

## Frequently Asked Questions (FAQ)

### W100 Project Church Street – Refurbishment works

The questions in this document were raised at the residents meeting held at Greenside Community Centre, Lisson Green Estate, 24 Lilestone Street, London NW8 8SR on Tuesday 30 May 2023.

#### Summary of the Church Street major works:

Project W100 is a programme of cyclical refurbishment works to various properties across the Church Street area. The intention of these works is to keep safe, comply with the latest housing regulations and maintain the internal and external fabric and infrastructure of the buildings.

**For more information on Church Street project W100, please visit the major works webpages:**

[W100 - Church Street Refurbishment Works | Westminster City Council](#)

#### Which blocks does the Project W100 cover?

##### BLOCKS IN SCHEME

Block Name	No of Units	No of Leaseholders
3-5 Ashbridge Street	6	2
17-24 Ashbridge Street	10	2
30-45 Ashbridge Street	16	5
12a-16a Church Street	3	1
32 Church Street	11	3
38 Church Street	9	4
3 Gateforth Street	6	3
77-81 Lisson Grove	7	3
147-155 Lisson Grove	5	3
157-165 Lisson Grove	6	3
<b>TOTAL</b>	<b>79</b>	<b>29</b>

#### How many leaseholders in the block?

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### What work will be done to my property?

Please visit our website via this link to view the detailed information.

[W100 - Church Street Refurbishment Works | Westminster City Council](#)

### Why are you doing these works?

The requirement for these works has arisen from not only the need to maintain the state of repair of the buildings, but an increasing rate of degradation of building elements in recent years prompting the need for uneconomical reactive repairs. The last major works to the fabric and services to the blocks in this scheme having taken place over 15 years ago.

### What was the initial proposed scope of works and cost?

Please refer to above link to see the scopes of works and cost breakdown.

Project cost is circa 2,700,000. However, we are at the early stages at the project and this figure is subject to change as it goes to the design phase.

### Key issues and project risks?

- Delay in contract starting on site.
- High lessee bills
- Geographical location of blocks and location of site set up
- Overlapping with Church Street Regeneration.
- Access to some of the work areas including in flats.
- Supply and cost issues for materials due to supply chain concerns.

- Original budget based on costs from 2017 is insufficient to cover actual costs due to inflation.
- Redevelopment of 147 –165 Lisson Grove.

**When is the project due to start on-site?**

Currently we are estimating of summer 2025.

**Who will scrutinise the contractor?**

Senior and qualified staff from the Commissioning Team at Stage 3 when the project progresses.

**At what stage are we currently in with the W100 project?**

We are currently in the initial planning stage of the project. For more detail on the stages, please see the [Key Stages](#) information below. You can also see the live progress of the project on our major works website.

**Will windows be replaced or repaired in the flats?**

Windows will be repaired and overhauls to all windows within the scheme. If an element requires renewal this will be addressed as necessary.

**If we need window replacement can the residents choose the type of windows they want?**

Window renewal works are not proposed within this major works programme. Repairs and overhauls will be carried out as part of scope.

**Will we see pictures of the design of the windows?**

There are no plans to renew this window of this scheme and therefore no design pictures will be available.

**Can you supply us with the estimated costs for repairing the windows and can we have full breakdown of figures regarding the additional costs for works window works that will be incurred?**

Current budget is around £70,000, we will need to review with commissioning team. We are at the early stages and is still to be priced up by the contractors.

**Will my property's front door be replaced, and if so, why?**

Front door replacements are the responsibility of the leaseholders. However, due to the requirement for all properties to have an FD30 door installed in accordance with the Fire Safety Act, this responsibility now also applies to leaseholders to ensure compliance.

**Communal doors in the blocks need to be looked at and inspected, by the Surveyor, will the works be included within this Major Works programme.**

Works to the communal doors of the blocks are included within the scope of works. As highlighted in the condition survey, followed by the contractor's inspection.

During the next phase (commissioning phase) the contractor will be scheduling works for the doors.

**Will the communal areas be painted within this programme?**

As part of our major works programme for Church Street, the scope of works indeed encompasses the redecoration of all communal areas, which specifically involves painting the communal spaces.

**Will the gutters inside the surround of the roof be reviewed as the current guttering is in very bad condition and is causing stains to appear on our internal ceilings.**

As part of our major works programme for Church Street, the scope of works indeed encompasses to test and undertake repairs and full cleaning of rainwater goods including replacements of elements which are beyond repair.

**Can the Surveyor provide a breakdown of costs for all the works to date?**

Cost breakdown can be provided once the budget for projects has been finalised.

**Will a risk assessment be reviewed as there are concerns regarding external cables throughout in the communal zones.**

As part of our major works programme for Church Street, the scope of works includes to tidy and provide new containment of cables where necessary.

**The electrical meters are not within our communal areas can the positioning be reviewed.**

Electric meters are not within our scope. Residents would need to liaise with their utility company directly.

**Will scaffolding be included in the project?**

Yes.

**Will the scaffold be equipped with alarms?**

Yes.

