



## Wharncliffe Gardens Repairs and Decorations Project AC103

### Working Group Meeting

**Date: 07 February 2024 Time:11am – 12pm**

#### In attendance:

Name	Position	Company
Katharine Chambers (KC)	Client Representative	WCC
Julie Haughton (JHH)	Resident Advocate	WCC
Latoya Cozier (LC)	Quantity Surveyor	WCC
Charlotte Hardless (CH)	Quantity Surveyor	United Living (UL)
Andrew Morrison (AM)	Site Manager	United Living (UL)
Trevon Mengot (TM)	Senior Resident Liaison Officer	United Living (UL)
Ben Whiterod (BW)	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)	Resident Advocate Manager	WCC
Margaret Manning (MM)	Working Group	WRA
Colin Burton	Contract Manager	United Living (UL)
Councillor Caroline Sargent (Cllr Sargent)	Conservative Member for Abbey Road Ward.	WCC
Louise Mullarkey (LM)	Customer Experience Manager	United Living (UL)
Henrietta Tanagidah	Resident Liaison Officer	United Living (UL)

1.1	<u>Update on the UL Programme</u>	Action
	<p>BW – Explained that the past few weeks have been busy on the estate. Relaying the carparks and slab repairs and planters have all been rebuilt and there are ongoing works related to fencing.</p> <p><b>Question:</b> Are the estate works in the programme? They were not planned to be done.</p> <p><b>Answer:</b> BW – There was a proportion of works within the programme, we have completed more than what was originally programmed. For example, the carparks were originally down for patch repairs not breaking all carparks up and relaying and an increased amount of slab repairs.</p>	<p><b>BW – to send the updated programme.</b></p>



