

Consort Estate QHIP 2024/2025

FAQs

FREQUENTLY ASKED QUESTIONS

& ADDITIONAL QUESTIONS POSED BY CONSORT T&RA

Question numbers	Questions from TRA / residents	Answers and responses from Home ownership, Major Works and Contractors
<u>1 - Info on the Contract as a whole</u>		
1.1	<ul style="list-style-type: none"> • What is the general outline and order for the scope of external works? 	<ul style="list-style-type: none"> ➤ Scaffolding erected ➤ External fabric repairs / structural repairs ➤ Window overhaul ➤ Roofing repairs ➤ Private and communal Balcony asphalt repairs / renewals ➤ External decorations to exterior & internal communal areas of blocks ➤ Replace worn flooring at blocks with vinyl flooring internal staircases ➤ Communal electrical & lighting works to 31-45 Philip Walk ➤ Concrete and Brickwork repairs ➤ Door Entry communal door renewal at certain blocks ➤ Review of Bin storage facilities across the estate linking with CGS funding ➤ Fire Safety Work ➤ Striking of scaffolding
1.2	<ul style="list-style-type: none"> • What is the start and end date of the programme? 	<ul style="list-style-type: none"> ➤ Estimated Start Date: estimate November 2024 (subject to S20 consultation end of observation closing date) ➤ Estimated End Date: March 2027 Residents will be reminded that block programme dates may fluctuate depending on the needs of the scheme however we aim to complete works within agreed 120 week programme, <p><i>Exact dates will be issued ahead of works commencing on site</i></p>
1.3	<ul style="list-style-type: none"> • What should we do if we have repairs issues in advance of 	<ul style="list-style-type: none"> ➤ Day to day repairs will continue to happen on the estate which may require scaffolding to attend to repair and / or leak issues to certain blocks;

	<p>the works or if they are regarding items not being included in the major works being delivered?</p>	<p>particularly if these repairs are urgent and cannot wait until major works commence, as this is a 120 week programme. This is also the case for any urgent or emergency repairs or to elements not included in the major works. We will deliver the major works program but repairs will still have responsibility for responsive day to day repairs.</p>
1.4	<ul style="list-style-type: none"> • Will we receive an actual scope of agreed works once on site? 	<ul style="list-style-type: none"> ➤ The T&RA and residents are provided with a copy of the agreed scope works ahead of the works commencing on site. ➤ Once the scaffolding has been erected and the blocks inspected in more detail, the scope of works will be adjusted in terms of provisional items and measurements etc. ➤ This updated information will be provided as part of the monthly block cost updates which also includes the works. ➤ Please note however that this will still be a working document, subject to change as the works progress and perhaps unforeseen situations arise. At the end of the works (following sign off by Calfordseaden & Southwark), a final scope can be provided outlining the actual works to the block to be kept for reference at final account stage.
1.5	<ul style="list-style-type: none"> • What happens if the scope of works changes dramatically due to unforeseen issues? 	<ul style="list-style-type: none"> ➤ If additional works are required or where substantial amounts of works do not need to be carried out and this may have a significant impact on residents service charges, we would liaise with Home Ownership Services (HOS) on whether further consultation is required and HOS will advise on any follow on actions required as a result, and update the leaseholders in writing if required. Updates will also be provided at RPT progress meetings.
1.6	<ul style="list-style-type: none"> • Can we have some definite dates around site set up & the start of works to the blocks, so that residents can plan ahead? • Will the residents of blocks where the site compound is suggested to be placed going to be reallocated parking 	<ul style="list-style-type: none"> ➤ A&E Elkins advised that until they have some certainty around the delivery of storage containers and welfare facilities they cannot advise when this will be set up. ➤ Residents will be given as much notice as possible through the Resident Services Officer to ensure they do not have to relinquish their existing parking spaces earlier than required. There are alternative spaces on the estate, however we appreciate these are limited. We are in liaison with parking services regarding any parking suspensions and alternative locations will be advised as well as residents being notified well in advance of any suspensions coming into effect and the set up of the compound.

	spaces due to the loss of spaces to accommodate site set up?	Subject to final agreement with TRA and pending upcoming site set up walk around with TRA. Date to be agreed.
1.7	<ul style="list-style-type: none"> When will the works to my block commence? 	Programme will be issued ahead of the works commencing on site
1.8	<ul style="list-style-type: none"> Vulnerable residents in particular need to know that measures have been put in place to support them (which may include the need to be decanted in some cases). Is this being done? 	<ul style="list-style-type: none"> A&E Elkins will liaise with the Resident Services Officer on any support that Southwark and the contractors are able to offer during these major works.
1.9	<ul style="list-style-type: none"> I am working from home and am concerned about the noise levels during these external works. How will this be managed? 	<ul style="list-style-type: none"> There will undoubtedly be some noise from these works from the start, particularly with scaffold erection and concrete repairs. It is the council's policy that noisy works can be conducted: Monday to Friday 8am to 6pm Saturdays 9am to 2pm No works should be carried out on Sundays and Bank Holidays
1.10	<ul style="list-style-type: none"> Surely the entire block cannot be billed for satellite removal? Satellite removal in previous major works was charged to individual residents. Precedent 	<ul style="list-style-type: none"> We do not recharge leaseholders for any TV aerial or Sat dish relocation in this contract. The Sat TV cost is shown to indicate the cost of a particular item of work just as we show tenant internal work costs as part of total contract expenditure

	<p>should be followed and this should be removed from the spreadsheet</p>	
1.11	<ul style="list-style-type: none"> The fact that profit is added on afterwards suggests that all the other works listed is carried out at cost price. Is there any evidence this is true? 	<ul style="list-style-type: none"> The items of work to the block show their direct labour materials cost. For work to all blocks & also prelims & other pre-start costs, the contractor then adds a 5% profit margin.
1.12	<ul style="list-style-type: none"> Bill 30 (Internals - Tenanted) has a total of £119,840.57 for 17-41 Scylla Road, and this amount is carried to the 'Main Summary' tab where it forms part of the £5.6m for 'Sub total internals' on row 47. How is this amount split? 	<ul style="list-style-type: none"> ➤ The cost of the tenant internal work at 17-41 Scylla Road & tenant internal works at all other blocks is included in the calculation of tenant rents throughout the borough as per national regulations. No leaseholder pays any money towards tenant internal work. Row 47 only included works to Internal Tenanted which is £5.6m.
1.13	<ul style="list-style-type: none"> What times is works being proposed? I have just woken up to banging building work before 9am on the weekend and it has highlighted the impact these works will have on quality of life over two entire year period 	<ul style="list-style-type: none"> There will undoubtedly be some noise from these works from the start, particularly with scaffold erection and concrete repairs. It is the council's policy that noisy works can be conducted: Monday to Friday 8am to 6pm Saturdays 9am to 2pm No works should be carried out on Sundays and Bank Holidays
1.14	<ul style="list-style-type: none"> Why do mobile phones cost £27,852.30 for 10 mobile phones? 	<ul style="list-style-type: none"> We reviewed the mobile phone cost & it has been reduced to £8,355.69
1.15	<ul style="list-style-type: none"> Do we have to pay VAT in addition to these costs? 	<ul style="list-style-type: none"> Under tax rules, public bodies such as local authorities can reclaim any VAT they pay to third party contractors. Thus VAT is not recharged to leaseholders for major works.
1.16	<ul style="list-style-type: none"> Are tenanted properties charged for costs? 	<ul style="list-style-type: none"> The rechargeable cost of work to a block is divided amongst all flats, whether tenanted or leasehold according to their size as measured by their number of bedrooms. Under statutory regulations on council tenant rent, the tenant share of communal work to a

