

APPENDIX 1

Response to the Housing and Community Safety Scrutiny Sub-Committee on the Fire Safety Works at Canada Estate

'Putting Resident's First'

15 November 2011

NUMBER	ACTION	DATE	WHO BY	COMMENTS
1	Letter to residents advising them that their home is included in next years programme.		IT	Letter will include broad details of the works to be carried out. PP to Resident Officer (e.g. windows, bathrooms, electrics) but make clear that actual works would be subject to survey.
2	Detailed surveys start		IT and C	
3	First public meeting/ drop in session, Local Councillors invited.		IT and C	Invite RSO's and where possible make use of mobile office to hold meetings.
4	Residents Project Team established one per works package/contract.		IT & RPT	Terms of reference for these teams are being drafted. These will include meeting frequency and times of meeting to suit the working patterns of the RPT. Works to Street properties will be packaged into groups to facilitate involvement. RO to attend and possibly RSM if larger project, or local concerns.

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5	Draft Specifications/Scope of Works prepared in conjunction with Residents Project Team.		IT & C & RPT	
6	Second Public meeting/ drop in session. Options for specification and scope of work presented for consultation. Local Councillors invited		IT & C & RPT	RO attend
7	Final specification prepared and agreed in conjunction with Residents Project Team		IT & C & RPT	
8	Quantity Surveyor agrees final costing with contractor. Will include some provisional items, risk register and a contingency sum		QS	
9	s20 notices prepared and sent out		HOU	
10	Residents Project Team examines agreed final project costs		IT & PRT & QS	RO attends
11	Drop in session/meeting held for leaseholders		IT & HOU & C & QS	
12	s20 queries responses		HOU	Answers to all questions copied to every leaseholder.
13	Contract/Works Package approved		IT	
14	Pre start on site Public meeting/drop in session.		IT & C & RPT	There maybe an opportunity at this stage to widen the membership involvement of the RPT especially where on larger estates there is phasing on blocks and there could be benefits to have block rep's as works progress. RO attends.
15	Contractor issues introductory booklet		C	
16	Monthly newsletters and coffee sessions.		C & IT	Contractors site office will provide the opportunity to accommodate early and late visitors one day a week. RO to

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				contribute to newsletter.
17	Monthly site meetings with resident reps from Residents Project Team.		C & IT & RPT	
18	Contractors residents satisfaction survey carried out after each block(or part of large block or group of street properties) is completed		C	Results copied to IT & RPT, published in monthly newsletters.
19	Mid contract review, including any residents satisfaction surveys carried out on completed homes.		IT & C & RPT	RO and possibly RSM attend if required.
20	Outstanding works letter goes out to residents two weeks before handover		IT	
21	Walk around with resident reps and local councillors week before handover(Note for street properties, residents should be invited to handover of communal area for their property)		IT & RPT & C	
22	Final Customer Satisfaction Survey carried out		IT	Results copied to RPT.
23	Handover booklet goes out		C	
24	End of Project Review.		IT & C & RPT & HOU & QS	Incorporating lessons learnt session. RO and RSM attends if needed.
25	Defects letter goes out eight weeks before end of DLP		IT	
26	Walk around with resident reps and councillors two weeks before end of DLP		IT & RPT & Local Councillors.	
27	All residents sent a final project review questionnaire after completion of DLP		IT	

Abbreviations used

IT – Investment Team
RPT – Residents Project Team.
C – Contractor
HOU – Home Ownership Unit
QS – Quantity Surveyor
DLP – End of defects period