



Wharncliffe Gardens Repairs and Decorations Project AC103

Working Group Meeting

Date: 18th October 2023 Time: 11am – 12pm

In attendance:

Name	Position	Company
Katharine Chambers (KC)	Client Representative	WCC
Julie Haughton (JHH)	Resident Advocate	WCC
Councillor Caroline Sargent (Cllr Sargent)	Conservative Member for Abbey Road Ward.	WCC
Louise Mullarkey (LM)	Customer Experience Manager	United Living (UL)
Andrew Morrison (AM)	Site Manager	United Living (UL)
Clifford Byles (CB)	Site Manager	United Living (UL)
Carl Abrahams (CA)	Contract Manager	United Living (UL)
Nicola Bailey (NB)	Working Group	WRA
Judith Harwood (JH)	Working Group	WRA
Geoff Pearce (GP)	Working Group	WRA
Patricia Becker (PB)	Working Group	WRA

Apologies		
Ian Merriman (IM) Margaret Manning (MM) Ben Whiterod (BW) Colin Burton (CB)	Resident Advocate Manager Working Group Contract Manager Quality Manager	WCC WRA United Living (UL) WCC

1.	<u>Update on the UL Programme</u>	Action
	<p>KC – Contract Manager, Ben Whiterod is on leave this week. Carl Abrahams is the Contract Manager and will provide the update. The programme was circulated as GP noted that Elmton, Helsby and Hucknall were not included.</p> <p>GP – Suggested that rather than go through the programme we could look at the newsletter that was posted to residents yesterday.</p> <p>KC – The newsletter goes out monthly to include the percentages on the completion for each element of work for</p>	<p>CA to revise the programme.</p>



<p>each block. Residents can more easily refer to the works on their own blocks.</p> <p>Question: Cllr Sargent – So what you have in the newsletter should match what you have on the programme?</p> <p>CA - At the last meeting there were some discrepancies between the information in the recent newsletter and the latest programme. This has been resolved and apologies for that. The newsletter has been realigned with the programme.</p> <p>Question: Does the programme have a P6 programme that shows us the full contract and deliverables regarding the snagging and handover?</p> <p>KC - It should have that information on the programme.</p> <p>Question: Is that programme presented for the residents or for the Working Group because we used to get the P6 programme?</p> <p>KC – BW put together an exit programme, so he was conscious to get rid of some of the detail and simplify it.</p> <p>CA - There were some inaccuracies that were brought up at the bottom of the programme. A valid point was made with some works that are showing as 100% complete. However, there were some defect works and I included a comment on there for Helsby and Elmton Court.</p> <p>GP – Residents want to know when the block is planned to be handed over, snagging and outstanding issues.</p> <p>Question: Cllr Sargent - May I ask who is signing off now for Westminster?</p> <p>KC- Colin Burton is the Quality Manager who inspects works that are 'offered up' as complete.</p> <p>CA – We have our quality plan so we can show evidence, that we have snagged, audited and that the sign off is ready Westminster to view the works.</p> <p>KC – The is also a 12 months defects period that does not start until all blocks are signed off.</p> <p>Question: Cllr Sargent – Do you have a process in place if a resident is away and doesn't receive those communications. Can they confirm in writing that they've received it and that there aren't any issues?</p>	<p>BW/CA – to ensure that the information is clear regarding handover and snagging.</p>
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	<p>CA – UL has a new system in place, Total Mobile which replaced the old service called Easy Bop. We are learning how to use the new features of using mass merges, text messaging, WhatsApp and the different methods of communication with residents. The communications will include an option where people can give us feedback if they are not around.</p> <p>Question: - The scaffolding which is still on the Elmton and Hucknall is not on your programme.</p> <p>Answer: The scaffolding will be removed next week.</p> <p>Question: GP – At the meeting you mentioned about getting the window installation rate is up to 9 -10 a week.</p> <p>Answer: We have increased resources in this area and window installations have increased as a result.</p> <p>Question- The lateral mains has not gone well has it at Rothley Court?</p> <p>Answer: The designer is on site today to review the best way to run the trunking. KC - The team have accepted that there were some issues with the delay in management of the electrical works, which they are working hard to rectify. CA - We anticipate that installation will take 4 weeks as soon as we have the design approved.</p> <p>Question: GP - Pinner Court residents have had scaffolding up for 14 months in their garden.</p> <p>Answer: AM – We are removing the scaffold, there were a few windows that needed to be completed in Rothley.</p> <p>JH – Asked that before the scaffold removal occurs, can you check the gutters in that quadrangle at Pennyford and Pinner? The Scheme Manager has had problems with excess water coming over into that courtyard.</p>	<p>UL to feedback on the design issues for the laterals.</p> <p>WCC – provided an instruction to investigate this issue.</p>
<p>2.</p>	<p><u>Update on the UL Project Team</u></p> <p>CA - I want to apologise on behalf of United Living for what has gone on previously. I just hope in the last five or six weeks that you have seen where scaffold was dormant in certain areas movement is taking place. Where there has been non access the scaffolding has been removed and we have left the provision for access in certain areas.</p>	