		block is shared among all tenanted homes in the borough & factored into tenant weekly rent levels borough wide.
1.17	<ul style="list-style-type: none"> Are leaseholders due to pay costs for internal works to tenanted properties 	<ul style="list-style-type: none"> No Leaseholders only pay for elements which are communal or structural and would include windows and front entrance doors to tenanted properties, as these items are not internal. All of the cost of internal work to tenant flats in a block is shared among all the 36,000 tenanted homes in Southwark. It is factored in to the calculation of council rent levels borough wide.
1.18	<ul style="list-style-type: none"> Are preliminary and emergency work costs anticipated to be charged before the remaining costs or as upfront charges? 	<ul style="list-style-type: none"> There is a single billing of all estimate costs in late February/March 2025. Each block will take a share of Preliminaries as part of the billing. The Emergency works cost applied to 1-203 Wivenhoe & was previous billed. It will not be part of the 2025 estimate costs billing. It is included solely for council budget purposes to show the total spend for Consort Estate major works
1.19	<ul style="list-style-type: none"> The elemental summary bills do not correspond to the breakdown of works to the blocks, can this please be explained. 	<ul style="list-style-type: none"> The elemental summary will only contain summaries of costs for each aspect of work included within the block tabs and will not show a breakdown. The breakdown can be found within the block tabs.
1.20	<ul style="list-style-type: none"> What does the percentage column represent? 	<ul style="list-style-type: none"> Represents the percentage of time or value weekly that will be expended throughout the duration of the programme depending on what is required for the project. For example if it states Site Agent 200% that mean we need 2 site agents for the project
1.21	<ul style="list-style-type: none"> £222,818.40 is spent on an agent - who is this? Seems like a significant cost? 	<ul style="list-style-type: none"> Site Agent (Site Manager) – The contractor have allocated 2 site agents to this project for the entire duration, which runs for 2 years. Which the council considers as reasonable given the size and scope for this contract.
1.22	<ul style="list-style-type: none"> 10,200 m of Plywood Hoarding is costing £36,075.36 for 10,200m this would go around the entire estate around just under 10 times over, what is this estimate based upon? 	<ul style="list-style-type: none"> The Contractor has only allowed for 100m of hoarding. This will only be placed around the site welfare areas. Although as per the description of the item 'Plywood hoarding price per meter run per week', they have multiplied the 100m against the duration to get to 10,200. - <i>Contractors have allowed for 100m of Hoarding, this is then multiplied by the duration to give us 10,200. Hoarding will be present for the full duration of the project. This is an agreed partnering framework rate. Additionally our QS has only recharged 40% of the 10,200m run of plywood fencing or 4,080m to get to a total charge of £36,075.36</i>
1.23	<ul style="list-style-type: none"> 1.6 – prelims bill 1 – C1 -Parking costs – what is the breakdown of the 	<ul style="list-style-type: none"> As already specified in the description 'Per vehicle per week'. It allows for the contractors staff & also their supply chain... It covers estate parking permits; which are essential for the trades who are transporting

	<p>£6000 odd pounds listed for this? Is it per vehicle per week? Is it to provide for displaced vehicles? At present there is no CPZ so vehicles can at present park on the road, however during the course of our works a CPZ will be implemented in the area.</p>	<p>materials to site; if there are restrictions around parking on the estates it covers A-passes or street permits which the contractor & supply chain can use. For instance the scaffold lorries would need permits etc. Site staff x 4 permits; scaffolders, decorators, door fitters, external repairers, K&B team, damp & mould trades, roofers etc</p>
1.24	<ul style="list-style-type: none"> Why is levelling screed and resin being used instead of vinyl floor tiles in relation to walkways etc? 	<ul style="list-style-type: none"> Resin is a more robust product and provides a longer term guarantee of 15 years
<p><u>2 - Scaffold Access</u></p>		
2.1	<ul style="list-style-type: none"> Scaffolding is a concern to residents as a result of anti-social behaviour and potential of break-ins. Is it possible to have alarms on the scaffold? 	<ul style="list-style-type: none"> We are not able to install scaffold alarms as it's not in line with Southwark's scaffold policy. The presence of alarms on scaffold can be very inconvenient for residents as a result of being triggered by pigeons, foxes, cats etc., and the alarms do not deter those from seeking to access the scaffold. We will ensure the scaffolds are fenced off at ground level with no ladders left accessible. We would ask residents to always contact the police in the first instance if they suspect anyone using the scaffold whom is not authorised to do so.
2.2	<ul style="list-style-type: none"> When the satellite dishes are removed, I will have no access to the aerial. How will this be addressed? 	<ul style="list-style-type: none"> The council is also working hard to improve internet connections throughout the borough, by encouraging broadband suppliers to install full-fibre networks across many of our estates. So as more TV services continue to move online, residents will have the potential to access them. This includes the ability to access Sky's channels, movies and boxsets from NOW TV: https://www.nowtv.com/ Both Hyper-optic and Community Fibre should have been installed on Consort estate and should be available on most blocks. Residents should raise any issues with the Resident Services Officer in the first instance, if they are experiencing difficulty once scaffolding has been removed. Sat dish/TV aerial removal costs made non-rechargeable to all LHs, no cost payable

2.3	<ul style="list-style-type: none"> Scaffolding fees are a large part of the costs. Will the contractors ensure that scaffolding does not remain up longer than strictly necessary? 	<ul style="list-style-type: none"> As per the agreed programme, scaffolding will be erected and dismantled sequentially depending on when each block has been programmed to start and end. Scaffold will not be erected for the full duration of the programme. Scaffold costs are fixed, no extra hire costs, unless an agreed EOT (extension of time) agreed with the client and justified reasons under the terms and conditions of the contract.
2.4	<ul style="list-style-type: none"> As everyone has said, what does a weekly inspection consist of, and can we be assured that scaffolding will be both erected and removed in the most cost-efficient and timely manner from the start and end of works to ensure costs are kept to a minimum. 	<ul style="list-style-type: none"> As per the agreed programme, scaffolding will be erected and dismantled sequentially depending on when each block has been programmed to start and end. Scaffold will not be erect for the full duration of the programme. In regards to the weekly inspection – this relates to scaffold safety and the scaffold has to be signed off each week following the mandatory 7 day inspections. This is also true when the scaffold is adapted for any reason and prior to being able to use the scaffold, once erected, this needs to be signed off following inspection to say it's safe to use for access.
2.5	<ul style="list-style-type: none"> Scaffolding is planned for 19 weeks on the 11-25 block, 17 weeks on 28-29 and 16 weeks on 30-68, how are these calculated and what does a £200 weekly inspection consist of? 	<ul style="list-style-type: none"> These durations are calculated based on the works required to each block and how long these aspects of work will take. The weekly inspections will detect any issues with the scaffolding before incidents and injuries have occurred. Normally, assessors will have a checklist to ensure the scaffold is in good working order and is safe.
2.6	<ul style="list-style-type: none"> What reassurance is there that the scaffolding will be removed after these periods (especially as it earns £200 a week sitting there)? 	<ul style="list-style-type: none"> At this time we are unable to reassure that It may not overrun but Elkins have an obligation to keep within programme and we will use our best endeavour's to ensure there is no delays in work and we stick to programme – there is no extra hire charges for scaffolding and the price is for the duration – if there are any delays then these will be communicated fully throughout and we will actively seek to mitigate any access issues, such as if residents fail to clear balconies, which may impede our works.

