



Wharncliffe Gardens Repairs and Decorations Project AC103

Working Group Meeting

Date: 13th December 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)
Henrietta Tanagidah	Resident Liaison Officer	United Living (UL)
Clifford Byles (CB)	Site Manager	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) Margaret Manning (MM) Carl Abrahams	Resident Advocate Manager Working Group Contract Manager	WCC WRA United Living (UL)

1.1	<u>Update on the UL Programme</u>	Action
	<p>KC – Explained that the latest programme has not been issued as BW needs to get a commitment from the contractors. Due to the Christmas period it is difficult to confirm dates.</p> <p>BW –Time has been lost due to inclement weather and we want to make sure that the update will be accurate rather than forecasted. There is a likelihood given the time of year and the fact that its weather dependent works there will be slippage on that timeframe.</p>	<p>BW – to send the updated programme.</p>



	<p>KC – Works to the wider estate were surveyed, and we have agreed to pick them up. The scope of these works will include the previously discussed car parks and a large area of works.</p> <p>AM - At Elmton and Cheadle, we are getting on with the planters. All the roofs works are complete and there are some fascia boards to complete. We are striking the scaffolding to remove a great deal of it before Christmas. The week commencing the 18 December four communal windows will be installed. There have been discussions about the internal flooring in the communal areas. Rothley may not start before Christmas. Elmton, Helsby and Hucknall and Cheadle are finished and snagging needs to be completed. The communal doors will be adjusted by the 20 December.</p> <p>Residents raised that there are still issues with the Flat Entrance doors.</p> <p>Question: In terms of terms of the windows, how many teams have you got left to do the installations? Answer: AM - There are two teams and we have run out of windows. In total there are four properties left to be completed.</p> <p>KC – Non access was discussed last time. We have been in conversations and working to get that list down.</p> <p>Question: Are the communal windows all in? Answer: AM - Most have been with some to be fitted next week. Six windows in total. Four windows in Rothley Court and two in Brackley Court. The window installation for the community centre will commence the week beginning 8 January 2024 and should take three days.</p> <p>AM – There were complaints about the communal flooring from Cheadle Court. Residents thought the colour choice was incorrect. The ballot results were posted through the doors to confirm the colour is the one that was chosen.</p> <p>AM reported vandalism occurred on the 1st floor staircase at Cheadle Court. This block was complete and requires snagging. The trimming and the tiles were removed on purpose.</p> <p>Residents – Reported that the stairwell was unfinished at Cheadle Court as they did not see any signage.</p> <p>AM – There are signs stating works are in progress.</p> <p>Residents stated that the works in progress signs can be confusing as the signs have been up for weeks.</p> <p>AM – Residents are also door knocked on the day.</p>	
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	<p>Residents also noted that door knocks do not consistently happen.</p> <p>KC – It is important that all residents are informed when the staircase is out of use.</p> <p>Residents suggested that it would be better to use the door buzzer entry system downstairs and let residents know in advance and rather than leave signage up for two weeks. It may have been possible that the post person or the delivery person walked through the flooring.</p> <p>KC – The flooring will not be signed off until it reaches the benchmark standard.</p> <p>Cllr Sargent – Health and safety is paramount on this estate is it clear. Can you add the word danger to the signage?</p> <p>CB – It is the curing time on the latex that takes time about two hours.</p> <p>Question: Could you put staff members there for two hours to stop people walking on the flooring?</p> <p>Answer: KC - Barriers, signage, and notification is important. If the post person and delivery drivers walk through and ignore the signs this is difficult to manage.</p> <p>Residents discussed that United Living could have protected the Bauder flooring by ensuring staff members were present.</p> <p>CB – There is damage to Hucknall and Elmton from bikes and trolleys in the corridors. We have taken photographs of the finished product.</p> <p>KC – Explained that an inspection will be carried out with Westminster. If there is damage after that inspection this will be escalated.</p> <p>NB – In Elmton the black edging, stair trims and handrails have been approved by 99% of residents. The staff were very good at making sure that it was safe for people to use the stairs.</p>	
2.	<p><u>Christmas Shutdown</u></p> <p>The Christmas shutdown dates are from Friday 22 December 2023 and return to work on Tuesday 2 January 2024.</p> <p>Each Site Manager has a form to check everything that is live on site or temporary. All the ladders will be removed from the scaffolds, from ground up to first lift. Signage will be displayed everywhere to say that the scaffold is incomplete. By law, we must put that signage in place because the scaffold will not be inspected within seven days due to the site shut down. There is an out of hours number that will be put in the newsletter and placed around the estate.</p>	
3.	<p><u>Viewing of the high window in the bathroom and toilet</u></p>	



