

Wharnccliffe Gardens Repairs and Decorations Project AC103

Working Group meeting 11am – 12pm 13 September 2023

In attendance.

Name	Position	Company
Katharine Chambers (KC)	Client Representative	WCC
Julie Haughton (JHH)	Resident Advocate	WCC
Magid Hussein (MH)	Resident Liaison Officer (RLO)	United Living (UL)
Henrietta Tanagidah (HT)	Resident Liaison Officer (RLO)	United Living (UL)
Paul Murray (PM)	Site Manager	United Living (UL)
Louise Mullarkey (LM)	Customer Experience Manager	United Living (UL)
Ben Whiterod (BW)	Contract Manager	United Living (UL)
Andrew Morrison (AM)	Site 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
Margaret Manning (MM)	Working Group	WRA

Apologies

Ian Merriman (IM)	Resident Advocate Manager	WCC
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1.1	<u>Update on the UL Programme</u>	Action
	<p>KC - An overview of the programme that was sent out the day before was provided. We changed the date of the walkabout but not all residents were present.</p> <p>BW – Is the new Contract Manager who has taken over from Jamie Thompson. The programme has been reviewed to realign to a more realistic and accurate timeframe. The big change is the forecasting completion date will be the 23 January 2024. Over the next couple of weeks, we intend to increase the volume of window installations that we are doing per day. Currently we are installing 4 to 5 windows a week and we will increase installation to around 9 to 10 a week. The rate will be increased for obvious reasons and to do as much works that require access at the forefront along with scaffold dependent works. They are our main targets set for the site team to focus on scaffold dependent works. So, we can get the tubing fittings down away from your windows and the estate as soon as we can.</p>	

	<p>NB – Asked What is FRA? KC- Fire Risk Assessment. PC – What will that encompass? KC - This includes any fire stopping, new doors, emergency lighting and signage.</p>	<p>information headings.</p>
2.	<p><u>Update on the UL Project Team</u></p> <p>BW – We have allocated Andy Morrison to the project to work alongside Paul Murray as a Site Manager. GP – Is the Project team fully resourced now? KC – It is now and there has been some gaps and I will take this up with the Quantity Surveyor. There has always been two site managers and we have two RLOs. JH – Asked where does Louise fit in? LM – Is not based on site and a percentage of her time is spent on Westminster. KC – There is an element of a senior one day a week.</p>	
3.	<p><u>Update on the stairwells</u></p> <p>KC – Andy and Ben are in contact with the new stairwell contractor. Do we have a start date for them yet? AM- They will start in two weeks times as soon as their RAMS come through. KC – We have agreed that we will start with Helsby, and we will benchmark with that block. KC – RAMS is their risk assessment and health and safety statements. GP – When they start how long will they be on each block? AM – the idea is to benchmark Helsby with the new contractor first and then they can go back to Elmtun and bring that back up to required standard. GP - Will one team be going from block to block? BW – That will be reviewed as that's part of the benchmark as we want to see how long it will take, what type of resource we need and look at the standard of work and the programme. Letters will be sent to each block. GP – Have you booked in contingency dates for stairwells? LM – This is the communal walkway as the stairwells were inside.</p>	
4.	<p><u>The use of 3-in-One professional silicone Spray Lubricant for windows</u></p> <p>KC – There were a number of questions about the spray for the windows. The response from Astraseal. just made it clear that as long it was a silicone-based spray. Astraseal has recommended a product for Wharnclyffe. If people want to use that brand that's a recommendation. NB - When can we use it that was the other issue. Can we use it 6 months down the line or today? LM – Annually is recommended.</p>	