3 - Works – Asbestos

3.1	<ul style="list-style-type: none"> Section K and F - could you please justify why asbestos removal is needed? The most recent block asbestos survey (dated 2/5/24) 	<ul style="list-style-type: none"> There are a number of locations communally across these blocks which contain asbestos. From the report it shows the Soffit is presumed asbestos, therefore we will be unable to renew the soffit/fascia if the asbestos is not removed. This is the only asbestos removal that has been priced on this block excluding risk allowance. Asbestos is only low risk and therefore
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	found that asbestos present low/very low risk	safe to leave in place while encapsulating it, if it is not going to be disturbed. As we need to renew the fascia / soffit, this is not the case in reference to the asbestos in this area and it will need to be removed and safely disposed of.
3.2	<ul style="list-style-type: none"> When we moved in, the council's asbestos report said there was little to no asbestos. Asbestos removal in this sheet is worrying. As the Council failed to keep proper records on asbestos and built the properties, leaseholders shouldn't be charged now for those Council failures. 	<ul style="list-style-type: none"> Asbestos surveys deal with all parts of the block where in normal circumstances residents could encounter it. The asbestos survey is not intrusive though & does not go into concealed areas or parts of the block where residents have no access. Major works may involve repairs in these parts of the block & thus an asbestos provision is necessary.
3.3	<ul style="list-style-type: none"> 11-25 "Remove existing asbestos promenade tiles" from balconies. Should removal of asbestos costs be included? Has been illegal to use since 1999 shocking that it is still in the property at all. 	<ul style="list-style-type: none"> The estate was completed in the early/mid 1980s in accordance with building regulations at that time. The use of Asbestos in construction was banned in 1999, prior to this, asbestos was a material used in various building products, such as balcony tiles.
3.4	<ul style="list-style-type: none"> Section J - From where is Asbestos being removed? Can you inform us which properties have asbestos and where this is found? I note on the summary page that there are no Asbestos reports for some blocks - 1-12 Huguenot Square is not in this list - can we please have a copy of these reports? 	<ul style="list-style-type: none"> As there are no Asbestos reports for the Huguenot Blocks only a risk allowance has been made here. We suspect that the soffits do contain asbestos containing materials and as such the allowance has been made for its removal. We will undertake sampling of the soffit material, once scaffold has been erected, in order to ascertain whether there is asbestos present.

4 - Works - Balcony

4.1	<ul style="list-style-type: none"> • What will balcony repairs consist of? 	<ul style="list-style-type: none"> ➤ Repairs to asphalt and laying of Spartan tiles to help preserve the life expectancy of the balconies/asphalt surfaces. ➤ Walkway anti slip coating will be applied where required, as identified in the priced document.
4.2	<ul style="list-style-type: none"> • Will all blocks receive pigeon / bird netting? 	<ul style="list-style-type: none"> ➤ Only blocks that currently have pigeon / bird netting will have this netting renewed. (1-203 Wivenhoe only).
4.3	<ul style="list-style-type: none"> • Will I need to remove my items from the balcony in preparation for the balcony works? 	<ul style="list-style-type: none"> ➤ Yes, all items must be removed and the contractors will give enough notice for residents to clear their balconies. And will also offer assistance for those whom are unable to do so by themselves, however this will require the signing of a disclaimer for any potential damages as the removal of items is the responsibility of the resident.
4.4	<ul style="list-style-type: none"> • Section F - why are private balconies included in the external major works? Shouldn't this be considered 'internal works'? Private gardens are not included as part of the works, so balconies shouldn't be either. 	<ul style="list-style-type: none"> ➤ The private balconies form main structural part of the block for whose maintenance the council is responsible under the lease. Private garden area maintenance is not part of major works schemes. Private balconies are part of the common parts of the block, under council ownership & maintenance responsibility. Work to them is rechargeable. The leaseholder has the benefit of rights of exclusive usage & enjoyment of the private balcony. The leaseholder owning the area encompassed by the internal wall to the flat. This is standard in leases in England. The repair of private balconies is rechargeable among all flats in the block.
4.5	<ul style="list-style-type: none"> • Why are private balconies included in the external major works, shouldn't this be considered 'internal works'? Private gardens are not included as part of the works, so balconies shouldn't be either. 	<ul style="list-style-type: none"> ➤ As above – please refer to answer in 4D
4.6	<ul style="list-style-type: none"> • How is cost of private balconies being apportioned 	<ul style="list-style-type: none"> ➤ Private balconies are a main structural part of the block exterior in the same way as the roof & external walls. We share the cost of private balcony work among all flats in the block.
<u>5 - Works – Bathroom Ventilation</u>		
5.1	<ul style="list-style-type: none"> • Work was done two years ago to the bathroom ventilation system. Why was 	<ul style="list-style-type: none"> ➤ The previous ventilation contract 21/134T69 for pipework & fans provided stale bathroom air extraction via communal ductwork inside the 54/82 Wivenhoe block. It needed the services of a specialist

	these works not included then, and if it was why does it need re-doing so soon?	firm, Duct-clean, experienced in this field. We are not recharging leaseholders again in the present contract for work done in contract 21/134T69. The current contract covers rechargeable cyclical maintenance & fire safety work plus non-rechargeable tenant flat internal refurbishment to a large number of Consort Estate blocks. It is of a different nature & scale to the earlier Wivenhoe bathroom ventilation contract.
5.2	<ul style="list-style-type: none"> There is a reference to extractor fans - we had these replaced recently as part of a major works project only affecting our property and a few others, so this should be excluded from this sheet. 	<ul style="list-style-type: none"> No rechargeable work to extractor fans in this contract.
5.3	<ul style="list-style-type: none"> Carry out replacement lead work to vents on roof - should this have been included when the bathroom vents were replaced recently 	<ul style="list-style-type: none"> When contract is on-site, detailed surveys will be undertaken regarding what lead works are required, this will be checked by the independent consultant, Calfordseaden and agreed or not. Then at the contract final accounts we will omit any cost if replacement not required.
<u>6 - Works – Concrete Repairs</u>		
6.1	<ul style="list-style-type: none"> For all concrete repairs, will there be a finalised and itemised breakdown of these costs? 	<ul style="list-style-type: none"> Yes, as these allowances are provisional, a finalised and itemised break down will be provided at final account.
6.2	<ul style="list-style-type: none"> Where is the concrete listed for repair? There is no obvious concrete other than in the gardens on the ground floor. Leaseholders are not responsible for the costs in gardens, so shouldn't be charged for this work. 	<ul style="list-style-type: none"> https://www.southwark.gov.uk/housing/repairs/repairs-rights-and-responsibilities Concrete holds up the structure of the block just as the brickwork. Its repair is thus a rechargeable common part of the block whose cost is shared among all flats in that block.
7- Works – Internal Communal Door sets and Front Entrance Doors		

7.1	<ul style="list-style-type: none"> • Which fire doors are they testing and replacing. The doors were changed after the Grenfell Tower fire to fire doors, why are they being changed again. If they need to be changed then the Council need to pay for this because they should have checked that the doors replaced met the fire regulation standard and the cost should not be passed on to us leaseholders again. 	<ul style="list-style-type: none"> ➤ Front Entrance Doors, Communal Stairwell Door sets and other door sets throughout the blocks, will be surveyed, to identify whether repairs or replacements are required. Unless it is clearly stated that they are down for renewal due to fire safety. ➤ Where doors need to be replaced on fire safety grounds, this is a rechargeable cost.
7.2	<ul style="list-style-type: none"> • Fire doors - we recently had all our hallway doors upgraded and the individual flats all have good/sturdy new doors. Can they be itemized about the exact doors changing and why? 	<ul style="list-style-type: none"> ➤ Front Entrance Doors, Communal Stairwell Door sets and other door sets throughout the blocks, will be surveyed, to identify whether repairs or replacements are required. Unless it is clearly stated that they are down for renewal due to fire safety. ➤ We can identify the exact doors being replaced and why, specific to the blocks in question.
7.3	<ul style="list-style-type: none"> • For FEDs, this is described as a set. We have had our fire doors inside our property replaced, so we wouldn't require this. Again, will this be judged at an individual property level? What does this mean for front doors? When were these last replaced? Looking at other comments, it seems they were replaced following the Grenfell disaster. Are these no longer up to code? Our internal doors are FD30 approved, and their 	<ul style="list-style-type: none"> ➤ Detailed inspection of the present condition of front doors will be made on site, if the existing door is of a good condition and meets the current fire safety regulations, we will not replace it. ➤ As this question was also put forward by a resident at 54 – 82 Wivenhoe, we are clarifying that we are not replacing any Front Entrance doors to that block.

