liquidation or bankruptcy occurring.

In respect of sub-contractors becoming insolvent, it is entirely at the risk of the Service Provider and the Contract provides Westminster City Council with remedies should the Service Provider fail to rectify the failure/breach within stipulated time periods.

**Q: What if Westminster City Council decides to end the contract with Axis Europe?**

Westminster City Council has not given any indication that it is considering terminating the Term Partnering Contract with Axis Europe. Should this change, it will only have been done after extensive internal consultation as to the best approach that will cause the minimum disruption to the works and residents.

There is a contractual requirement that six months' notice be given for any such termination by either party. Matters concerning quality and completion of the works are covered by contractual remedies within the current Contract and the Form of Strategic Alliance.