	<p>KC – Under the previous United Living Team they could have surveyed some of the previous works which could have been accommodated earlier. The time we know has gone over for several reasons. The cost associated with the extension of time is not paid for by Westminster, but we will pay for the additional work.</p> <p>BW – During the last update we were not certain of which carparks we would be doing and the amount of works to them.</p> <p><b>Question:</b> In terms of estate works, is there anything else that we should be aware of that needs to happen before we finish which is not on this programme? For example, we have tarmac relayed to carparks, general builders work, replaced planters, timber fencing, paving works.</p> <p><b>Answer:</b> BW - The paving works are scattered around the estate. They have been marked up with white marking.</p> <p>KC – This is only within the boundary area of the estate. So not on the highways, those pavements along Henderson Drive are Highways responsibility.</p> <p><b>Question:</b> Where the lines are all marked up is the intention to tarmac or repave?</p> <p><b>Answer:</b> BW – It will be to replace the marked slabs.</p> <p>AM – There are some tarmac areas to be replaced.</p> <p>KC – We looked at this last week in terms of the paving slabs they are down for individual replacement where they are broken. The tarmac itself is down for a jet wash and we will pick up the individual areas for repair.</p> <p>WG - Residents are all for replacing but let's not do another patch work job that Westminster Repairs have done in terms of the tarmac, it looks terrible. We have paving slabs that are cracked and then patch repairs of tarmac and if we come in again and do another patch work it's not a good look.</p> <p>KC – Overall it should be aesthetically better so we would where it makes sense replace the section. Otherwise it will only be individual slabs.</p> <p><b>Question:</b> It would be good to know if you have a plan and could you share it so we can update the Residents Committee tomorrow?</p> <p><b>Answer:</b> KC - We have a schedule of repairs being conducted under estate works.</p> <p>WG - Residents have seen red and white markings is that all as residents will see other areas which they have pointed out to us.</p> <p>KC – The whole estate has been surveyed and all the necessary repairs have been picked up.</p> <p>BW – There is a revised completion date of the 27 March 2024. That incorporates the last remaining block entrance door to Cheadle and the intercom. They are on a big lead time and that is the reason it's been pushed back. If we have an opportunity beginning to mid-March to start demobilising and</p>	<p><b>KC, BW and AM to inspect the tarmac patch near Rothley adjacent to the garden.</b></p>
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	<p>removing of some containers. We will do that depending on access and weather as we move on with the programme.</p> <p><b>Question:</b> Will staff be on site until the finish date?</p> <p><b>Answer:</b> BW – Only as required, for instance if we finish what we need to and leave the block entrance doors to be fitted we will have no one on site. Then we will not have a manager. While operatives are on site working there will be a United Living presence.</p> <p>WG - wanted to discuss Block by block updates: Birchvale - 19/2/24 will be complete.</p> <p><b>Question:</b> Are there any significant challenges to get it completed? There are Fire Risk Assessment works (FRA) and additional patches.</p> <p><b>Answer:</b> KC – That will be subject to final inspection and handover.</p> <p>Rothley - The lateral mains. KC – With the lateral mains we need to shutdown Pinner Court and there are challenges with residents, and we must be careful and give them plenty of notice and make sure they are suitably accommodated.</p> <p>AM – Confirmed that the shutdown will be on the 12 March.</p> <p><b>Question:</b> Are you doing any handovers or inspections at Rothley?</p> <p><b>Answer:</b> KC – Only when we are invited by UL to carry out the inspections.</p> <p><b>Question:</b> So, handovers and inspections start next week?</p> <p><b>Answer:</b> BW – Teams are working with AM to run through the flooring, decorating, and touching up.</p> <p><b>Question:</b> Pennyford – Has the same issue with the lateral mains dual feed and communal flooring?</p> <p><b>Answer:</b> KC - Pennyford and Rothery are dependent on Pinner for the lateral mains.</p> <p>BW – The communal flooring is due to be completed by the 15 February.</p> <p>Brackley – Fire Risk Assessment (FRA) works are due at Brackley.</p> <p>BW – We are collating all the evidence for the FRA records.</p> <p>Cheadle – The Fire Risk Assessment Works and the lateral mains are complete.</p> <p>Castleford – Fire Risk Assessments works to be complete by 6 February.</p> <p><b>Question:</b> Is Castleford now complete?</p> <p><b>Answer:</b> AM – No, it's not complete we are looking at an additional day as they are there today.</p> <p>Ashby – Lateral mains on Ashby are due to be complete on the 26 February.</p> <p><b>Question:</b> Is that just the switch over? And have all the physical works been completed?</p> <p><b>Answer:</b> BW – That is the switch over date that we got from EDF, and all the physical works are complete.</p>	<p><b>AM – to follow up on the additional patches.</b></p>
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	<p>Winchilsea – Scaffolding will be struck once external repairs and decoration are complete and clean and clear site.</p> <p><b>Question:</b> The railings outside Winchilsea they are not staying white, are they?</p> <p><b>Answer:</b> AM – No, that’s the undercoat on the railings they will be painted black.</p> <p>BW – It’s the small things that sometimes take the longest and we must make sure that we get them right. Colin and Andy are working closely together to drive these works on.</p> <p><b>Question:</b> Elmton has a block handover on the 20 February and general snags are 10% complete. In those general snags is the updating of the liquid flooring on the second-floor part of that?</p> <p><b>Answer:</b> KC – We are aware of that, and it has not been done.</p> <p>NB- I am referring to the T shaped area on Elmton and they did it and it was wrong, and they never repaired the patch with the workers footsteps going right through it which are still there. When the hallway flooring was done someone walked through the screed which then went on to the walkway. So, there are two lots of footprints.</p> <p>KC – That should be part of the snagging and the walkabout with Jim.</p> <p>AM – We can get the latex up, but I was not aware that it was due to be relayed.</p> <p>NB – I have always queried this.</p> <p>KC – This is part of what we discussed last week with Bauder. Andy and Jim from Bauder walked the whole estate last week so that should be on the list. This does need to be addresses as one of the snags.</p> <p><b>Question:</b> Has Birchvale Court been done?</p> <p><b>Answer:</b> AM – They have inspected it, but it still has footprints and needs to be cleaned.</p> <p><b>Question:</b> There are lots of indentations in the floor has that been picked up?</p> <p><b>Answer:</b> KC – That should be picked up.</p> <p>AM – Is waiting for a report back from Bauder.</p> <p><b>Question:</b> How do we know these issues will be picked up as I have sent off a list of items and have not received anything back?</p> <p><b>Answer:</b> KC – That will be on the communal log and if it is on there it will be picked up.</p> <p>PB – The log that was issued was from mid-January and I have not seen it.</p>	<p><b>AM to address the second-floor repair works.</b></p> <p><b>JHH to check the communal log with TM and HT.</b></p>
<p><b>2.</b></p>	<p><b><u>Valuation/Final Account Process</u></b></p> <p>KC – Charlotte and Latoya are invited today, and we circulated the monthly valuations for the last 3 months. They will explain how the monthly valuations process works and how we move forward to final accounts.</p>	