	installation has been signed off by the council.	
7.4	<ul style="list-style-type: none"> The Council's website says that leaseholders are responsible for internal door. Therefore leaseholders cannot be charged for the costs of any internal door works anywhere in the block: 	<ul style="list-style-type: none"> ➤ https://www.southwark.gov.uk/housing/repairs/repairs-rights-and-responsibilities Leaseholders own internal doors accessing one part of the flat interior to another such as to kitchens & bathrooms. Any external doors leading away from the flat interior remain under council ownership & repair responsibility as part of the block common parts.
7.5	<ul style="list-style-type: none"> Some of the external doors were replaced in 2014 and are therefore only just coming out of their warranty period - same applies as for windows replaced in those major works. 	<ul style="list-style-type: none"> ➤ If a door was replaced to fire safety standard previously & is not in a damaged state, it will not be replaced. In that case if we are recharging any Front Door renewal to the block at estimate, the leaseholder would be credited back their share of estimated front door costs at contract final accounts. In this contract we are undertaking window repair necessary given that windows are now a decade old, all windows are subject to surveys to validate the repairs required. This is a rechargeable repair.
7.6	<ul style="list-style-type: none"> Removing metal grills over external doors should be recharged to individual residents. This is what happened under the previous major works 	<ul style="list-style-type: none"> ➤ We will not recharge metal grills at any stage. Their cost is shown on the pricing of work to the block as part of overall contract expenditure only.
7.7	<ul style="list-style-type: none"> Doors and Frames decoration is the responsibility of Leaseholders, this should not be part of these works. 	<ul style="list-style-type: none"> ➤ Both external doors & doorframes belong to the council & it is responsible for their maintenance & painting. If you refer to the description of the extent of ownership of the flat at pages 1-2 of the lease, windows & external doors are specifically excluded from leaseholder ownership
7.8	<ul style="list-style-type: none"> Section F - Doors and Frames decoration is the responsibility of Leaseholders? 	<ul style="list-style-type: none"> ➤ For external doors & doorframes, leading out of the flat, the council retains ownership. The demise or description of ownership at pages 1-2 of the lease exclude external doors & windows from the leaseholder's ownership.

8 - Works - FRA

8.1	<ul style="list-style-type: none"> For FRA, there are a lot of individual property costs here, so will that reflect final bills to leaseholders? Similarly, are you really suggesting it costs £300 to “install” a keep door closed signs? 	<ul style="list-style-type: none"> Fire safety work to a block is recharged among all its flats. There are multiple signs needing to be installed across the block, we have used an agreed historic rate of £50 per sign. Fire safety work to the common parts of 54 – 82 Wivenhoe is rechargeable among all its flats.
8.2	<ul style="list-style-type: none"> £74,580 is spent on flat compartmentation surveys - what does this mean? 	<ul style="list-style-type: none"> An assessment internally to a percentage of flats where the condition of elements of structure providing fire resisting compartmentation is reviewed and any subsequent defects in accordance with Building Regulations guidance, relevant British Standards, and any site-specific fire strategy information made available. This is not recharged to leaseholders.
8.3	<ul style="list-style-type: none"> Meter cupboards have been recently painted - why would this happen twice? 	<ul style="list-style-type: none"> In relation to the Southwark specification we will be redecorating any previously decorated surfaces where applicable. However if the existing condition of the paint is deemed satisfactory at time of final survey, the works may not be undertaken.

9 - Works – Lofts / Roofing

9.1	<ul style="list-style-type: none"> Section B - loft insulation - should that be included in major works as these are internal? 	<ul style="list-style-type: none"> ➤ Southwark leases do not grant ownership of areas above the flat’s internal ceiling line. The loft is a common internal part of the block, maintained by the council. Its present level of insulation is insufficient to prevent excess heat loss
9.2	<ul style="list-style-type: none"> Section J - loft space works. As lofts are internal, should these areas be excluded from major works 	<ul style="list-style-type: none"> ➤ As explained, a loft space is part of the common internal parts of the building. They are the enclosed underside of the roof. The council is responsible for maintaining them to a satisfactory standard under the lease.
9.3	<ul style="list-style-type: none"> Section F - private balconies. Private gardens are not included in major works. Why are private balconies included? 	<ul style="list-style-type: none"> ➤ The major works are to keep the block structure in good maintenance. This includes the private balconies which are part of the main structure of the block rather than belonging to a particular flat. The council is responsible in law for maintenance of this main structure. The leaseholder has though sole & exclusive usage of the private balcony since it can only be accessed by entering their flat. While balcony ownership is not with the leaseholder all the practical benefits of exclusive usage of the private balcony are with the leaseholder

9.4	<ul style="list-style-type: none"> • For properties that do not include lofts, will that be taken into account for each property's bill? As lofts are internal, should these areas be excluded from major works? Loft insulation is not structural in nature and hence would fall under the remit of leaseholder responsibility - other than the council providing information as to fire safety assessment of insulation I see no need for this to be included for leaseholders. 	<ul style="list-style-type: none"> ➤ Lofts are not sold as part of the Right to Buy lease. The loft as the underside of the roof remains part of the communal structure of the block maintained by the council. The council as part of its duties to manage the block needs to prevent excessive heat loss. The management function is rechargeable under paragraph 7(6) to the lease 3rd schedule.
9.5	<ul style="list-style-type: none"> • Loft insulation wasn't included in the list of possible work, and when queried in writing via a Members question and at drop sessions, one leaseholder was told that insulation couldn't be included in the major works as it wasn't dealt with by this department of the Council. Why is it now included? Please can we have one version of the truth on insulation? If a survey is being done about loft insulation, why can't it be done for wall insulation? This would help reduce energy bills and excessive heat in this block. 	<ul style="list-style-type: none"> ➤ Loft insulation is included due to excess heat loss of the top floor properties and bringing this up to current acceptable standards. ➤ This is different from cavity wall insulation and we are permitted to install in the lofts only. This was consulted on and communicated to residents by the Contract manager during the meeting held in the TRA hall on 28/05/2024.
9.6	<ul style="list-style-type: none"> • Have government grants been explored for the loft 	<ul style="list-style-type: none"> ➤ There are government funds available for loft insulation, however seeking government funding is cost prohibitive, in terms of the associated costs with

	insulation? If the freehold was held by anyone other than the Council, leaseholder would be eligible for government grants	applying for loft insulation funding under the eco4 funding criteria. This aspect was already looked at on a recent project in the south of the borough where leaseholders had the same questions.
9.7	<ul style="list-style-type: none"> Is a temporary dormer required for light touch repairs - seems excessive. 	<ul style="list-style-type: none"> The temporary dormer is for the access of the loft only to enable us to access the loft space and bring labour and materials into the loft.
9.8	<ul style="list-style-type: none"> Temporary Dormer costs – for example there are 10 units for this at £750 for 1-10 Vivian square. What is the price and breakdown and why this number for a single roof to a single block? 	<ul style="list-style-type: none"> Due to the blocks having fire breaks installed to each party line, we have had to allow for 1nr dormer per property to allow us to gain access. Rate is £750 per dormer and this is a historic rate from Arnold Dobson.
9.9	<ul style="list-style-type: none"> Section A of bill 23 – Provisional costs - Spanish slates, Line 97 Bill 23: what does the provisional £250 relate to? Is this the price of each slate? 	<ul style="list-style-type: none"> This is a provisional allowance per property to repair/replace and damaged slates.
9.10	<ul style="list-style-type: none"> Roof – finish – removing tiles and battens and it states it will receive a finishing coat? What exactly will be the finish? How will it look and why not go back with tile and battens? 	<ul style="list-style-type: none"> There is no mention of a finish to the roof. We will only be carrying out repairs only, so the roofing appearance and aesthetic will remain the same.

