



City of Westminster

Corporate Property
Westminster City Council
64 Victoria Street
London
SW1E 6QP

Date: 6 October 2023

Dear Residents and Leaseholders

It was good to see so many residents our first resident update meeting on the major works at Huguenot House on 19th September 2023 which gave those residents an opportunity to meet the contractor, United Living, who will be doing the works.

Please find below a list of the main relevant questions that were asked at the meeting with corresponding answers below for your information.

- 1 Q: How many windows are proposed to be replaced.

 A: It is the intention for all windows to be replaced.

- 2 Q: Is it the intention for every window to be surveyed.

 A: Once scaffolding has been erected and access is available, every window will be inspected, and a schedule of condition will be produced.

- 3 Q: What is the reasoning for all windows being replaced as some residents have already had them replaced in recent years.

 A: This will be reviewed as part of the schedule of condition survey on a case-by-case basis once access is available.

- 4 Q: Why are the works being completed at substantial cost when there are plans for future refurbishment or redevelopment works to take place.

 A: A future large-scale refurbishment or redevelopment at HH has not been decided. Therefore, the timescale of this is not known. The existing condition of the some of the windows and the external façade is considered a H&S issue and must be addressed in the immediate future.

- 5 Q: Will the spandrel panels will also be replaced.

 A: The spandrel panels will be replaced with a colour to match the existing as closely as possible.

- 6 Q: Are the new windows going to be replaced 'like for like'.

 A: The new windows are aluminium and have been designed to operate in the same manner as the existing, with the aesthetic to match as closely as possible.

- 7 Q: Is a detailed window design available for review.
- A: A detailed window design will be developed by the contractor's design team in the coming weeks. Existing information is to be shared with residents on the Huguenot House website in due course.
- 8 Q: Are the works being completed considered an 'improvement'.
- A: The works are specified for like for like repairs where possible, however elements such as the thermal performance of the windows will need to be designed to current statutory requirements to ensure compliance with building control.
- 9 Q: Resident queried the possibility of all information being stored online in a single location?
- A: It is suggested that this can be stored on the Huguenot House website. WCC will explore this option.
- 10 Q: Is there an approximate timescale that could be provided as an estimate for the time required for the window replacement per residential dwelling.
- A: The contractor will ensure that any window removed will be replaced during the same day. Where possible, they will always leave a single habitable room in residential dwellings, to ensure residents can remain in their dwellings for the duration of the works. Where this is not possible in studio apartments, an alternative area is proposed to be provided as a 'warm hub'. The location and extent of this alternative area is to be confirmed.
- 11 Q: Is scaffold required or can you use a cherry picker which would be more cost effective.
- A: The use of a cherry picker is believed to be unsuitable and not viable for the delivery of the works.
- 12 Q: Has the requirement for window cleaning been factored into the design.
- A: The existing window cleaning method is via abseil from the tower block roof area. The proposed works should not impact on the method/requirement for window cleaning.
- 13 Q: Why is tap-testing required to be completed.
- A: Tap-testing is required to identify all areas of loose render material to ensure they can be appropriately removed/repared. It is essential that all loose material is identified and appropriately removed/repared to prevent any material falling from height. This is a critical H&S item.
- 14 Q: When is construction planned to commence and when will each residential apartment have the windows replaced.
- A: Site set up is due to commence in November, including the erection of the scaffolding. A programme of work will be shared with all residents. Appropriate notice will be given to each resident ahead of the works commencing to their windows.

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Q: Will the proposed works change the aesthetic of the building.

A: The proposed works have been specified to match the aesthetic of the existing building as closely as possible. This is in line with the approved planning application. There will be a small amount of material change to the windows, with the introduction of full aluminium windows and double-glazing.

The Construction Phase is due to take place between 09/11/2023 – 06/06/2024 but may be subject to amendment.

United Living will send you a monthly newsletter to keep residents up to date on the work and they will also hold a monthly coffee morning for residents to attend to discuss any queries or concerns that you may have.

All residents will receive a letter advising what works are due to start and when, and you will be asked to contact United Living to arrange an appointment for the surveys/works to be carried out.

If you have any further questions, please email us at huguenothouse@westminster.gov.uk

Yours sincerely

Kevin Dey,

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