	<p>LC – Explained that CH normally provides the project valuation on the 16<sup>th</sup> of the month. LC has 10 – 12 days to assess it. We normally do a joint valuation meeting as we work on a few projects just to make sure that we are aligned by the end of the month with what we agreed to pay. CH sends in a valuation; I assess it based on having a site walkaround and then consult with KC and the Quality Manager. To make sure that what UL have applied for is actually accurate, has been signed off and that we are happy with the standard of it. Plus, that KC is happy with where we are in terms of the programme and then CH and I will have a meeting and we go through everything. If there is anything that CH has applied for as we work on a percentage basis. If CH has applied for a greater percentage that I feel is incorrect then we will have a conversation. Normally there is nothing that is of dispute but if there is we look at this.</p> <p><b>Question:</b> What is the percent? Is it staged payments?</p> <p><b>Answer:</b> LC– It is staged payments and based on the percentage of the works that's been completed.</p> <p><b>Question:</b> What's the percentage is it 30% of what's been applied for?</p> <p><b>Answer:</b> CH – No each block is different.</p> <p>LC - For example, if we were going to decorate this room once it's all been completed then we pay 100%. So, for each work element this includes all the work components that go with it such as window overhauls.</p> <p>KC – They can claim for any amount depending on how much work has been completed so it may be 50% or 25% of where it is at that monthly point.</p> <p>LC– We only pay a percentage of what has been completed until it has been fully signed off at 100%. This only gets paid at the final account stage. When we get to the final account stage, we sit down and until that stage is finally agreed any item is still open for discussion. The works that have been priced we pay as we go along, we agree and if there is anything added or omitted. If something has been added in if it's an element of works that was already priced but the quantity has gone up, then that will be scaled up based on the rate or labour costs. If it's an element of works that was not priced at all. We then refer it to the schedule of rates in the contract.</p> <p>KC – The main partnering contract which is the ten-year contract that we have with United Living will have an element of scheduled rates agreed in the contract. For example, paint per square metre, brickworks and standard items will be in there. When this specific scheme was priced 2.5 years ago then other items would have been specifically priced. For example, if we added an extra a light, that light would be priced the same as it where 2.5 years ago. If we suddenly picked up something that we had not thought or predicted, and it was completely new CH would have to go out and get</p>	
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	<p>those prices and show LC those prices. We have an open book contract, so we must see everything and show LC how that price was agreed.</p> <p>GP – What we are looking for as the Working Group is a session at contract completion which correlates everything that you said you would do and everything that you have done and any associated changes instructing and how the contingency fund has been spent. I believe there was a 10% contingency in the cost plan associated with Brexit and Covid. How has that contingency fund been spent and what has it been spent on?</p> <p><b>Question:</b> Could we have a representative on each block?</p> <p><b>Answer:</b> KC – We are happy to do that. We will get to the end of the works we need to give time for the final accounts to be prepared. We would not issue the final accounts until the post defects. I am happy to have a conversation with Jeff and Nick our Commercial Manager and Major Works Manager to see if they are happy for us to go through it before the end of defects and after completion of works. We will need some time to prepare it after completion. If we could go through it once with the nominated member of each block that fine. It's a lot of time commitment and we are happy to it. We will also publish the final accounts, its open information.</p> <p><b>Question:</b> What is the retention that you usual keep until the final account?</p> <p><b>Answer:</b> LC – It is 5% which is kept until the end of the defect period. We hold back a percentage until we agree the final accounts. When the final figure is agreed we hold back 5% of the final account figure until the end of the defect period. So, within that period United Living will need to come back out to rectify any works. We have a 10-year partnership with United Living, so we are consistently working together so it makes it easier. If there are works that they need to come back to site to be attended to there's the 5% but they are also on a contract elsewhere so its sufficient to bring them back as we are in a position to adjust.</p> <p>KC – If we do this prior to the end of defects and get permission to do this before defects. We should be clear that the final accounts at the end of defects will differ very marginally. So that will feed into your bill slightly as a difference.</p> <p><b>Question:</b> If we do email these cost queries, can we have an email address?</p> <p><b>Answer:</b> LC- We still need to go through the final accounts nearer the completion date. If residents can email the list nearer the completion time.</p> <p>KC – The cost plan previously shared is the original one and we now know that some of those figures will have changed. CH will not have the final figures as yet so I think those queries will need to be addressed at the point.</p>	
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	<p>Residents are not asking for final account figures but would like to see figures for the entrance doors for example. As some entrance doors were completed under a different scheme for £5k.</p> <p>KC – I am quite conscious that we will get an elevated level of detailed enquiries on the cost plan which we then need to duplicate, this is why it is better to wait until the final account has been prepared.</p> <p><b>Question:</b> How does WCC normally work with their leaseholders to demonstrate the costs?</p> <p><b>Answer:</b> KC - This is normally through the final accounts with leasehold operations, and you would not get the details that we are able to give you.</p> <p>GP – On the cost plan you should add a new column for actuals.</p> <p>LC– We have a separate tab to show if the rates or quantities have gone or down. Or if the entire element has been omitted out. If anything has been added in this is instructed by KC and is sent over as an addition that is reflected in the monthly valuation.</p>	<p><b>KC and Latoya to discuss.</b></p>
<p>3.</p>	<p><b><u>Updating on the bathroom windows</u></b></p> <p>KC – We met with Astra seal and have produced a final proposal for the bathroom windows. We will be able to write to everyone affected and be able to offer them this. It allows for a passive ventilation within the window which is easy and reachable. It can be reached easily from the inside to allow for ventilation, and it does not compromise the secure by design of the window which some of the other options did. It means that the window is opening inward in line with planning so it's the best option.</p> <p><b>Question:</b> So, the window doesn't physically open?</p> <p><b>Answer:</b> KC, it does open its an addition.</p> <p><b>Question:</b> Does it tilt?</p> <p><b>Answer:</b> BW – Instead of having a winder or reaching up to open the window. There is a cord that comes down that can open and shut without the need of opening the window.</p> <p>KC – There are no additional things being fitted to walls and we can offer this widely. There are about 100 flats affected by the high-level windows and we will write to them an offer them this option.</p> <p>Residents raised that they thought it would be the whole window that would be vented. With vents that move with the window with one at the top of the window.</p> <p><b>Question:</b> How are the windows cleaned?</p> <p><b>Answer:</b> KC – The windows still open its only the glass that needs to be changed and they can be cleaned. The handle will be the same.</p> <p><b>Question:</b> So, the handle is still 16 centimetres up on the right and that's the issue that people cannot open them?</p>	<p><b>UL to action.</b></p>