10 - Works - Redecoration

10.1	<ul style="list-style-type: none"> They say that they need to strip the hallway walls. This is overkill. They simply need a clean and a light sanding. Speaking as a decorator this is not a big job. They also said they need to strip the ceiling. Again this is already in a matt finish. It just 	<ul style="list-style-type: none"> We need to undertake redecoration of internal communal areas every decade due to wear and tear. When doing so we need to follow fire safety regulations and as such we are redecorating internal corridors & stairways in TOR Class 0 fire retardant paint. We follow the directions from TOR Coatings Ltd on how to prepare & apply its product. Complying with fire regulations and undertaking as per the manufacturers guidelines is not over scoping, this is necessary as is the method of use and application.
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	needs a sweep before applying new coat of paint. Don't let them over scope the works here, it just needs freshening up with some new paint.	
<u>11 - Works – Windows</u>		
11.1	<ul style="list-style-type: none"> Section B - when were Windows last replaced? What is the time guarantee on these? Can we please see the FENSA certificate for this? £3,360 is being charged for cleaning and adjusting windows, this seems excessive. Why does glazing need replacement? 	<ul style="list-style-type: none"> The windows were replaced to numerous blocks within the Consort Estate WDS contract 12/008P6 which completed in early 2014. Warranties would not cover elements of repair being undertaken as part of this contract. The cost of £3,360 is in respect of overhaul of windows in 1-12 Huguenot for example, applies to all the rooms of the 12 flats situated within, to leave them operating correctly. There is a provisional allowance for replacement of up to 12 glass window panes @£200 per pane. Detailed surveys are undertaken to identify whether any windows are failing and what those failing components are. This is subject to re-measure and adjustment.
11.2	<ul style="list-style-type: none"> What does the overhaul of windows involve? Will broken glass be renewed? 	<ul style="list-style-type: none"> ➤ Checking / repair of window gaskets ➤ Checking / repair of silicone around window frame reveals ➤ Checking / repair of locking mechanisms, handles and hinges ➤ Any H&S issues must be reported to Repairs by the resident, as it would not be advisable to wait until the major works to the block commenced in these circumstances.
11.3	<ul style="list-style-type: none"> Why are the windows not being renewed? Previous Windows installed under WDS or previous major works schemes are under warranty, why do they require repairs? Are 'any' windows being renewed as 	<ul style="list-style-type: none"> ➤ The majority of windows were replaced around 10 years ago and existing windows do not warrant renewal. Therefore, the windows will be inspected and any repairs identified undertaken. ➤ Guarantees and warranties for windows will cover the casement / frames and installation. They will not apply to ironmongery such as handles and hinges, gaskets, seals, reveals etc. All of which are usually only covered for 12months under the terms of the guarantee

	part of this programme?	<ul style="list-style-type: none"> ➤ Not unless they are identified at survey stage that renewal is required based on condition or cannot be repaired.
11.4	<ul style="list-style-type: none"> • Section C - are windows repairs and renewals necessary? Windows are in fine working order. They were last replaced in 2014 major works 	<ul style="list-style-type: none"> ➤ All windows are subject to a detailed survey to identify any failing components which may require repair. Should no repairs be identified as part of the survey, then the costs to the block will be adjusted accordingly.
11.5	<ul style="list-style-type: none"> • All the windows in 54-70 were replaced in the major works that completed in 2014. They had a ten year warranty. An inspection should have been carried out while they were still in warranty and the repairs claimed under the warranty - some repairs have been removed from annual service charges when queried, so there is precedent for this. Leaseholders shouldn't be liable for the Council's failure to undertake inspections during the warranty period. 	<ul style="list-style-type: none"> ➤ After 10 years of operation, the window units would need adjustment & overhaul to keep them in long term good condition over future decades. ➤ We do not undertake inspections of windows generally during warranty periods, it is expected that resident will report any defective issues with windows, these will be picked up by the repairs department and when under warranty, any repairable elements covered under the warranty, the repairs department will contact the manufacturers / installer, to remedy at their costs.
11.6	<ul style="list-style-type: none"> • What is meant by renew in the context of windows and the various items that are being renewed? Will this be reviewed at an individual level and will costs be adjusted accordingly? 	<ul style="list-style-type: none"> ➤ We are not planning to renew windows as part of this contract, however, detailed surveys will be undertaken of all windows, to identify any failing components that need repair or renewal. Costs will be adjusted accordingly, where no works or limited works are required.

11.7	<ul style="list-style-type: none"> We take good care of our windows, so we don't believe that cleaning our windows or spraying WD40 on the hinges should be part of major works, not least to the cost of £4.2k. 	<ul style="list-style-type: none"> Flat windows are among the common parts to a block maintained by the council & recharged among all the flats in the block. Repairs histories and inspections have shown that windows are in need of overhauling in order to meet their serviceable life.
11.8	<ul style="list-style-type: none"> Again, on windows, I understand that some windows in some properties may need to be renewed, repaired or replaced, but charging all tenants - leaseholders or council tenants - nearly £20k seems incredulous. 	<ul style="list-style-type: none"> Detailed surveys will be undertaken of all windows, to identify any failing components that need repair, renewal or overhaul. Costs will be adjusted accordingly, where no works or limited works are required. The costs are provisional, subject to survey and costs adjusted accordingly, subject to any works required.

12 - Specially related to Leaseholders

12.1	<ul style="list-style-type: none"> Leaseholders would like indication on weekly / monthly basis of what the costs are looking like for the duration of the project as the works progress so they can keep track of what is happening. Is this possible? 	<ul style="list-style-type: none"> It would not be possible to provide cost information on a weekly basis to leaseholders and or residents. Monthly or quarterly block cost updates can be provided, bearing in mind the cost information remains live and subject to change until draft final accounts are agreed. <p>Residents can receive progress reports about the works through the regularly held RPT (Resident Project Team) meetings and will be able to raise any issues / concerns through the RPT.</p> <p>Monthly contractor newsletters will be issued and reviewed by LBS project team before issue. Regular coffee mornings will also be arranged once on site.</p> <p>For any queries regarding the major works, please contact either: Yasha King – Contract Manager Yasha.King2@southwark.gov.uk Or Ryan Small – Customer Relationship Officer</p>
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Ryan.Small@southwark.gov.uk

