

Item No. 5.	Classification: Open	Date: 4 October 2023	Meeting Name: Overview and Scrutiny Committee
Report title:		Briefing Note - Canada Estate - 2017/18 QHIP Works	
Ward(s) or groups affected:		Rotherhithe	
From:		Desmond Vincent AD Building Safety and Major Works	

Background Information

1. This brief paper aims to respond to the concerns raised by Councillors on Major Works undertaken on Canada Estate.
2. Canada Estate forms a part of the 2017/2018 QHIP programme that commenced on the 19th of October 2020. The works were scheduled to be undertaken in 60 weeks with a planned completion date of 10th December 2021. The Practical Completion was issued on the 28th of April 2023 resulting in 72 weeks delay.
3. This scheme consists of works to all the 7 blocks (2 High Rise Blocks and 5 Low Rise Blocks) on Canada Estate and a new build of two units of two-bedroom flats. The estate is in the Bermondsey and Rotherhithe area. There are 58 leasehold properties and 193 tenanted properties. The address details are as follows: Blocks receiving QHIP works.

Table 1 - Block Address

S/No	Block Address	Block Type
1	1-80 Regina Point	High Rise Blocks
2	1-80 Columbia Point	High Rise Blocks
3	1-18 Calgary Court	Low Rise Blocks
4	1-18 Manitoba Court	Low Rise Blocks
5	1-18 Niagara Court	Low Rise Blocks
6	1-18 Scotia Court	Low Rise Blocks
7	1-21 Edmonton Court	Low Rise Blocks

4. A Gateway 2 Report was approved on 22 June 2020 to award the framework contract for a period of 60 weeks. The total scheme fund was £4,734,372.

Key Issues for Consideration

A. Duration of project

5. **Concerns raised by Ward Councillors** – “The works started in October 2020 with the erection of the scaffolding to Regina Point, followed by the scaffolding going up on Columbia Point a few weeks later. When the original consultation with residents and ward councillors took place it was estimated that the works would take approximately 14 months. However the contractors were on site for almost three years, a delay of 17 months.”
6. **Response** - The project was initially estimated to be completed in 60 weeks however practical completion was received on the 28th of April 2023 which is 72 weeks later than the expected completion date. This was due to the following reasons:
 - COVID-19
 - Extended consultation
 - Additional instructions – windows to low rise blocks, front entrance doors to High Rise (FEDs)
 - Late instructions (Pigeon netting, colour choices)

B. Cost of Project/Project Management

7. **Concerns raised by Ward Councillors** – “The litany of mistakes and delays that were caused by the contractors themselves, and indeed the Council’s mishandling of the contract have meant that the total cost of the project has risen by over £1.7m from the original estimate of £4.8m to £6.5m.”
8. **Response** – The final account is forecast at £6.3m. The reasons for the additional costs are set out within the heading **duration of project**. Additionally, lessons have been learnt and form part of the new ways of working within Major Works implemented by the AD of Building Safety and Major Works.

C. Quality of Works

9. **Concerns raised by Ward Councillors** - “The work that has been completed on the estate has been of a generally poor standard and in the opinion of the ward councillors does not constitute value for money. There have been numerous complaints about the windows whistling in winds and poor workmanship in the painting and decorating of the blocks”.
10. **Response** – During consultation with the Resident Participation Group (RPG), they raised the lack of visibility of council officers and consultants on site. A new Chartered Project Manager was engaged on behalf of the council to focus more closely on quality control on site. At the practical

completion, a walk around the estate was undertaken with the Lead Cabinet Member, and officers. A final walk around was undertaken with the RPG which produced the final snagging list to address any quality issues.

11. The windows installed have received statutory planning approval. Building Control initial inspection did not raise any concerns on materials or workmanship. Building Control are currently undertaking their final inspection and we await any feedback from that.
12. Due to the concerns of the inability of some residents to clean the windows and standards on quality of the installation raised by the RPG, the Council have also commissioned an independent consultant to review the windows, and will share the outcome of that review with the Lead Cabinet Member and ward councillors.

D. Consultation

13. **Concerns raised by Ward Councillors** - "Furthermore, we believe that the consultation with residents and the ward councillors has been below what we expect from the Council and that having to rectify the initial lack of consultation led to delays in the project."
14. **Response** - The Council undertook several pre and post contract consultations. There were regular RPG meetings however the quantum membership of the RPG was not reflective of the wider estate and therefore the challenges for the Council was in understanding the wider requests of the residents. As a result, the Council sought additional members but unfortunately it was not able to increase the RPG membership.
15. The KPIs for resident satisfaction at Canada Estate at Quarter 4 (March 2023) was 99%. Of the 250 residents on the Estate, we received 231 responses. At the recent AGM held on the 6th September 2023, some residents voiced concerns and scepticism on these figures.
16. It was agreed at the AGM that a further series of meetings will be held to resolve concerns. In regards to Ward Councillor briefings, the key lesson learnt is that a project that raised many challenges should have had regular briefings to inform and present mitigations. Our practice going forward will incorporate and embed regular Ward Councillor briefings on major works.