	<p>NB – From now not after the windows have settled in for a while. At the meeting last time it was said that you can use it in 6 months.</p> <p>BW – You can use it as and when you like whenever you think its required.</p> <p>JH – Is that what Astraseal say? As we were getting conflicting messages of what to do.</p> <p>BW – Astraseal has confirmed what type of spray to use. How often you use it is up to you.</p> <p>LM – There is a 12-month defect period.</p> <p>NB – Should it be after that 12-month defect period, or can it be used from now on?</p> <p>BW – You can use it from now on. If it is a defect, we will pick that up separately. The product can be purchased from Amazon or Toolstation and it’s called: 3-in-One Professional Silicone Spray Lubricant for windows.</p> <p>KC – The important message is <u>do not use WD40</u> on the windows. If you find that you are having any stiffness in the windows, then the spray can be used.</p> <p>AM – Confirmed after speaking to the Contract Manager from Astraseal. You can use the lubricant whenever you want to. If you use it every 6 months that would be useful especially coming into the winter months. Spring and then into the winter.</p> <p>PB - Would this nullify any warranty if it is used from now on rather than at the end of the defect period?</p> <p>KC – This will not affect the warranty.</p> <p>PB – Raised concerns that some of the elderly residents will not be able to lubricate their windows themselves. So they will call out Morgan Sindall or someone else. Who is paying for that?</p> <p>KC – If residents have a specific issue within the defects period including the installation period and 12-month defects. If they raise any defects, then United Living would come back to look at the windows and there would be no specific charge for that if it was counted as a defect.</p> <p>GP – So if a resident called Westminster City Council repairs line regarding an issue with the windows. Do they know to direct that issue?</p> <p>KC – Westminster should know that Major works has taken place and it should show up on the screen that Wharncliffe Gardens is within a defects period.</p> <p>JH – We get it on our bills as we are a few leaseholders.</p> <p>GP – Not if it goes through to the repairs.</p> <p>KC – There should be a note on the repairs system that these windows are under major works and that they are under a 12 month defect period. It is a valid point, after that defect period. I do not have any control of elderly people not being able to spray their windows.</p> <p>JH –Action note to ensure that towards the end of the defect period that this is firmly resolved and put on to Westminster billing. If anyone gets a problem we call out and do not get charged.</p>	<p>BW/AM – to provide a booklet to residents.</p> <p>KC- To ensure the defect period is added to Westminster billing to avoid charges.</p>
5	Issues from the working Group	