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12.2	<ul style="list-style-type: none">• Cost payment options for leaseholders and ongoing increases in service charges show lack of empathy and understanding from Southwark Council. How will this be addressed?	<ul style="list-style-type: none">➤ Home Ownership Services (HOS) will invoice bills in February / March 2025 for this scheme. The invoice information will contain details of your Service Charge Officer who can arrange individual discussions / meetings to discuss your separate repayment needs and individual circumstances. For any further enquiries regarding the Section 20 notices or lease terms, please contact Joseph Sheehy– Capital Works Consultation Officer - Joseph.Sheehy@southwark.gov.uk.
12.3	<ul style="list-style-type: none">• Why are surveys being carried out again, when our estimated bills claim that the charges are based on surveys already carried out? Are we being charged twice for surveys? Does this mean that the contractors can charge what they like once they have resurveyed and the bills are likely to increase?	<ul style="list-style-type: none">➤ Initial surveys were undertaken to outline what works were required and to inform the Section 20 consultation process. Surveys at this stage were carried out mainly at street level (including some drone surveys and access to some areas). Estimates are the most accurate information available prior to the actual work taking place. Once on site, scaffolding will allow for a more detailed scope and all works identified will be confirmed to leaseholders.➤ There are no duplicated survey costs for this scheme.
12.4	<ul style="list-style-type: none">• Should the council be able to go ahead with works if leaseholders have not signed a contract for this?• Can we see a copy of the Partnering contract and the penalty clauses?	<ul style="list-style-type: none">➤ The council as freeholder has responsibility for the maintenance of the blocks and the estate. For this reason the council is responsible for the contractual arrangement involving major works.➤ The council will consult with leaseholders on the scope and cost of this contract during the formal section 20 consultation as laid out by legislation.➤ The council previously consulted with all leaseholders on the awarding of the Partnering Contract for this district to A&E Elkins. The documentation is held at the council offices and due to their size and commercial sensitivity, are only available for viewing at request. Individuals can request a viewing of these documents at the Southwark Council offices in Tooley Street.
12.5	<ul style="list-style-type: none">• Will we be charged for pigeon netting that had been previously put up at our own cost?	<ul style="list-style-type: none">➤ Yes - Where there is existing pigeon netting, it would have to be removed to allow for access for other repairs & because it has no known fire retardant properties. It would be replaced by certified fire retardant netting and it is a rechargeable cost.

12.6	<ul style="list-style-type: none"> How was a 5% profit decided? Is there also profit included in the itemised costs, and this is an additional 5%? If it's claimed the itemised costs do not include profit, we request evidence that this is the case (e.g. invoices paid for raw materials etc.) We also request a cap to the 5% profit to prevent an incentive to increase costs 	<p>The 5% partnering rate is part of the partnering agreement, for which we have formally consulted with leaseholders. As a term of the contractual arrangements between the council and Elkins the profit rate is set at 5%.</p> <p>The itemised costs show the direct labour & materials expenses needed to complete the task in question. The profit is only added once on a contract wide basis rather than firstly as part of the direct labour/materials price & again a second time on a contract wide basis. As a safeguard against overcharging the council engages Quantity Surveyors independent of the contractor, to audit all contractor expenditure claims.</p>
12.7	<ul style="list-style-type: none"> Section H - Garages are not included as part of our leasehold and are provided upon request and addition to a waiting list - please remove from a proportioned costs and charge as per usage of each garage. 	<ul style="list-style-type: none"> Leaseholders are not recharged for work to garages. However, the garage work it is part of the contract & is thus included in the priced itemisation of all work planned for the block.
12.8	<ul style="list-style-type: none"> Section J - if costs are subject to adjustment anyway - why include provisional allowance in these costs at all? 	<ul style="list-style-type: none"> There are two types of cost: those where we have fully known quantities of an exact task & we come to a specific cost. The second type of cost is where work is needed but it will only become apparent with on-site investigation, the full quantity & what precisely the repair will involve. In that case, we apply our knowledge to calculate a provisional cost in the budget for that item of work which is necessary but its specific cost could not be established ahead of the work occurring.
12.9	<ul style="list-style-type: none"> I'm concerned that on the 'Main Summary' tab the central office overhead and profit are shown as percentages of the total costs (1% and 5% respectively). This means that managers' salaries and the company's profits increase if 	<p>The costs are already set and agreed, the council retains a risk allowance outside of the total cost of the contract, should for any reason the total amount of the agreed contractual works be exceeded, there is a full audit trail behind it, should an increase in costs for any reason be agreed, in line with the conditions of the contract.</p> <p>There are risk allowances already included within the costs, which are there to allow for any unforeseen cost increases.</p>

	costs increase, and so there is huge incentive to increase costs	
12.10	<ul style="list-style-type: none"> The previous owner of a flat redid the floor of the balcony and changed the original tiles, some mistakes were made. Will we be charged for changes having been made before our ownership if things like the balconies are being redone or for having to take up things other than original flooring on the balconies? We need clear caveats and communication in terms of situations like this, where changes to outdoor areas happened before our leasehold. 	<ul style="list-style-type: none"> If the unauthorised work by a previous leaseholder damaged the private balcony, we would have to repair it. The cost would be shared by all flats in the block as with other balcony work.
12.11	<ul style="list-style-type: none"> If the works run over budget, who is responsible? Will leaseholders be liable for further pay-out? Will there be assurances made in the contract that give security to tenants, that works will not be made to over run for profit of the construction company? 	<ul style="list-style-type: none"> The contractor is under obligation to deliver the planned works within the contract time frame. If due to factors in its control, the firm runs over schedule, it will have to fund the extra time on site needed to finish planned work from its own finances. The council has its own project management staff plus independent building consultants, continually monitoring the contract to ensure it runs to budget and target completion dates.
<u>13 - Block Specific – 11-25 Galatea Square</u>		
13.1	<ul style="list-style-type: none"> Concrete repairs/ jet washing - what parts of the structure are concrete 	<ul style="list-style-type: none"> There is concrete construction to the low level of Galatea square.
<u>14 - Block Specific – 1-12 Huguenot Square</u>		
14.1	<ul style="list-style-type: none"> Section B - when were roof tiles to Huguenot last 	<ul style="list-style-type: none"> As part of the previous Consort Estate WDS major works contract 12/008P66 completed in 2014, whatever deteriorated slates existed at that time was

	changed? When were they last inspected?	subject to replacement. To prepare for this present contract, drone surveys were conducted to the blocks to give a top down view of the roofs. If we find on site that less roof repairs are needed we will credit back the saving to leaseholders at contract final accounts.
14.2	<ul style="list-style-type: none"> Section E - Only 1 of 6 leasehold properties have a private balcony - please a-portion costs accordingly 	<ul style="list-style-type: none"> The private balconies do not belong to individual flats, instead they form part of the main structure of the block just as the external walls. The cost of work to them is divided among all flats.
14.3	<ul style="list-style-type: none"> Section F - only 1 of 6 leasehold properties have any decorative cladding. 	<ul style="list-style-type: none"> As all cladding forms part of the structure of the block, the cost of its re-decoration is shared among all flats.
14.4	<ul style="list-style-type: none"> Section F - We do not have 320m of Balustrade unless by this it is meant balcony balustrade in which case only 1 of 6 leasehold properties has a private balcony 	<ul style="list-style-type: none"> As mentioned, the private balconies are not part of the individual flats but remain part of the block structure, the cost of work is shared by all flats. The leaseholder has exclusive use of the private balcony. No other person can make use of the balcony unless permitted by the leaseholder. However, ownership & repair of the balcony remain with the council under the lease. The Balustrade relates to private balconies, but also in some places these also related to communal walkways and bin store areas, within 1-203 Wivenhoe for example. The allowance is for the block.
14.5	<ul style="list-style-type: none"> Section H - When were the fire doors installed? When were they last tested? Have fire door regulations changed since these were last tested/installed? How long is the guarantee for these fire doors? 	<ul style="list-style-type: none"> The fire doors are individual flat front entrance doors. These will be manufactured & tested to 30 minute fire resistance as required by fire safety regulations. Council records go back over 25 years we have not replaced Huguenot flat front doors in this period save possibly for any odd cases due to damage. Present doors would thus be a minimum of 25 years old & more likely to date back to the estate's construction in the 1980s. We have undertaken a review of the front entrance doors required to be replaced and this has been adjusted accordingly across the entire contract, in respect to front entrance doors needing renewal in Huguenot square, there is one being noted as requiring replacement. And across the whole contract we have omitted the renewal of 105 Front entrance doors.
14.6	<ul style="list-style-type: none"> Section H - as above but for glass panels 	<ul style="list-style-type: none"> If this question related to communal door sets within the stairwells and communal entrance doors, this is what the glass panels relate to as they are adjacent to some of these door sets.