	<p>There has been design issues and material issues, that I've mitigated from UL and our designers. We are working hard now to ensure you get the product that is needed to finish the works.</p> <p>Question: - Are there any other blocks that have got any similar issues to Rothley with lateral mains and no access? Answer: AM – There is an issue with access in Winchilsea with one flat. KC - We can't connect the lateral mains until every flat has been fitted. They need to switch over the electrics with EDF. PB - I believe there are also issues in the Birchvale? CB -There are 10 properties across the estate that we have an issue getting in. Our RLO's are sending letters and door knocking and hopefully we can resolve that very quickly. KC - Just to clarify United Living has an access procedure under their contract. They must go through various steps of access If it fails, it comes back to JHH. Westminster will go through the Housing Management Team and our Leasehold Operations team as appropriate. Under the terms of the lease or the tenancy residents have to give the landlord access when we need to get in for a legitimate reason.</p> <p>CA - Paul is leaving the business by his own choice, people do move on. Members of the team and senior management that had left the business went away with quite a bit of information and knowledge that was not handed over. We are apologising as they took the knowledge with them and had not documented it. We have had to in some respects start again as it was internal mail reporting information. Cliff has replaced Paul.</p> <p>KC- The relatively high turnover of staff experienced on this contract are being felt across the board in the construction industry. UL senior management team is aware of this challenge and doing what they can to address it. The current team is experienced and has worked on other contracts in Westminster. Residents remained concerned that since the end of May that there has been a flux in the management team on this project for a period of 10- 14 weeks.</p>	<p>RLO's to action non access into properties.</p>
<p>3.</p>	<p><u>Inspection and handover process</u></p> <p>KC – The team met last week and are working with Colin Burton, Westminster Quality Manager. CB will have regular slots to carry out inspections with the site managers. Interim inspections have also been carried out on some</p>	



	<p>elements, and CB is waiting for final handover. Last week we agreed that the front doors are now ready for inspection.</p> <p>KC – There have been delays in handing over each block due to the stairwell issue. To update Cllr Sargent, the first two blocks Westminster and United Living were not happy with the quality of the work provided by the flooring subcontractor. This then resulted in contractual issues which took some months to address. A new contractor is in place, and they are in the process of carrying out works to Helsby Court communal flooring on the stairs. We have said to the working group previously that we will present them with those works once finished. We will come back to the group with a date for that inspection.</p> <p>KC – Once we agree that the works to Helsby Court are acceptable, the new subcontractor will go back to Elmtton and Hucknall and remedy the original works. That has delayed those first early blocks from being signed off and the doors cannot be signed until the flooring is complete. As soon as we are happy with the flooring, we can then start completing the other elements of works such as finishing the decorations and the doors might need adjusting because of the flooring.</p> <p>PB - Just to recap, all the blocks where the scaffolding is gone externally, roof works, window, external works, the roof works, decoration which is external has all been signed off?</p> <p>KC - Decorations that are accessible only from scaffold have been signed off where this has been struck, other areas including ground level and stairwells and walkways sign off is pending.</p>	<p>CB – to start sign off on the front doors.</p> <p>Residents will be invited to a block walkabout once each block is finished.</p> <p>KC – To add that the scaffold and cherry picker cost are not to be transferred to leaseholders.</p>
<p>4.</p>	<p><u>Project Communications</u></p> <p>LM - We had issues, with the last RLO that was on site was not sending out letters advising residents of the works or giving them enough notice prior to the works. We have a new team with Magid and Henrietta in place. Communications have now improved.</p> <p>NB - I had a complaint from somebody in Helsby when they were doing the new flooring. Because they were told it was going to happen on one day, but it didn't. It was then apparently completed later with no updated information being sent.</p> <p>CB - confirmed that some works were carried out in Helsby Court. The contractor was preparing the floor ready for the flooring to go down. As a resident, you might not have seen any difference and then on the following day, he started to lay the floor.</p>	<p>UL – Communications to be clearer regarding works and LM to look into complaints.</p>