<p>JH – My concerns is in progress about the guttering and the overflow of the water. The guttering near my flat seemed ok but there plants still growing in the guttering. The guttering itself away from Rothley Court the middle part seems to be leaking.</p> <p>KC- United Living has an instruction to look at the guttering and the blocked hopper head at Elmton. This is in progress.</p> <p>JH - The lights on that dark side. KC - An order has been issued to deal with this. JH – What is the estimated time for having a resolution and an installation? It is pitch black over there.</p> <p>BW - The manufacturer of the lights has provided some drawings he has incorporated into the designs, and they only got issued yesterday afternoon. We are just waiting to hear back on stock levels and lead times. JH – This is just for that bit at Pinner?</p> <p>KC – This also includes some areas under Rothley where it is dark where we have made some design changes. JH – Are we looking towards strip lights? KC - The lights will be the same bulk heads as the other fittings. We are waiting for the final designs.</p> <p>PB – Will we be fitting the matching designs to the rest of the estate? BW – That is correct. KC – The lights are on the same circuit which is why they are also off. When they completed the works to the existing circuit, they disabled it. So, we are adding them in, and we hope they are rectified within the next 2/3 weeks.</p> <p>GP – Can it be raised with the scaffolders about parking their lorry that was backed into Pennyford Courtyard. This blocked the pavement. Anyone with mobility issues, wheelchairs or pushchairs would struggle to get around he blocked pavement.</p> <p><u>Scope</u></p> <p>JH – How are we doing on cost? KC – We remain on budget. The increased level in staff has already been accounted for. JH - Are we on target by overall on the project? GP – Are we delivering on scope for the original contract? KC - There have been no major variations under this contract. PB – There were a couple of queries at previous meetings on whether the external lighting was not included initially. KC - The floodlighting has been added, there has been no change to the cost. The redesign of the lateral mains has been accounted for in the original contract. This falls to the designer to adapt it as to what he found on site.</p>	<p>PM/AM to investigate the guttering (Near no 23).</p> <p>BW/KC</p> <p>BW to confirm the lead times.</p> <p>BW/AM/PM</p>
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<p>PB – Are the bin doors, the access and the handles included in the contract? KC – Believe this is included for overhauls. JH - Is this the bin stores on the ground floor with the wooden doors? KC – United living is focusing on scaffold dependent works. They will not survey the ground floor until the scaffolding is down across the estate. She confirmed that we will survey the bin doors. If any were beyond repair, they will be replaced and anything that can be repaired will be repaired and decorated. JH – Those that are going to stay will they be varnished or have a coat of paint? KC – All previous painted surfaces are allowed under the contract. MM – What about the tiles in the bin chamber/chute room? KC – We are not due to change the tiles. If we start with that it's an expensive and not entirely necessary, job. JH – What would it come under a future repair? KC – If there was a strong feeling about it, KC could add it as a variation, but I am not sure its reasonable justifiable unless there is a particularly bad one. We can survey them. GP– Is it unsafe? MM – Every time I throw my rubbish away my knuckles are getting caught on this because you think it's all cracked but they are broken. KC – We can arrange for a survey to see if there's anything dangerous or unsafe. GP – Thought is seemed more like a Morgan Sindall day to day repair.</p> <p><u>Snagging</u> NB – We were talking about having numbers for snagging for when we report things. Has this started? KC – MH and HT were going to record a reference number against any snags. GP – The issue is that when we meet with residents, they have photos and raise their issues. If we can say have you got a reference number for that and when did you last get an update. They say 6 months ago then we can bring this to you to follow up. NB – Asked to double check that it is on the list in the first place because that's the problem. Also, can reference numbers be issued if they are reported at the coffee morning and at the moment. NB noted that residents don't seem to have email contact details on the newsletter. If I report something I would, do it by email. LM – There confirmed that there is an email address on the newsletter. KC – There is an email address it was just on the second page. NB – The reference numbers are supposed to be a flat-by-flat thing. Is the same thing happening on communal areas. So, If I report guttering or a problem on the front door is there anywhere that has been gathered together. KC – All issues are logged on United Livings system called</p>	<p>KC – to arrange the survey of the bin stores.</p> <p>LM – to add the email address on the front page.</p>
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<p>Easy Bop.</p> <p>LM – The RLO’s log any issues rather than going to our admin team because they do not know the project. The admin team are based in our head office and its easier for the RLO’s on site to deal with the issues.</p> <p>NB – It would be quite useful for us to know what has already been raised so that 30 flats are not repeating the same thing. So is there any way that we can access that information and check that everything is on there.</p> <p>KC – We can not share it due to data protection. We could share the centralised block one. Perhaps that’s something that we could share at the meeting every month with the communal items. This was something that Jamie had agreed I know there was a difference of opinion because of the reference numbers.</p> <p>LM – Stated that this has been done.</p> <p>GP– What are the rough sort of numbers would you say that you are getting? Is it one a week or 10 a week?</p> <p>MH – Less than one a week.</p> <p>KC – There has been a significant change and a lot less number of calls that we are getting from our perspective. There will always be issues and it’s a positive sign if they are not coming through to us. The team are picking most things up.</p> <p>HT – When residents call, and AM and PM are on site we try to deal with it straight away on that day.</p> <p>AM – If there is an issue, problem, or complaint I like to jump on it straight away to close it.</p> <p>KC – A month ago KC and JHH were seeing way too much issues. By the time it gets to us it has gone through lots of times. Now its barely anything. Residents can come to us anytime and go to the Westminster main mailbox. For the best quickest action go to the site office to speak to the team.</p> <p>JH- Are the end of day checks being done?</p> <p>KC – They must absolutely be done, and they will be done. There were photographic surveys done at the end of the day which Romeo had put into action. Just to make sure that they are required to happen. Westminster gets it weekly and United Living do it daily.</p> <p>JH – Mentioned that there was an issue with a communal door not closing.</p> <p>KC – Confirmed that is a communal repair.</p> <p>JH – The Cactus alarm that beeps, I was told that it means it needs resetting. The box near Pennyford Court has been beeping for ages.</p> <p>PM – It does send out little beeps but it’s not loud. If there are any issues with the alarms, it goes straight to Cactus who monitor it. This alarm will be removed soon.</p> <p>JH - Mentioned that the high bathroom windows keep being raised by residents.</p> <p>KC – Confirmed that the high windows have been approved and Astraseal will provide a final design and demonstration. We will get a video that will be shared with the group as we will not enter into residents’ flats. We have paid to get it fitted</p>	<p>BW/AM to share centralised snagging data on communal only.</p> <p>PM - to ensure photographic surveys are sent every Friday.</p> <p>KC – to share the window demonstration video.</p>
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into a flat so that we can produce a video of how it works. KC and CB are happy with it we just need the final sign off by Astraseal confirming that it does not affect the performance of the windows.