15 - Block Specific – 2-116 Manaton Close

15.1	<ul style="list-style-type: none"> • 2-116 Manaton Close is listed as 'E' (even) with no mention of Odd - is this a typo or have odds not been included? See section I: Issue 7.2.4.1 which refers to flats 17-51, which are odd numbers 	<ul style="list-style-type: none"> ➤ Evens only, there is no work to 17-51 Manaton in the TOP. We have already made the cost of item 7.2.4.1 non-rechargeable to all leaseholders at 2-116.
15.2	<ul style="list-style-type: none"> • The majority of this work applies only to the blocks of flats and not to the maisonettes - surely we should only be paying for the work which impacts the buildings in which we live? 	<ul style="list-style-type: none"> ➤ Due to the architectural design of Consort Estate, there are blocks where a common shared roof & external walls contain both flats & maisonettes.
15.3	<ul style="list-style-type: none"> • 2 - 116 needs to be split up into one Bedroom flats blocks and the others. We need to know what work is specific to the one bed block and not be lumped together with the other blocks. Difficult to see if the work needed in the one bed block is being cover under this program. 	<ul style="list-style-type: none"> ➤ 2 - 116 Manaton is a single physical entity sharing the same roof & external walls. The one bed properties numbered from 2-72 lies on one side the two bed flats on the other along 74-116. It still remains a single block. Inside 2 -72 there is a door entry system, stairway & corridor serving just those flats. These internal elements do not provide access to the 74 - 116 wing of the block, we would not recharge work to these internal elements that is regarding flooring, redecoration & renewal of the door entry external door set, to flats in the 74 - 116 wing of the block.
15.4	<ul style="list-style-type: none"> • For example 2 - 72 manaton close, 1 bed block communal area has not been painted for a long time and the proposed set of work is saying repaint areas that had been painted before. I don't think a visual inspection has been done for all blocks because each block requires different 	<ul style="list-style-type: none"> ➤ Inspections have been done to determine what categories of major works are required to each block. The last major works finished in early 2014. Every decade or so it is necessary to re-do paint work. On block exteriors this is to protect from weather exposure. For internal areas of the block, this is to compensate for wear and tear over the years. ➤ For fire safety we must ensure walls & ceilings are coated in Class 0 fire retardant paint. ➤ A survey has been carried out for the decorations and has all been measured on site. As per the Southwark specification we can only renew previously painted decorations.

	<p>work that is why I have stated that the 1 bed block needs to be separated from the two bed etc blocks</p>	
15.5	<ul style="list-style-type: none"> Bathroom extraction units and the fixed metal flues installed within the communal heating cupboards - this was just replaced recently so why the need for replacement again within 3 years 	<ul style="list-style-type: none"> ➤ This is a provisional allowance for replacing ducting – At the time of writing we are currently reviewing this item.
15.6	<ul style="list-style-type: none"> 1st floor stairwell doors leading to flats 38-44 Manaton, door sticking to floor, door is also warped and is required to be replaced - This is a new door and it is warped within 3 years. To the best of my knowledge this door is not sticking to the floor and does not look warped to me. I think we need a second opinion on this work stated in this programme because I am doubting some of their statements or recommendations are true 	<ul style="list-style-type: none"> ➤ If a planned item of work is omitted on site as no longer required, at contract final accounts we credit back to each leaseholder their share of the saving. - Recommendations are taken from the latest Southwark FRA reports and priced accordingly. As some of the FRA reports are dated, some of this work may have been actioned already. If this work has already been completed and is now not required, a reflection in budget can be made at the end of the project.
15.7	<ul style="list-style-type: none"> 2-116 Manaton Close is a terraced block of street accessed residential dwellings with upper-level maisonettes accessed through a communal area, with the accommodation being spread over three floors - wrong description for 2 - 72 part of the block, which are one bed flats on three floors. 	<ul style="list-style-type: none"> ➤ We were using a single block definition 2-116 Manaton. 2-116 Manaton is a single block of flats composed of two wings. The type of flat varies in each of the wings but this does not take away from the fact that it is a single block.

15.8	<ul style="list-style-type: none"> 2 - 116 Manaton Close should be broken down like Wivenhoe. Your recharges at Manaton are based on the your leases 	Manaton is a single structure with a shared roof & external walls, It resembles 1- 203 Wivenhoe which is also a single block. The council has looked at the effect of recharging 2-72 Manaton as a separate block. However, it was more expensive per 2-72 flat if recharged in that manner.
15.9	<ul style="list-style-type: none"> In the previous round of major works, our block was defined as 74-100 Manaton Close. Why has the definition of our block changed? How will this increase the costs we are required to pay? 	The flats at 74-100 Manaton Close physically form part of the larger block, 2-116 Manaton Close. This is also how their leases define their block. An earlier answer explained how work in this contract to the block will be recharged. In the previous WDS contract, the nature of the work made it appropriate in that case to recharge on the basis of 74-100 Manaton just as the nature of the staircase & door entry means flats at 74-100 are not recharged for it in this contract.
15.10	<ul style="list-style-type: none"> What is the £15,000 for unforeseen work based on? What unforeseen work might need to be carried out? If unforeseen work needs to be done due to e.g. mistakes made by the contractor, will these works be paid for by the contractors? 	<ul style="list-style-type: none"> ➤ This risk allowance is for any works that may need to be carried out due to further investigation and surveys which could not have been considered from initial surveys. ➤ Unforeseen works could be linked to any item included within the schedule of works. And these must be notified and instructed by our technical consultants, Calfordseaden. ➤ Contractor snagging issues are not unforeseen works and will not be recharged as they have already been paid to the contractor, whom has a contractual obligation to rectify them.
15.11	<ul style="list-style-type: none"> Why is 1-15 Manaton odds not included? 	<ul style="list-style-type: none"> ➤ 1-15 Manaton is actually included and is clearly listed under Bill NR 6 on the TOP document.
<u>16 - Block Specific – 17-41 Scylla Road</u>		
16.1	<ul style="list-style-type: none"> Scylla Rd - As I understand, new double glazed windows were installed in 2014. The proposed works looks excessive / disproportionate. Also it's not clear what the quantities refers to - e.g. does 13 refer to number of flats, or specific no of windows - if so, how has this been calculated?. 	<ul style="list-style-type: none"> ➤ Windows to the 13 flats in your block were replaced over a decade ago in the previous major works contract. In the present contract, we plan to survey and identify any failing components & undertake any necessary repairs as identified as part of the overhaul.