	<p>The team advised residents to start contacting the resident liaison officers if there are issues or complaints.</p> <p>PB - I had to complain because the scaffolders, when they took the scaffolding down had the radio on.</p> <p>Residents informed the team that they had not received communication in the post regarding the Resident Surgery today.</p> <p>KC - I think if we find that this is the case. We will have to re-run the surgery.</p> <p>PB - Pointed out that some of the notice boards are still displaying the incorrect time of the Tuesday coffee mornings.</p>	<p>CA/BW and team to ensure that toolbox talks include no use of radios on site. LM to address with the RLO's.</p> <p>JHH to address the notice boards with the UL team.</p>
<p>5</p>	<p><u>Communal Issue List</u></p> <p>KC – The communal issue has log has now been put together. Every issue that's been reported to us by e-mail, phone is noted and then it's given a reference number which relates to the blocks. We can then check the reference number to ensure that items are not duplicated and followed through.</p> <p>NB – We have a Residents' Association meeting on the 2 November 2023.</p>	<p>LM to circulate the communal issue log by the end of the week.</p>
<p>6.</p>	<p><u>Issues from the Working Group</u></p> <p>Residents wanted to know if the project is on target with the budget.</p> <p>KC – Confirmed that it is by overall project and by block.</p> <p>JH - And has anything been omitted from what was originally within schedule for works?</p> <p>PB – Have the roof works have been omitted?</p> <p>KC - There was never a roof renewal under this scheme. We had roof repairs only in this specification. So, we've picked up and surveyed the repairs, and they have been completed.</p> <p>PB – It was on the programme some blocks don't have roof works at all and some have.</p> <p>PB – Some have 100% some have 0% and some don't have even have an entry.</p> <p>JH - So, all the repairs that are required have been done?</p> <p>KC - Where the scaffolding has been dropped. There have been surveys. The roofing report has been done and any</p>	<p>KC – to share the monthly figures.</p>



