



Wharncliffe Gardens Repairs and Decorations Project AC103

Working Group Meeting

Date: 15th November 2023 Time: 11am – 12pm

In attendance:

Name	Position	Company
Katharine Chambers (KC)	Client Representative	WCC
Julie Haughton (JHH)	Resident Advocate	WCC
Henrietta Tanagidah (HT)	Resident Liaison Officer	United Living (UL)
Louise Mullarkey (LM)	Customer Experience Manager	United Living (UL)
Magid Hussein (MH)	Resident Liaison Officer	United Living (UL)
Andrew Morrison (AM)	Site Manager	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 (CA) Councillor Caroline Sargent (Cllr Sargent)	Resident Advocate Manager Working Group Contract Manager Conservative Member for Abbey Road Ward.	WCC WRA United Living (UL) WCC

1.1	<u>Update on the UL Programme</u>	Action
	<p>BW – Gave an overview of the programme and explained that when an item is complete this is subject to snags. The team have started to complete thorough snags to all blocks. UL are using a new system called the Smart Snag App. All snags have reference numbers that are issued to the contractors depending on what is in their remit, and this is being worked on in addition to the main programme.</p> <p>Question: Does that include the snags that residents raise or that is that just what site managers raise?</p>	



<p>BW - Our snag ID will be raised by our site and technical managers. We will then review the issue log that includes resident issues. Prior to handover we will review the issue log per block against our snag list then that will be issued to Westminster once complete.</p> <p>BW - Birchvale – Fire Risk Assessment (FRA) works and communal flooring. There is one property with outstanding windows which is why this block is not 100%.</p> <p>BW - Overall, communal flooring we have increased our level to lay floors. We hope to half the expected duration. We will increase our resources and work an extra day in the week to include Saturdays up to 1pm.</p> <p>Question: Could you notify all residents about the Saturday working?</p> <p>BW – There is a UL process that needs to be followed in terms of communication. We are aware there has been recent issues. Not only do we need to notify residents in the newsletter, but we also need to notify residents per block. Plus, on the day when we carryout wet works we also door knock as a reminder.</p> <p>NB – That was a major problem yesterday as residents were not given a specific time or day. The letter just referred to works taking place on that morning. Residents were surprised to be leaving their homes on the day and could not get to their meetings. One resident had the outside of their door taped with masking tape and the notice stuck outside.</p> <p>BW – On behalf of UL we can only apologies as that is unacceptable. We do have a process in place that is now with the site team. This is inexcusable it is all done in good faith to get the job done.</p> <p>NB – Residents do appreciate that and if we did not have to experience this before and bring up this issue it would be less frustrating. The irritating thing is that it looked like that they had done a good job on the floor and it was ruined by people walking on the floor.</p> <p>PB – Noisy works started in Birchvale without any notification and residents were informed that the person is off sick at the head office. If these works are planned, they need to be communicated.</p> <p>BW -Rothley – There are a few design issues with the routes and how they are bundled and there is certain amount that we can put through before it becomes a fire hazard. Our technical manager is coming down today to review and assess.</p>	<p>LM – Has provided the information in the newsletter.</p> <p>Action for LM</p> <p>AM/CB to action the repair of the flooring at Elmton.</p> <p>BW/ LM – to action the communications with the team.</p> <p>BW – to update whether there is any further requirement for external containment. BW/CB to address.</p>
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	<p>CB- The team are about 50% through the laterals we are struggling on the ground floor for a route in. The design of the flats are causing a lot of problems of pulling the cables through.</p> <p>BW - The communal flooring and the FRA works we are looking to commence with a whole host of compartmentation works within the next few weeks.</p> <p>KC – This includes the fire stopping inside of electrical intake cupboards, fire rated mastic between the floor. BW – This includes sealing up in between the walls and ceilings.</p> <p>Question: – Is the communal flooring not done at Rothley?</p> <p>CB – The overcoating has been completed and we need to do the vinyl.</p> <p>BW – The overall block handover inspection is programmed for the 15th of January for Rothley. GP – The programme received for Rothley two weeks ago on the 1 November stated that the handover inspection was for today 15th November. So, its slipped two months and the handover is not happening as there are still works to the communal floor. These programmes are shared with the residents' association for updates.</p> <p>BW - Pennyford – lateral mains and there is one flat that we need to access and that will be on the 6 December. There are a few properties that the team are awaiting to get access. Communal flooring and FRA works we are now commencing and we have an overall completion date of 8 January.</p> <p>BW- Brackley Court- Most of the large tasks such as windows and the lateral mains are completed. The communal flooring and FRA works are yet to be completed and the snags. The overall completion date is the 15 January.</p> <p>BW - Cheadle Court - The window replacements. There is one flat that we are working on, and we are following the non-access procedure. External and internal decks we are</p>	<p>BW – to review the programme.</p>