16.2	<ul style="list-style-type: none"> • Significant provisional allowances, e.g. £60k under loft space works. 	<ul style="list-style-type: none"> ➤ As we have been unable to access the loft fully, we are unable to give a firm cost at this stage until access is available. As noted these are provisional items and are subject to final survey and re-measure once access is gained into the loft areas. These works will be instructed by our technical consultant, Calfordseaden, once exact quantities are known.
16.3	<ul style="list-style-type: none"> • Where has asbestos been identified? 	<ul style="list-style-type: none"> ➤ The Asbestos report identifies asbestos containing materials throughout the communal areas, within the block.
16.4	<ul style="list-style-type: none"> • The 'Main Summary' tab states that there have been "No Asbestos reports to the following blocks" and lists 9 of the blocks on the estate. Does this mean the other blocks (which includes 17-41 Scylla Road) <u>have</u> had asbestos reports? If the estate was all built at the same time, wouldn't the same materials have been used across all blocks? 	<ul style="list-style-type: none"> ➤ Yes, Scylla Road has an asbestos report which we have used to price the asbestos removal accordingly. In regards the other blocks, this is not necessarily the case as there are many designs of building across the estate. As a contractor we will be unable to categorically state if there is or isn't asbestos in the same areas unless a test is carried out.
16.5	<ul style="list-style-type: none"> • For example, in the 17-41 Scylla Road breakdown, £28k has been estimated for 'Facade and structural repairs' before any surveys have taken place, and £35k for 'Risk items'. That's £63k of provisional costs for unknown items, but I'm sure work up to this value will be 'found' as it guarantees an extra £4k in office costs and profit. 	<ul style="list-style-type: none"> ➤ Detailed surveys are undertaken to identify the extent of works required, where these are provisional these are re-measured and then instructed by our technical consultant, Calfordseaden. This also applies to provisional items. Costs are adjusted accordingly within the priced specification.
16.6	<ul style="list-style-type: none"> • Why is the scaffolding cost for 17-41 Scylla Road £72k when the cost for 43-67 Scylla Road is £63k? The 	<p>As there are slightly different requirements and durations for these two blocks, the costs will differ.</p>

	blocks are the same size.	
<u>17 - Block Specific – 1-203 Wivenhoe Close</u>		
17.1	<ul style="list-style-type: none"> The descriptions for bills 9 and 10 Wivenhoe need to make clear that these are for odds only. In previous responsive repairs they have incorrectly been charged to evens, so it is concerning that the spreadsheet does not make clear this is odds only. 	<ul style="list-style-type: none"> In the present planned contract, leaseholders at 1-203 Wivenhoe are recharged just for work to this odd numbered block
17.2	<ul style="list-style-type: none"> Having cleaned the windows in the hallways (1st floor) on many occasions I can confirm that most if not all are in good working condition. Along with those within my flat. Will the window servicing be given a more detailed review than this clearly macro guestimate I wish to see this as an itemized list of which windows, and if those windows are within a council property then I should not be expecting to pay a share of that given that I keep my own ones in good condition - that sounds fair no 	<ul style="list-style-type: none"> At contract final accounts, we would be able to show the location & extent of overhaul & repairs to both flat windows & any communal windows. Ongoing as when block costs are updated following surveys being undertaken, if no works are required then cost would be adjusted accordingly. All windows whether they are located in individual flats, or in shared common areas, they count as common parts of the block and the cost is shared among all its flats.
<u>18 - Block Specific – 54 - 82 Wivenhoe Close</u>		

18.1	<ul style="list-style-type: none"> For 54-82, we would disagree with the definition of this block. There are ground floor street accessed dwellings AND there are upper floor maisonettes. These are two separate dwellings. It doesn't feel that the upper floor should be paying for ground level repairs, and the ground level shouldn't be paying for upper level repairs (apart from repairs that affect everyone, such as roofs and guttering). This is not the definition used on the lease of at least one leaseholder, who has 54-70 only in the lease. Responsive repairs work has been incorrectly charged previously, but been corrected when queried when the actual breakdowns have been provided, so there is precedent for this. 	<p>We class 54-82 Wivenhoe Close as a single block & recharge all the work among all the flats located between Nos 54-82 with two exceptions. Work to resurface the flooring & re-decorate the stairway & corridor serving top floor flats 72-82 will not be recharged to any flat between no's 54-70 on the bottom floor. The corridor & stairs to 72/82 gives no access to the flats at 54-70. Instead, only top floor flats at 72/82 pay towards the stairs /corridor floor & decoration together with their share of the other categories of work to the 54-82 Wivenhoe block,</p> <p>For roof work & external walls repair above ground floor level together with Fire Risk Assessment (FRA) work, the cost is rechargeable among all flats at 54-82 Wivenhoe since it provides a common benefit to the flats which form a single block under one roof & external walls. Balcony repair to the top floor is likewise rechargeable among all since the balcony is legally part of the block external structure rather than forming the interior of the top floor flats.</p>
18.2	<ul style="list-style-type: none"> The majority of this work applies only to the blocks of flats and not to the maisonettes - surely we should only be paying for the work which impacts the buildings in which we live? The leases for at least some of the leaseholders and precedent make clear this should not be happening. 	<ul style="list-style-type: none"> ➤ Despite the mix of flat types, a common roof & external walls cover 54-70 & 72 - 82 Wivenhoe which lies above the flats 54-70, thus making it a single block. Please refer to the previous answer on how we recharge individual categories of work. Repairs to numerous items of work benefit all properties both on the ground floor & above them. Likewise, fire safety work benefits all flats lying on top or below each other not just those on one level of the block.

18.3	<ul style="list-style-type: none"> • 54-82 is one of the highest costs. Why is this and what has driven this higher cost compared to other blocks 	<ul style="list-style-type: none"> ➤ The recharge to leasehold flats at 54-82 Wivenhoe is more or less average for this contract.
18.4	<ul style="list-style-type: none"> • 54-70 do not have door entry systems and as the lease of at least one leaseholder defines the block as 54-70, with work cannot legally be charged to that leaseholder. This has been mistakenly charged in annual service charges and removed when queried, so there is precedent for this 	<ul style="list-style-type: none"> ➤ An earlier answer explained how the various categories of work at 54-70 Wivenhoe close would be recharged. We will not recharge for any flooring or decorations to the staircase or corridor serving 72-82. ➤ Please note there are no planned door entry works to 54-82 Wivenhoe close.
18.5	<ul style="list-style-type: none"> • How will costs be worked out for properties that neither have/use public stairways and/or don't have balconies? In a previous ventilation major works that the council massively overcharged us, we were told that costs were due to the works only "benefitting" our property. Will a similar equation be put forward as part of these works? There is a precedent where one leaseholder in block 54 - 70 managed to get these costs removed as there was no benefit to that property and a S20 notice hadn't been served for them and 	<ul style="list-style-type: none"> ➤ As mentioned the roof, block exterior and fire safety work benefits all flats at 54-82. Balconies are one of the common parts of the block and repairs to it is thus rechargeable to all flats between 54 to 82.

	they cost more than the £250 limit.	
18.6	<ul style="list-style-type: none"> • Similarly, if your property does not have access to communal areas, will this be accounted for in the final cost to individual properties? There is precedent for this when they have been added to one leaseholder in 54-70's annual service charge but removed when challenged. 	<ul style="list-style-type: none"> ➤ Please refer to the earlier answer which covered this point on recharges.
18.7	<ul style="list-style-type: none"> • There are no communal windows in block 54 - 70 so these costs should be removed from the bill for leaseholders in that block. 	<ul style="list-style-type: none"> ➤ All windows to individual flats & windows in any common part of the block remain part of the common parts of the block 54-82.
18.8	<ul style="list-style-type: none"> • There are no communal internal areas in block 54 - 70 so these should be removed from the bill for leaseholders in those blocks, including the decoration costs. There is precedent for this. 	<ul style="list-style-type: none"> ➤ Please refer to the earlier answer in respect of how the categories of work at 54-82 Wivenhoe will be recharged.