<p>works have been costed. Works have been completed, signed off and the scaffolding been dropped.</p> <p>KC – I confirmed at the last meeting that contractors will be surveying the estate. They will look at the planters, fencing, the gates and the tarmac. All those things are in the process of being surveyed.</p> <p>Some of the United Living trucks use the RA parking which has all been agreed. Residents have requested that a notice should be displayed in the window, and they park in the specific bay.</p> <p>GP – Will we do a completion statement of all the works that have been carried out per block? Maybe that will help us.</p> <p>PB - The communal staircase works is not listed in the programme either. So, it's maybe just something in the programme, which is missing.</p> <p>LM – There is a limit of space as all the pages must be in the sequence and until it's put on to the programme with the day when it's going to start then I can add it on.</p> <p>GP - If this is a case of the scope being delivered against the original plan has it been delivered within cost, it's probably something that we will pick up with you at the end of the project.</p> <p>GP – It would be helpful if we could highlight somewhere, where some of the works have not been done.</p> <p>KC – We will do that at final account stage and review this with the group and project quantity surveyor.</p> <p>GP – I raised concerns about the Rothley Court scaffolding that goes on to Cunningham Place with Paul. For two days the contractor was decorating and leaving site for two hours and left the ladder on the pavement with direct access and it's a busy junction there.</p> <p>I could also see debris from the scaffold from my kitchen window and bits of rubbish.</p> <p>PB – A few neighbours said the door fixtures were falling off.</p> <p>PB - For the lateral mains because there will be an electrical switch over. I was wondering if we could get a forecast when that switchover will happen per block.</p> <p>CB – Once we have completed all the electrics and run them into the property and then you're ready for the changeover we apply to EDF and then they will give us the date. It varies from 6 to 8 weeks.</p> <p>PB - How many windows booklets have been distributed now?</p>	<p>UL – to provide visual permits for staff to park on the estate.</p> <p>KC – to work with the group and Quantity surveyor to go through the works at the end of the scheme.</p> <p>KC – Raised this with the UL team. Issues must be reported to UL to address.</p>
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	<p>JH - It differs in the newsletter about the windows lubricant that you must use on the windows. It was quite firmly put in the minutes for the last meeting, and it was then that said it is twice a year like spring and then into Autumn and Winter. In this newsletter it states once a year.</p> <p>LM - Yes, it is up to once a year but depends on if you're having difficulty opening it or they stiffen up. You can lubricate it more frequently.</p> <p>AM – Once a year but you could use it once a week if you wanted to. Once a year would do it and twice a year is recommended.</p> <p>PB - Are there are plans for those unsure how or where to apply It. Can they go back to United living and get that done?</p> <p>LM – We do need the residents to contact us. We'll add them onto the issues log. We'll arrange an appointment for the contractors to go back and rectify any issues that are outstanding at the window.</p> <p>AM – At least a week because the supervisor is down here twice a week. So once the issue comes through. It would allow a week for him to act on it.</p> <p>PB - I still haven't heard about leak affecting my windows. It is 3 weeks now. I reported this via the WCC enquiry email. I had a response from somebody from the head office who said it will be passed on to the site team. Residents feel frustrated about contacting anyone about this. I have done it in writing now because previously, as you said, information got lost.</p> <p>CA – There is no excuse for anybody not going back to residents and we have got a senior RLO starting who will aid LM.</p>	<p>LM – confirmed the window leaflets are handed out once the works are completed with an aftercare booklet.</p> <p>BW – To clarify the usage of the Silicone window spray.</p> <p>Residents should contact UL to report issues to be rectified.</p> <p>LM – to ensure the team call PB.</p> <p>LM to investigate the generic email inbox to resolve PB issue and check that door leaflets have been sent to residents.</p>
<p>7.</p>	<p><u>Social Value Ideas</u></p> <p>KC - The social value ideas we talked about last time. Is it something you want to take to the RA for more input?</p> <p>PB - We were waiting on one of the items you were going to give us a list. Send us the initial cost plan or similar? We want to check what is included?</p> <p>JHH – Had an issue trying to send the link to the cost plan.</p> <p>Question: - Are car parks included and what is the budget?</p> <p>KC – Carpark repairs can be picked up within the body of the contract. I am happy that we can pick up those repairs within the main scheme. Car park repairs are not rechargeable to leaseholders.</p>	<p>Residents to supply a social value wish list after the next RA meeting.</p> <p>JHH to circulate the cost plan.</p> <p>CA/KC to confirm the budget.</p>
<p>8.</p>	<p><u>Coffee Mornings/Resident Drop in Surgeries</u></p>	



	<p>KC - The coffee mornings are still running monthly. The Resident Surgery is this evening by appointment only.</p> <p>If you see anyone who wants to come, just ask them to contact United Living via phone or e-mail about an appointment as per the newsletter.</p>	
9.	<p><u>A.O. B</u></p> <p>Cllr Sargent – Raised that security is a major concern and that there is room to improve the communications.</p> <p>The next Residents’ Association meeting will be held on the 2 November and the Working Group would like to discuss the programme.</p> <p>Question: What time does the site office close as residents come back late from work? Answer: If the team are all outside the site team will leave between 4.30pm -5pm. Residents can always phone or email the team.</p>	<p>JHH to invite Cllr Sargent to future meetings.</p> <p>CA/BW – to provide an updated programme for the group to discuss at the next RA meeting.</p>
10.	<p><u>Date of the Next meeting</u></p> <p>We will invite you to the walkabout at Helsby Court to look at the flooring which will be in the next few weeks.</p> <p>Wednesday 15 November 2023 at 11am at United Living site office Henderson Drive or the Wharncliffe Community Hall.</p>	<p>KC/JHH to confirm the date of the flooring inspection at Helsby Court.</p>