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	<p>aware that there are outstanding works there which are being worked on. Leaving the liquid application to the walkway communal flooring and FRA works and then our overall inspection outstanding.</p> <p>BW - Castleford Court - Window replacements there is one flat outstanding which should be completed by tomorrow. Once that's done that, task will be complete subject to snags. The lateral mains is 100%. Communal lighting, there are a few outstanding items to do. Masonry repairs are halfway through. The same with roof repairs, external decks are on the way and internal decks are to be booked. This includes the liquid applications to walkways and communal flooring and FRA works.</p> <p>BW -Ashby Court – This was one of the recent ones to start. The lateral mains are now 100% completed. The window replacements there is one flat with no access. Ashby Court has the most repairs on it. At least 140 different areas that are required for the brickwork. We are looking at the 1st of February 2024 for completion of the current programme. Winchilsea House we have omitted quite a few works. There is a slightly different scope to what we originally agreed. We are hoping to complete this in a shorter timeframe.</p> <p>GP – Based on the programme that was sent it states that Helsby Court block handover would have happened yesterday.</p> <p>CB – Helsby flooring has been approved by the Working Group and WCC as well as a sample which hopefully we will look at today for the handrail we have put in the hammerite paint on it. There are communal stairs handrails to do and repairs on the walkway. There are a few items that I am not happy with. Once the handrails and the decorations are complete in the hallways that’s when the works will be complete.</p>	<p>HM – The window replacement has been booked.</p> <p>BW – to confirm the possibility of changing the paint.</p>
<p>2.</p>	<p><u>Stairwell Inspection</u></p> <p>KC - The programme runs until the 1st February and there are some issues that the group have raised.</p> <p>KC - There was a positive outcome on the inspection and an agreement on the way forward. NB – raised the point of the paint on the handrail. There has been a trial of the hammerite and there are cost implications for using</p>	<p>BW – to confirm the handover dates and re issue by next week.</p>



	<p>hammerite as that was not allowed for originally. We can look at how effective it is and consider the additional cost. It will not make a difference to the bills. The group will have strong feeling on this so we will look at how effective this is. Question: – Are we also including the walkway railings? Residents raised concerns regarding the preparation of the surfaces beforehand. The paintwork has flaked and is scratched.</p>	<p>KC/BW - to inspect the railings and report back at the next meeting.</p>
<p>3.</p>	<p><u>Project Communications</u></p> <p>The newsletter was circulated to the working group yesterday. The working group are to send comments by Thursday so the newsletter can be sent out by Friday.</p> <p>A letter drop will go to all affected blocks to inform residents of any works taking place on Saturdays. Noisy works can take place until 1pm only on a Saturday.</p>	<p>The Working Group to send comments regarding the newsletter.</p>
<p>4.</p>	<p><u>Issues from the working group</u></p> <p>Residents raised the issue of the mortar around the windows is cracking off a few inches on three of the windows due to the sunlight. This may affect others.</p> <p>From the issues register most of the issues were around mastic around the windows.</p> <p>There are communal windows that need to be completed at Rothley Court.</p> <p>KC – If there is an incident where the windows are delayed in production and UL chose to remove the scaffolding. UL will have to put up additional scaffolding at their own cost. Resident raised concerns that they want the windows completed and the scaffolding removed due to the disruption.</p> <p>The community hall windows are included in the works and are non-rechargeable.</p> <p>A window and door inspection took place at Birchvale and letters were sent for a specific date. No one knocked on all the doors.</p> <p>CB- Explained that the team were door knocking at Birchvale and Brackley. So not all flats were accessed, and residents can contact the team.</p>	<p>CB/AM to inspect.</p> <p>BW – there is a three-week lead in to install the windows.</p> <p>KC – to resend the email to PB regarding the community hall windows.</p> <p>United living Team to action.</p>