Door closers

NB – Has the door closing timer been finalised?

KC – Anyone who has had a problem with the doors has now had their issues resolved.

PB – A few days ago a few residents in Cheadle Court were having problems with their front doors.

KC – It's important that they contact us as advised in the newsletter.

NB – Is there a one size fits all way of adjusting the doors?

KC – Personally I don't think that's the right answer as people have different requirements.

NB – When we discussed this before we were going to get an average time and then you said we couldn't do individual ones.

KC – It needs to be adjusted for the resident, but we reiterate once again that if people have specific issues, it must be brought to the site team who can make those adjustments.

PB – So basically, we tell people to report their doors if they have a problem.

KC – In the last few weeks the number of people and the number of responsive levels on site has improved.

JH – There is an extra cabin, what is in it?

AM – There are two extra cabins for storage.

PM – There was only one container that was present previously agreed. Two subcontractors are using the space as extra storage.

KC - Pennyford Court communal doors have been adjusted.

PB - Birchvale and Elmton was bad too.

NB – This is where it was dragging on the floor.

BW – All closers on blocks have been reviewed and our operatives have adjusted them.

KC – Until we finalise the flooring then that issue will be dealt with. The communal doors in Pennyford were banging and have been adjusted.

PB – The communal bin chute doors and the communal staircase doors are always wedged open. They are sticking on the floor in Birch Vale.

KC – This is difficult to address until as the floor is not finished.

JH – Scaffolding was removed from the block and no one checked that the painting was not finished on the flat two floors above.

AM – Explained that they would erect an aluminium tower to address this. This was obscured by the scaffolding.

KC – If the scaffold is in the way this would make it slightly more difficult to check and they will come back and do it at no more cost.

PB – Raised the issue of the cleaning arrangement for the communal walkways which has already been laid.

AM -to investigate the sticking doors.