**How long will the scaffold remain in place once installed?**

The completion of works on the entire block will occur in phases. Therefore, when the contractor begins their work, the scaffold will be installed section by section rather than covering the entire block. We currently do not have an estimate for how long the scaffolding will be in place for each section. However, we will have a clearer answer once the project progresses to the Service Provider Proposal stage.

**What is the estimated cost on the scaffold?**

The total current estimate cost of the scaffolding for all the blocks is £82,200.

**Is the council offering a contract out to tenders to make a formal bid for this project?**

This has already conducted, and at the start of 2018 we entered a ten-year partnering contract with two major works contractors to deliver major work: one in the north and west (Axis Europe) and one in the south and central (United Living) of Westminster. The benefit of doing this include:

- Reducing costs associated with the procurement of major works
- Helping to reduce internal project management fees to less than 12% per project.
- Allowing us to give more reliable dates when works are due to start.
- Enabling us to manage contractors more effectively.

United Living will be the contractor for this project.

**Would that mean United Living could inflate the price since you have a contract with them?**

Westminster City Council has conducted thorough due diligence to understand the costs associated with raw materials, labour charges, and an estimated total for the works at Church Street During stage 2, specifically the Project Execution Plan (PEP) stage, United Living will evaluate the project and provide a PEP outlining their projected costs for completing the works. The Council will review the PEP and determine if the proposed costs are reasonable. If the Council finds the costs unjustified, the project plan will be reassessed, and United Living will be asked to re-evaluate and resubmit the PEP. However, if project costs increase due to inflation, we will consider this to be a justified adjustment.

**When did the last major works take place at Church Street?**

Estimated approximately over 15 years ago.

**Will you install extractor fans to my property?**

Only tenants' properties.

**Who conducted the survey, and could you please provide the survey report?**

The Surveys for this block were conducted by an independent consultant, the reports for the blocks can be shared if anyone requests for this.

**How long will it take to complete the on-site work?**

It is estimated the works will take approximately a year to complete.

**What is the tenants' contribution to the costs?**



Tenanted properties percentage is funded by Westminster City Council's Housing Revenue Account (rental income).

### Would the major works affect the design and the structure of the building?

No.

### What will be the cost for leaseholders?

The Leasehold Operations Team will calculate the cost, and this will be provided in your Section 20 Notice of Estimate.

### When will we receive the Section 20 notice?

During stage 5 Leaseholders' consultation and once the Service Provider Proposal is finalised, we will issue leaseholders with a Section 20 Notice of Estimate. The notice will outline the description and justification for each aspect of the works, provide details of project costs, block costs, and estimated individual leaseholder liabilities. Leaseholders will have 37 days to submit written observations.

### How do we make payment?

After receiving your Section 20 notice, you will receive an estimated invoice where we present you with various payment options. You then return your payment option form and direct debit mandate to us.

### What are the payment options?

Invoice	Term	Payment options available
Up to £2,000	12 months	If your invoice is under £2,000 you can spread your payments over 12 equal monthly payments. No interest is charged.
£2,000 and above	24 months	If you receive an invoice for more than £2,000 you can spread payments over 24 equal monthly payments. You must complete an extended payment instalment form. No interest is charged.
£2,000 and above (Resident Leaseholders only)	60 months	If you receive an invoice for more than £2,000 you can spread payments over five years in 60 equal monthly payments. This option will not be made available where the property is sublet, owned by a company, or owned by a housing association. You must complete an extended payment instalment form. No interest is charged.
£20,000 and above (Resident Leaseholders only)	120 months	If you receive a bill for more than £20,000 you can spread payments over ten years in 120 equal monthly payments. No interest is charged for months 1-60. Interest is charged on the balance remaining at month 60 at 1.5% above the Bank of England Base rate for months 61-120. This option will not be made available where the property is sublet, owned by a company, or owned by a housing association. You must complete an extended payment instalment form.



£20,000 and 300  
above months

If you receive a bill for more than £20,000, Westminster City Council is now offering a Discretionary Service Charge loan, available to all leaseholders who are unable to secure borrowing from their mortgage company or a personal loan. The service charge loan will be secured by a way of a legal charge on the property for a maximum of 25 years. Interest will be charged at a variable rate of 1.5% above the Bank of England base rate and will be reviewed annually. You will also need to pay the administration costs involved. Westminster City Council is only a lender of the last resort.

### What if I am unable to make the payment?

In such cases, a Discretionary Loan can be obtained, which will be secured by a legal charge on the property for a maximum period of 25 years. The loan will accrue interest at a variable rate of 1.5% above the Bank of England base rate and will be reviewed annually. Please note that there will also be administration costs associated with the loan.

### 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 will carry out a final review of the planned works, The client brief will be submitted for final approval. The final client brief will be issued to United Living and a copy will be published on our website.

**Stage 2 Project Execution Plan (PEP):** United Living 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. United Living 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 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. We expect the project will take one year to complete all the 9 blocks.

**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, we will be happy to help. Please contact us by:

- Calling our Customer Services Team on 0800 358 3783 - ask to speak to Fatima Bibi in the Resident Advocate Team
- Emailing [residentadvocates@westminster.gov.uk](mailto:residentadvocates@westminster.gov.uk) and include: W100 on the subject line.

Yours sincerely

Fatima Bibi  
Resident Advocate