	<p>property across 300 flats rather than the five or ten people who we know have specific needs.</p> <p>KC - The handles were moved from the bottom to the side of the window. This is to allow it to be a tilt and turn functioning window. If the handle is not on the side the tilt and turn function will not work. Therefore, the handles have been moved to the lowest point that they can be on the window to allow that mechanism to operate.</p> <p>JH – In the window video the window is not a tilt and turn. It opens in the same way as the old push out windows in the bathroom and toilet.</p> <p><i>New point:</i> <i>Since our Working Group Meeting on 13.12.23. The design of the window adaptation to the bathroom has been under review and we will confirm once finalised.</i></p>	<p style="text-align: center;">KC</p>
<p>4.</p>	<p><u>Project Communications</u></p> <p>LM - The newsletter will be ready next week Friday 15 December for the group to feedback and be delivered before Christmas. The newsletter will cover the shut down period.</p> <p>KC – An Aftercare Booklet will be out in January. Once this is agreed internally, we will circulate that to the group before it goes out to residents. This includes the windows, doors and all elements of works.</p> <p>Question: Cllr Sargent - I just wanted to check in on the communication side because that was an issue. Have we improvements in that respect?</p> <p>Answer: Residents raised that communication continues to be an issue. For example, the staircase notification and the window video.</p>	<p style="text-align: center;">The video to be shared with the group.</p>
<p>5</p>	<p><u>Issues from the Working Group</u></p> <p>Question: What are the monthly figures?</p> <p>Answer: KC - This is the monthly valuation that works are valued to the spend to date.</p> <p>JH – Extra scaffold and cherry picker cost are not to be transferred to leaseholders.</p> <p>Question: How will we know those costs will not be allocated?</p> <p>Answer: KC - We will go through the bills at the end. We have paid an access cost to United Living for the</p>	<p style="text-align: center;">KC – to provide the monthly figures of the spend to date to include Oct, Nov and Dec.</p>