	<p><b>Answer:</b> LC – The window frame will still be in place, but we will change the internal panel.</p> <p>KC – There is no change to the opening of the window if people are finding it difficult to open the window, they can open the vent.</p> <p>NB – To clean the windows you would still have to climb on something.</p> <p>KC – It's not a perfect solution but this is best option.</p> <p><b>Question:</b> What is the cost and who will pick up this cost as it is a design flaw?</p> <p><b>Answer:</b> KC – I have not had the final cost yet.</p> <p>NB This is a new design that is different from the old design.</p> <p>KC – That is because we wanted tilt and turn windows. There are several reasons to do with the tilt and turn function, building regulations and we are limited by the existing openings in the building.</p> <p><b>Question:</b> When will it be available for people to see?</p> <p><b>Answer:</b> KC – We will write to people and the sample will be available at the next coffee morning.</p> <p>Working Group members will also shown the window sample at the next Resident Association meeting tomorrow.</p> <p>KC – The sample will also be available in the site office for residents to view.</p>	<p><b>KC to clarify the cost and who will pick this up.</b></p>
<p><b>4.</b></p>	<p><b><u>Issues from the Working Group</u></b></p> <p><b>Question:</b> The community hall windows have been done but what about the caretaker's room window?</p> <p><b>Answer:</b> AM – To look into this.</p> <p>Residents raised that the new windows are push out windows on the walkway which should not be pushed out due to health and safety.</p> <p>KC – The windows have not been offered for inspection.</p> <p>The quad by Henderson Drive pinner and Pennyford. The planters need to go back there was pooling by the bottom and it's a danger in the winter if it freezes. There is a tree close to Pennyford and the bricks are pulled up. Are they going to be sorted?</p> <p>KC – All works are underway that are in progress.</p> <p><b>Question:</b> What about the communal staircases? How long are the staircases, flooring and threading supposed to last?</p> <p><b>Answer:</b> KC – 20 -30 years. The system has not got an overall guarantee but that is our expectation. There will be a 12-month defect period for workmanship. The material with the vinyl itself has a guarantee on it.</p> <p>Residents raised that some of the vinyl on the stairs in Elmton is not sticking with the tread where people walk on the seam.</p> <p>KC – This is part of our current snagging.</p> <p>AM – The vinyl the floor layers are finishing at Ashby Court then on Friday they will start walking through with myself and</p>	<p><b>KC to discuss the windows with the site Team.</b></p> <p><b>KC – to have a look at Pennyford.</b></p> <p><b>KC - to provide the day sheet guarantee on the vinyl.</b></p>