	<p>Residents raised damage to gardens and paving due to the scaffolding. Does UL have the before and after photographs?</p> <p>KC- United Living must have the before photographs and if there are instances where they do not have the before photos and we cannot prove it then we will air on the side of caution. This is a requirement that there are precondition photographs for this reason. If UL fail to produce them, we will aim to reach a reasonable conclusion with residents.</p> <p>All gates are included in the programme subject to survey.</p> <p>The balustrade at Pennyford has paint stains on the perspex.</p> <p>The issues log to be updated after the coffee morning.</p>	<p>BW -To be accessed on a case by case basis and raised with the RLO.</p> <p>AM – The paint will be cleaned off. KC – We will have to benchmark this.</p> <p>LM/JHH to action.</p>
<p>5.</p>	<p><u>Preferred style of minutes</u></p> <p>JHH - How do residents feel about the verbatim style of minutes as they are taking a long time.</p> <p>Residents agreed to go back to the annotated style and aim for a two-week turnaround. The quicker and shorter the better and residents to feedback.</p>	<p>JHH – To supply the minutes within two weeks.</p>
<p>6.</p>	<p><u>Social Value Ideas</u></p> <p>Residents provided a wish list of social value ideas.</p> <ol style="list-style-type: none"> 1.Pinner Court Garden area improved. 2. Bed by the trees near the canal side to be that permeable soft surface. 3.Plant room doors that have not been painted and the red hydrants. 4. Jet washing of all bin rooms and the moss on the pathways. 5. Other planters 6. Tarmac infills replaced and the brickwork around the trees. <p>Residents want to know what the budget is? As there is a keen interest to repair the car parks at Ashby, Cheadle and Birchvale.</p> <p>JHH – Gave an overview of some ideas of social value ideas from the Social Value Manager, Daren Townsend. This included, installing a stair lift at a community hall or refurbishing a kitchen in a community supported block, furniture, gardening equipment or Christmas hampers.</p>	<p>KC – To review the list and at the next meeting will provide information.</p> <p>JHH – to circulate the social value idea list.</p>



	<p>The pavement slabs on Henderson Drive are broken. Do we have before and after photos of this as could the damage be from the scaffold lorries? Highways are doing patch repairs which does not look very good.</p> <p>KC – There should be precondition photographs but it's difficult to prove if it was a delivery van or scaffold lorry.</p>	<p>Resident working group to raise this with Westminster.</p>
7.	<p><u>Coffee morning/Resident Surgeries</u></p> <p>One attendee came to the last coffee morning to follow up on feedback.</p> <p>Seven residents are booked for the resident surgery today and leasehold operations will be attending.</p>	
8.	<p><u>A.O. B</u></p> <p>The cost plan only contained the prelims and not the full information.</p> <p>Residents suggested that the Saturday working to be in bold on the newsletter and moved to the top of the page.</p> <p>Question: What is the stand down time for Christmas?</p> <p>The dates are: 22nd December – 2 January.</p>	<p>JHH to re-circulate the cost plan.</p> <p>LM/JHH to action.</p> <p>LM/JHH to add this information to the next newsletter edition.</p>
9.	<p><u>Date of the Next meeting</u></p> <p>Wednesday 13 December 2023 at 11am at United Living site office Henderson Drive or the Wharncliffe Community Hall.</p>	<p>JHH</p>