<p>scaffolding. If United Living remove it for whatever reason and left something out. United Living need to pay for the access to get it back again. In addition to KC reviewing the final bills, every month the Quantity Surveyor goes through reports that UL submit and will make sure that will not pay for these activities. The final bill will not come out until a year until after the works are completed.</p> <p>Question: Has the mortar falling away from the windows been picked up in any of the signed off work? Will it be marked for immediate action? What remedial action is being taken?</p> <p>Answer: KC - It may have been picked up in the sign off works. We are waiting for the results of the survey.</p> <p>JH – In terms of staffing levels the Working Group are aware that Magid has left this contract.</p> <p>BW – Magid is still with the business and has moved on to another project with Westminster.</p> <p>Question: So, who do we have on the project currently then?</p> <p>Answer: BW - One RLO and two Site Managers and an Assistant Site Manager. The Assistant Site Manager is not on the staff costs.</p> <p>Question: When does the snagging/defects period start? Answer: KC - The defects begins once 'practical completion' has been given. This will be in the new year and then 12 months from then.</p> <p>Question: Is it too soon to discuss how the working group will interface with the defects period.</p> <p>Answer: KC - We can discuss that at a later meeting. It's an important thing to do.</p> <p>Residents stated that they have not had a programme this time and we have not had the communal issues log. We talked about possibly getting the log for some blocks, as there will be inspections happening this week and next week.</p> <p>KC – Confirmed that residents will be invited to a final inspection when the works are complete. We follow an internal process first with Colin Burton, Quality Manager, Westminster City Council, doing inspections with United</p>	<p>Programme and communal log to be sent to the group.</p>
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	<p>Living. Once he is happy residents from each block are invited to an inspection and the Working Group can attend those.</p> <p>Question: When residents report a defect or an issue. Do you get a separate number for each of those issues?</p> <p>Answer: KC Residents should get an individual reference number for each issue.</p> <p>JH – The leaky guttering above Pennyford that was reported is still leaking on the walkway.</p> <p>Question: At Rothley has all the lateral mains been complete?</p> <p>Answer: CB – They are all complete.</p> <p>KC – For the group's information, we are in the process of forward planning for an electrical shutdown of blocks adjacent to Pinner Court. This shutdown will also affect Pinner Court. The Scheme Manager is aware, and we are consulting with Adult Social Services, to consider everyone's needs before the shutdown takes place. It will take place in the New Year.</p> <p>Question: How much notice do we get at Pennyford?</p> <p>Answer: CB - A two weeks' notice period will be provided.</p> <p>CB - For the shutdown individual block letters will be sent to give residents two weeks' notice. EDF will give us a shutdown date when we tell them we are ready to change over the supply.</p> <p>Question: Is there any progress with the gutters that were leaking at Birchvale and Elmton?</p> <p>Answer: KC - If they have been signed off, they will be tested. If they are still found to be leaking beyond that, it will be treated as a defect. So, they would have to be rectified.</p> <p>Question: Will this issue be noted on the communal log?</p> <p>Answer: KC - Yes, it will be added.</p> <p>Residents agreed that the pooling water is not draining away. It takes a long time to evaporate.</p> <p>AM – Birchvale has been signed off by Bauder but not by Westminster yet.</p> <p>KC – The feedback from Bauder was that there will be pooling in the early days because it needs to weather in well in.</p>	<p>LM to address.</p> <p>KC and UL to investigate.</p> <p>KC and UL to investigate after the meeting.</p>
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	<p>BW - Probably because of the tanking system. The asphalt beforehand was probably blown and acting as a bit of a sponge. The liquid application will stop that because it will affect the structural integrity of the building, should it not be protected adequately. That is why that system is waterproof.</p> <p>NB – On the quarterly estate inspection with the local WCC Housing Team, the balcony walkways did not look as if they were cleaned although they had been cleaned the day before.</p>	<p>KC to arrange a meeting with Estate Services to discuss the cleaning.</p>
6.	<p><u>Social Value Ideas and Budget Feedback</u></p> <p>NB – Provided a ‘social value’ wish list. KC – The social value budget is approximately £2,000 - £3,000. KC confirmed that in addition we are picking up all the car park work.</p> <p>NB – It might be a simpler way of going forward with planters versus trees.</p> <p>Question: What about the canal walkway? It is dangerous.</p> <p>KC- Some wider estate repairs were picked up in a walkabout. We can do some additional estate works because there is still some capacity in the budget however the canal side repairs are likely to be too expensive.</p> <p>GP - If we provide the list for social value can you give us a unit cost or something against what is on there then we can decide.</p> <p>KC -That would be difficult to provide a unit cost for the canal side repairs.</p> <p>NB – We are trying to find out from the Councillor Swaddle who helped put in those planters along the canal.</p>	
7.	<p><u>Coffee Mornings</u></p> <p>The next coffee morning in January will be postponed due to the window installation at the community centre. This will be either the 16 or 17 January 2024.</p>	<p>LM and JHH to confirm the date in the newsletter.</p>
8.	<p><u>A.O. B</u></p> <p>A separate defects meeting will be held with the working group.</p> <p>BW – Reminded residents to send their issues over straight away.</p>	<p>KC – to work with the group and the Quality Surveyor.</p>



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9.	<u>Date of the Next meeting</u> Wednesday 7 February 2024 at 11am at United Living site office Henderson Drive or the Wharncliffe Community Hall.	JHH to confirm.
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