	<p>they have to put it right. They have already been issued with a snag lists.</p> <p>KC – There is a 12-month defect period on the workmanship. If we find that in two years' time all of the floor tiles on the whole estate have come up because they have used the wrong glue. We can go back to them to rectify. In terms of the workmanship, we have quality inspections so that we are signing off a good quality finish and then we have the 12-month defect period and UL will have to pick that up. After 12 months Westminster repairs takes ownership of the work. Residents raised that some of the screws covers seem to be coming off the floor already.</p> <p>KC – That will be picked up in the snagging stage and they have not been signed off yet.</p>	
<p>5</p>	<p><b><u>Bauder walkway – Cleaning and maintenance workshop</u></b></p> <p>KC – We met with Bauder last week and they have various recommendations and products. We will set a date with Estate Services to meet and would like to invite one member to the working group to that meeting.</p> <p>Residents raised that it would be useful for two people to attend.</p> <p>KC – Representatives from UL, Bauder, Estate services and Westminster will be in attendance.</p> <p>KC - The Aftercare booklet is under review. Once we are happy with it then it will go to print.</p> <p>Residents raised that there was an original red booklet from Astra Seal.</p> <p>BW - The new booklet should mirror that booklet.</p> <p>KC – This booklet will be from UL as a partnering booklet. It will have care information in it.</p> <p>GP – Raised that from the issues log there are a lot of open cases around the around windows. The booklet would go a long way to help with the windows.</p> <p>KC – If we can get the booklet out early next week would you like to review it?</p> <p><b>Question:</b> Is there an issue log for communal areas? <b>Answer:</b> JHH - I sent one log and there was an issue with the communal log that I needed to check with Trevon. Residents raised the panel near Pinner Court is still not repaired and this has been ongoing for 13 months.</p>	<p><b>JHH to confirm the date to the WG.</b></p> <p><b>JHH to send the Draft to the WG.</b></p> <p><b>JHH to send the communal log today.</b></p>