KC – to arrange a meeting with estate

<p>KC – We will arrange a meeting with Bauder and estate services officers.</p> <p>PB – In the meantime are they cleaning the walkways? Or is there a service interruption.</p> <p>BW – We can find a date sheet.</p> <p>JH – We did have a walk around on the 16 August and we didn't get any notes.</p> <p>JH – The freezing on the Bauder walkways. It sits on the top and wears itself in after two or three months then it settles and goes like an ordinary concrete pavement. But if the cleaners are cleaning or if there is rain. We will have a 5-month period where there's potential heavy frost, skating or people potentially hurting themselves on it. So, are they stopping to install the Bauder walkways and then resume in March when we are over the freezing weather?</p> <p>KC – These walkways are installed across many estates across London. They are designed for all weather and there is a bedding in period of 3 months.</p> <p>BW – The flooring still conforms to the requirements in terms of anti-slip properties.</p> <p>JH – If it's fitted in November and we get a bad freeze just after Xmas. Is it still within that 3-month settling down period. As you get these 'blobs'.</p> <p>NB – It does improve, at Elmton Court to start with we got these huge blobs sitting above ground puddles. Surface tension and they were big and they have now become smaller. So it's the bedding in as they say.</p> <p>KC - The product meets the British standards and its installed all year round across estates in London.</p> <p>JH – So there will not be a gap in the installation period between the end of November to account for the freezing weather.</p> <p>KC – Confirmed that there will not be a gap in the installation period.</p> <p>JH – This is a major concern as we have quite a few frail people living on this estate. You don't even have to be frail to slip on ice.</p> <p>PB - The door step is slippery because it was covered.</p> <p>KC – We talked about that on the walkabout, and they were going to increase the amount of aggregate.</p> <p>PB - It looked like there are two finishes. I don't know if they came back and punched something out.</p> <p>KC – There are two finishes there's a finish along the side and then there's a finish down the middle. That is how it's meant to be.</p> <p>PB – Asked is it supposed to be different colours?</p> <p>KC -It should be different colours and at Elmton they originally did it in different colours and they should have gone back over it. Westminster has not been offered these for sign off. So, at this point we are not saying this is agreed.</p> <p>Residents mentioned the white boarder around the upstand. And why was it not painted grey.</p> <p>KC – Explained that this was due to the limit of the system and it was white originally. If you wanted that specific paint, we could paint it in dark grey.</p>	<p>services and Bauder.</p> <p>JHH to send the notes from the Bauder Walkabout.</p> <p>BW</p>
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	<p>Residents agreed to the use of the dark grey paint.</p> <p>A finger injury was reported from a window. UL and WCC to investigate the reported issue directly with the affected resident. The details could not be discussed at the meeting due to data protection reasons.</p> <p>KC – All windows installed meet all British standards and building regulations. None of us have concerns that we are fitting dangerous windows.</p> <p>JH – If we cast back to four/five years ago we had a company called Symphony we had a window fitted with a button release and it was raised very strongly after that meeting that this button release can come straight down on your finger and is to critical to losing a finger.</p> <p>PB – Explained that you must keep your finger on the button while you bring in the window.</p> <p>JH - This was rejected on the window in the room that we have next door.</p> <p>KC – They are designed with in built restrictors. To override the restrictors this is exactly so that children do not touch them and it's an adult operated system.</p>	<p>United Living to investigate.</p>
<p>6.</p>	<p><u>Drop in surgeries</u></p> <p>KC – We will organise an afternoon and evening session which includes the leasehold service attending. Drop-in surgeries offer a one-to-one opportunity for residents to raise individual queries. This is not a meeting so there are no minutes. Residents are allocated a specific time slotted booking system.</p>	<p>KC to confirm the date of the surgery.</p>
<p>7.</p>	<p><u>Social Value</u></p> <p>NB – We are discussing this but do not have a final list. We have a RA meeting, and we can come up with ideas.</p> <p>PB – If we knew what is not part of the contract.</p> <p>KC – This information is in the cost plan published online under the major works.</p> <p>PB – Then we will know what we can put in the wish list. External lighting and the carpark resurfacing was on the list.</p> <p>KC - An element of estate repairs would be included.</p> <p>PB – Asked if the canal is included.</p> <p>KC - No that's not included only some patch repairs are allowed for.</p> <p>NB – We wondered where we have all those bricks and solid lumps of cement it would be nice if that could be changed to the bouncy stuff that looks like stones or gravel. If we could put that down and remove the rest that would improve the look.</p> <p>KC – We will have to look at this to see how much it costs and be reasonable as to what constitutes as social value.</p> <p>JH – Are carpark repairs which we were told do not belong to the estate. But they are included?</p>	<p>BW to investigate.</p>

	<p>KC - They are not rechargeable. We have allowed for patch repairs.</p> <p>JH – We have been told a thousand times over the past 10 years and it's not going anywhere.</p> <p>KC – I am not suggesting that we are going to resurface the carpark. Where there are patch repairs, I am happy that United Living can do this under the scope of this contract. Estate works are allowed for, and the carpark area is not rechargeable to leaseholders.</p> <p>PB – The cost plan will this give us a good idea of what's not included?</p> <p>KC – The cost plan is itemised on the block.</p> <p>JH – Garden gates we were told are in.</p> <p>KC – I can clarify that gates will be picked up under the major works this is only the gates that are beyond repair.</p> <p>PB – The percentage is different.</p> <p>A list of Social Value ideas to be sent by the working group.</p>	<p>KC – to look into this.</p> <p>JHH to reshare the cost plan link.</p>
8.	<p><u>Coffee Mornings</u></p> <p>Coffee mornings will continue once a month every first Tuesday 11am-12pm.</p>	<p>LM- to update the signage on the estate and all notice boards.</p>
9.	<p><u>A.O. B</u></p>	
10.	<p><u>Date of Next meeting</u></p> <p>Wednesday 18 October 2023 at 11am at United Living site office Henderson Drive or the Wharncliffe Community Hall.</p>	<p>JHH</p>