



Mozart Estate Major Works – Phase 1
(Project T156)

Meeting Summary and Question and Answer Sheet

The questions in this Question and Answer document were raised by residents who attended the introductory meeting held at St Judes Community Hall on Wednesday 14 September 2022.

Consultation Meeting:

14 September 2022 at 6:30pm

Location:

St Judes Community Hall, 6.30pm

Project Attendees:

James Long, Client Surveyor, Asset Strategy Team
Marco Smart, Client Surveyor, Asset Strategy Team
Vicky Simpson – Resident Advocate, WCC
Sophia Amedume – Resident Advocate, WCC

Summary

Westminster's Asset Strategy Team have carried out condition surveys to the blocks on the Mozart Estate and identified a range of works required in order to maintain the blocks.

The Westminster project team introduced themselves and gave a short presentation covering the scope of works and timetable.

A copy of the slides used for the presentation can be found on our website here:
www.westminster.gov.uk/mozart-estate-refurbishment-works-phase-1-project-t156

If you do not have access to the internet and would like a copy of the slides, please contact us using the details on page 4.

Q&A

Major works related queries

Q. When will the work start and how long will it take?

We expect work to start to the first blocks in early 2024. It will be an 18 month contract to complete works to all 19 blocks, however scaffold will go up in phases so

blocks will only have scaffold up for a few months each as we work through the estate.

Q. Will scaffolding be put around all the blocks?

Full scaffolding is likely to be required to all blocks to enable the works to be carried out safely. The contractor will set out a programme of works nearer the time which will confirm the order each block will be worked on. Scaffold will not go up at all blocks at the same time. The work to each block will be staggered over the 18 month contract.

Q. What exactly do the window repairs consist of? Will this just be fixing locks?

The contractor will make an appointment to survey every flat to assess what window repairs are required. Some flats may not need many repairs, others may need more. The types of repairs needed may include: ease and adjust, replacement locks, replacement hinges, replacement glazing panels.

Q. Currently the seals around the windows and balcony doors are leaking, condensation is also occurring, will these issues be addressed under the major works?

As mentioned above, the contractor will survey each property to assess the condition of the windows and balcony doors to confirm what repairs are needed. If a property is found to have a problem with the seals then these will be repaired or replaced as needed.

All tenanted properties are due to have new extractor fans fitted to the kitchen and bathrooms as part of these works and this should help with any condensation issues.

Q. Will the new fans be fitted to all properties, including leaseholders?

We are only due to fit new extractor fans to tenanted properties as we are not permitted to carry out works internally to leasehold flats (except for window repairs). If there is interest from leaseholders, our contractor may be able to offer an 'opt in' for leaseholders to have new fans fitted at an additional cost. This will be discussed closer to starting on site.

Q. Leaseholders should not have to pay for works to tenant only flats?

This is correct. Leaseholders will not be charged for the installation of fans in tenant flats.

Q. Why is a new roof being fitted at Croft House when it was renewed with a guarantee not that long ago?

This was a slight error in the introduction letter. Full roof replacement is not required at Croft House, however some work is required here in order to reinstate the guarantee. Whilst this work is necessary, we will not look to recharge leaseholders for this reinstatement work.

Q. Concrete repairs took place to the blocks on Third Avenue (Batten House and others) approximately 6 years ago but were only half finished.

Leaseholders should not have to pay again for these repairs. Please confirm?

We have checked our records following the meeting and there is no record of leaseholders being charged for any concrete repairs in that time frame. The last major works to the blocks that included concrete repairs was back in 2007. Further communal works were also carried out in 2011-13. There have been some minor concrete repairs carried out under day-to-day repairs, but these are only minor costs based on works actually carried out (approximately £100 for the block).

Q. The stairwell area at Batten House was repainted with fire retardant paint approximately 2 years ago so this should not need doing again. Can this be clarified?

This has been looked into after the meeting and whilst a Section 20 notice of estimate was issued a couple of years ago in relation to this, the work was not actually carried out and therefore leaseholders were not charged. Our condition surveys show this area does require redecoration with fire retardant paint, so this will still need to be carried out.

Q. Who will be assessing the quality of works as they take place?

Westminster has a dedicated Quality Manager who inspects work at key stages to ensure they meet the required standard before the contractor is able to progress. We are also keen to involve residents in ensuring the quality of works and residents will be able to raise any concerns during the work with the contractors Resident Liaison Officer (RLO) who will be based onsite full time. We will also invite residents to an end of works walk around of the blocks to check the quality before the contractor leaves site.

Q. Will there be a site office on the estate for our question and concerns to be answered whilst the works are taking place?

Yes. Our contractor will set up a small office onsite where the site team will be based during the works. We will hold a 'meet the contractor' meeting in advance of the works so residents can meet the team delivering the work. Contact details for all the team members will also be given out.

Q. Some residents still have old boilers in their flats from when the heating system was changed over several years ago. Will these be removed as part of the major works?

We were not aware of old boilers being left in residents flats and this is not included in the major works. We have spoken to the Area Repairs manager following the meeting and she has confirmed that as the boilers contain asbestos they are not to be removed. There is no risk from asbestos that is undisturbed, however moving the boilers would require a lot of additional safety precautions to be taken to do this. This is why it is safer to leave these in situ.

Q. Concerns were raised about the pipes / drainage at Courtville House. The block suffers from regular blockages. Will this be addressed during the works?

James confirmed that the communal pipe work will be looked at as part of the works. The contractor will carry out a CCTV survey of the communal pipes and any leaks or blockages found will be rectified during the works. If blockages are within an individual property however, these will need to be picked up by our day-to-day repairs team.

Q. Concerns were raised that works to fit new fans on a nearby estate have recently been paused due to possible asbestos. Can Westminster check for asbestos in advance of the work so things are not delayed onsite?

James confirmed that Westminster has records of where asbestos is in most blocks. We are required to share this information with our contractors prior to any work starting on site. If we do not hold a record, and asbestos is suspected, then tests will be carried out prior to works taking place. Asbestos is only dangerous if disturbed. If we are likely to disturb asbestos during our works we will take all necessary precautions and remove this as necessary.

Other queries

Q. A resident raised concerns about a leak under the balcony door of her property which was still a problem despite the balcony being resurfaced.

The resident was advised to contact our customer services team and provide them with the last job reference number for the work to the balcony. A call back should be requested so that this can be looked at again as it sounds like this has not been sealed properly.

Q. A resident queried whether her bathroom could be replaced.

WCC advised that kitchens and bathrooms are expected to have a lifespan of 25 years. Kitchen and bathrooms older than this can be inspected and put forward for renewal. The resident will be contacted directly to arrange a survey of her bathroom.

More information

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

- Calling our Customer Services Team on 0800 358 3783 - ask to speak to Vicky Simpson or Sophia Amedume in the Resident Advocate Team
- Emailing residentadvocates@westminster.gov.uk and quote project reference T156
- You can also visit our website for all the latest information: www.westminster.gov.uk/mozart-estate-refurbishment-works-phase-1-project-t156