

Wharnccliffe Gardens Repairs and Decorations Project AC103

Working Group meeting 11am – 12pm 28 June 2023

In attendance.

Name	Position	Company
Katharine Chambers (KC)	Client Representative	WCC
Ian Merriman (IM)	Resident Advocate	WCC
Melissa Duncan (MD)	Resident Liaison Officer (RLO)	United Living (UL)
Romeo Kenge (RK)	Site Manager	United Living (UL)
Louise Mullarkey (LM)	Customer Experience Manager	United Living (UL)
Paul Murray (PMu)	Site Manager	United Living (UL)
Jamie Thomson (JT)	Contract Manger	United Living (UL)
Nicola Bailey (NB)	Working Group	WRA
Patricia Becker (PB)	Working Group	WRA
Judith Harwood (JH)	Working Group	WRA
Geoff Pearce (GP)	Working Group	WRA

Apologies

Julie Haughton (JHa)	Resident Advocate	WCC
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1.1	<p>Update on the programme</p> <p>Residents do not appear to have received the latest programme. IM will reissue this (done 28 June by email).</p> <p>GP – thought the most interesting part for residents is likely to be dates when the scaffolding comes down and the date when work to an individual block is due to finish.</p> <p>KC and JT – confirmed that the expected date for completion of all works remains as November 2023.</p> <p>The programme will be shared with residents via the website.</p>	<p>Action</p> <p style="text-align: center;">IM</p> <p style="text-align: center;">IM</p>
1.2	<p><u>Lateral mains - trunking</u></p> <p>The new metal covers are very noticeable, and many residents think that they don't look attractive.</p> <p>United Living (UL) will arrange for a section to be painted to blend in better with the brickwork on Wharnccliffe Gardens. If this is acceptable, we will see if there is a budget to paint all the new trunking.</p>	

1.3	<p><u>Lateral mains – designs</u></p> <p>We will share the designs to the working party.</p> <p>Resident’s queries how new cables were being fitted, in particular could we have used other routes that were less obvious. Westminster City Council (WCC) has considered this as part of the design process of the major works project. Using less obtrusive routes could incur higher costs which would be passed on and require intrusive drilling into the concrete elements of the buildings. This would have been necessary because cables are larger now than they were when the building was constructed.</p> <p>The internal lateral mains work is going well, and it is much less intrusive.</p>	IM
2.	<p><u>Stairwell delays</u></p> <p>The original contractor has not performed well, and they have been removed from this contract. UL is arranging a new flooring contractor to carry out the floor work.</p> <p>The new contractor is going to pilot work to one block before going back to sort out the work of the original contractor. There will be no additional cost for this to residents.</p> <p>The working party will be invited to inspect the pilot work when it is completed.</p>	JT
3	<p><u>Front Entrance Doors (to resident’s homes)</u></p> <p>There were five reports to UL where residents were saying their new doors were difficult to close, they have been investigated and by adjusting the door closers appears to have helped.</p> <p>There is one case that WCC staff are aware of in Pennyford Court and KC and IM will visit this property after the Working Party meeting.</p> <p>IM confirmed that JHa has been calling tenants with new doors to see if they have any issues and this will continue when she returns to work.</p> <p>LM said an article would go into the next newsletter to encourage residents to report any concerns to UL so they can be investigated. The newsletter will also remind people that they can get copies of the door manual from UL.</p> <p>NB asked that door manuals be posted to all homes.</p>	LM LM MD
4	<p><u>Walkways</u></p> <p>The communication going to residents was reviewed in light of feedback the Working Party had received.</p>	