	<p><b>Question:</b> Do we have a new RLO?  <b>Answer:</b> KC - Henrietta is taking a period of leave and you can still use the same number as all calls are diverted to Trevon, Senior RLO.</p> <p><b>Question:</b> Is it still a 37.5 hour working week on the estate?  <b>Answer:</b> KC – The team are here every day but at this stage UL will resource the works as they see fit.  WG raised that the site office is closed, and residents have commented on being able to work part time hours.  BW – When people are referring to us working part time what do they mean?  WG stated that nobody is there and at 4pm its closed. After the school pick up people want to pop in.  LC – Explained that at the beginning of the job there is a lot of presence on site as there is more activity. The prelims that we pay onsite will cover the duration of the works and how the works will be done. When it comes to the tail end of the job because there is not as much to be done there are not so people required. If we kept the presence full it would mean that we will be paying. We don't need that many bodies on site as it will be reflected in the costs.  BW – There is an out of hours number or email to contact. My team have been working at 7am and if they decide to leave at 4pm. I am happy with that.</p>	<p><b>WG – to send specific examples. KC to discuss with BW.</b></p>
<p><b>6.</b></p>	<p><b><u>Social Value</u></b></p> <p>KC – Has discussed the list provided by NB with United Living. They will go with the planters and can the WG provide an example of planter that they wish to have. We do not have a budget yet but if you let us know. I can then see how we can work with that.  WG – To discuss this at the Resident Association meeting.</p>	<p><b>WG – to confirm the type of planter preferred.</b></p>
<p><b>7.</b></p>	<p><b><u>Coffee Mornings</u></b></p> <p>The next coffee morning will be held on 5 March. KC – We will assume that the 5 March will be the last one but we will keep you informed.</p>	<p><b>LM and JHH to confirm the date in the newsletter.</b></p>
<p><b>8.</b></p>	<p><b><u>A.O. B</u></b></p> <p>WG – Raised on the programme there was not a clear exit programme for Birchvale. There was one for Elmton and the three first blocks and not the other blocks.  KC – It was to do with the first few blocks being caught up. They were largely complete when BW took over.  BW – At the end of the programme I re-entered some of the older blocks that were done at the beginning. This is because I have added in the hand over inspection within Birchvale so that I do not have to add Birchvale twice in the same</p>	<p><b>KC – to work with the group and the Quality Surveyor.</b></p>



	<p>programme. Hucknall has been added in by at the end so everyone can identify where we are in the programme.</p> <p><b>Question:</b> How much of the work is checked off is it 10%?</p> <p>KC – For window and doors we are writing to everyone to try and get access. Everyone will be given the opportunity to have an inspection.</p> <p>LC – With windows there is a benchmark that United living must work towards.</p> <p>KC – CB will have a separate snagging list that will go to AM and Astra Seal. The issue log is only issues directly reported by residents.</p> <p><b>Question:</b> Does CB get the issues log?</p> <p><b>Answer:</b> CB will pick up lots of things that residents don't pick up and he will make sure his snags are picked up with AM. Then will agree they are picked up and signed off as complete.</p> <p>BW – AM will also review the issues log.</p> <p>LC – The idea is that before it gets handed over to CB, AM should have addressed the issue and then CB will snag it. In an ideal world it should be snagged with everything perfect and if it's not then CB will not sign it off.</p> <p><b>Question:</b> How much has been sign off already? Is it 10% or 20%?</p> <p><b>Answer:</b> KC – Everywhere where the scaffold is down above ground level, anything at ground level may have not been done. Above ground level has been signed off and agreed that includes the windows reveals, brickworks, roof repairs and guttering minus any snags or issues picked up. A proportion of the block windows and front doors have been signed off.</p> <p>BW – We are focussing on the communal areas flooring and decoration.</p>	
9.	<p><b><u>Date of the Next meeting</u></b></p> <p>Wednesday 13 March 2024 at 11am at United Living site office Henderson Drive or the Wharncliffe Community Hall.</p>	<p><b>JHH to confirm.</b></p>