	<p>LM is reviewing the communications and processes to make it clearer and more effective.</p> <p>GP asked that a contingency date be put in, to allow for inclement weather.</p> <p>NB asked that reminder notices be put up on block exit doors, and then removed when they have expired.</p>	<p>LM</p> <p>JT/LM</p> <p>MD/RK</p>
5	<p><u>Coffee Mornings (and opportunities for residents to engage) and working group meeting frequency.</u></p> <p>The working party asked if the coffee mornings were a useful tool for residents to raise concerns. MD and IM confirmed that attendance at the first one was excellent, with numbers dropping to four in May and one in June.</p> <p>We agreed to run the July coffee morning but offer an additional opportunity for residents to meet with us and raise any issues.</p> <p>We will offer a surgery for residents in July. Each resident will be offered a fixed appointment to raise concerns or ask any questions about the major works. These will be logged by UL and WCC.</p> <p>UL and WCC to agree a date and advertise this.</p> <p>IM confirmed that a summary of issues from the surgery will be brought to the working party.</p> <p>PB said the time of the coffee mornings has changed from two hours to one hour. IM said the hour had been enough in the last two rounds for the resident that attended. We can review the length of time however taking into account resident demand and staff resources.</p> <p>The working group will move from meeting every two months to every month.</p>	<p>IM/JT</p> <p>MD/IM</p> <p>IM</p>
6	<p><u>Any Other Business</u></p>	
6.1	<p>Snagging or complaints</p> <p>The process for recording and handling snagging and complaints was discussed. GP asked if a reference number system could be used to help the Working Party raise any unresolved issues.</p> <p>The current process is to log issues on UL's software – which links contact to a property and does not issue a separate reference number. However, JT has set up a tracker in Excel to log and close out any issues that UL or WCC pick up. He will adjust his to give residents a reference number.</p>	<p>JT</p>
6.2	<p>Window installation - signoff process discussed.</p>	

	<ol style="list-style-type: none"> 1. Step One – UL inspect an installation and when they are happy that it has reached an acceptable standard, offer it to WCC to inspect. 2. Step Two – WCC inspect and approve if it reaches the agreed standard. 3. Step Three – Residents, at the end of a programme on a block, are contacted to say the window installation work is complete and given an opportunity to raise any concerns. 4. Step Four – when the major works project is complete it will go into a ‘defects period’ which will address any defects (but NOT repairs) in new windows. 	
6.3	<p>Window guarantees/warranties</p> <p>The working group does not appear to have a copy of the warranty. We will share this and put it on the projects’ webpage for all residents.</p> <p>FENSA hold copies of individual window certificates on behalf of the freeholder, but they can be shared on request or when properties are sold.</p>	IM
6.4	<p>Glazing cracking</p> <p>JH – reported that some residents had told her that their glazing had cracked. JT and KC confirmed that this can occur in approx 5-10% of cases but breakages for this scheme have not exceeded these expected levels. It is due to the tension created when the windows are manufactured. They will be replaced if this occurs.</p>	
6.5	<p>Window cleaning and lubricating</p> <p>The guidance is confusing. We will send out clearer information on this, specifically what kind of lubricants to use in the handbook and/or newsletters. The RLO will also brief residents.</p>	LM
6.6	<p>Metal cages over the vents</p> <p>Some do not appear to have been reinstalled. One at Elmton Court needs an inspection because there appear to be excess fat deposits. JT/KC will inspect this.</p>	JT
6.7	<p>Minutes and website</p> <p>IM will arrange for these to be drafted within 14 days of each meeting. They will be shared on the website within 14 days of sign off by the group.</p>	
6.8	<p>Social value</p>	

<p>6.9</p> <p>6.10</p> <p>6.11</p> <p>6.12</p>	<p>KC asked for ideas for the 'social value' element of the contract. The group is keen to include estate car parking resurfacing works, and the locations were shared. KC confirmed that these works should be included within the main contract.</p> <p>KC will confirm the amount of social value available on this contract so that the working group can put forward ideas.</p> <p>Scaffolding alarm</p> <p>The sound it makes is very different to a car alarm, so hopefully residents will not be confused by the noise, should the scaffolding alarm be activated.</p> <p>Keys issued – replacement doors</p> <p>When UL fit a new entrance door to a resident's home, they will give the resident three new keys.</p> <p>Nosing (on the steps in the common parts)</p> <p>KC agreed alternative colour stair nosings are going to be tried instead of the current white nosings which mark badly.</p> <p>Elmton Court flooring</p> <p>NB asked if the 2nd floor walkway of Elmton Court was complete as some parts but not others had been redone. For instance you can still see the previous contractor's footprints in one section of the floor. Also if the white edge on a low wall around one tenants flat could be painted grey rather than left white to blend in more.</p>	<p>KC</p> <p>JT</p>
<p>7</p>	<p><u>Date of Next meeting</u></p> <p>Wednesday 26 July 2023 at 11am at United Living site office Henderson Drive or the Wharnccliffe Community Hall. TBC.</p>	