

ROYAL BOROUGH OF KENSINGTON AND CHELSEA
Henry Dickens Court Estate Major Works Resident Zoom Meeting
Monday 23 November 2020 at 5:00pm
Virtual Online Zoom Meeting

RBKC

RBKC HM Capital Delivery Team	Robert McCann (RM) Major Works Project Manager
RBKC HM Capital Delivery Team	Akeem Oshingbade (AO) Resident Liaison Officer
RBKC HM M&E Team	Richard Stevenson (RS) Project Manager (Lift Works)
RBKC HM M&E Team	Vashon Robinson (VR) Assistant Project Manager (Lifts)

Henry Dickens Court Estate

HDC RA Jill Brown **(JB)** Chair
 3 Residents present from Marley House **(MH-R)**
 1 Resident present from Stoneleigh Place **(SP-R)**
 1 Resident present from Dombey House **(DH-R)**
 User1

Apologies: N/A

Item	Minute
1.0	<p>Welcome & Introductions</p> <p>AO welcomed everyone to the meeting and introduced himself and in turn everyone else introduced themselves.</p>
2.0	<p>Purpose of the meeting.</p> <p>The meeting was scheduled as part of the consultation process with residents on the planned major works to be carried out in all 13 blocks of the Henry Dickens Court Estate (HDCE) as well as to introduce the planned lift works for Marley house and subsequently Carton House.</p> <p>Items discussed are as follows;</p> <p>Marley House Lifts</p> <ul style="list-style-type: none"> • Introduction • Purpose for the lift works • Q&A • Actions and Next Steps <p>Capital Delivery Planned Major works.</p> <ul style="list-style-type: none"> • Introduction • Resident consultation process • Summary of scope of work • Further comments • Q&A • Actions • AOB

<p>3.0</p> <p>3.1</p> <p>3.2</p> <p>3.2.1</p> <p>3.2.2</p> <p>3.2.3</p> <p>3.3</p> <p>3.3.1q</p> <p>3.3.1a</p> <p>3.3.2q</p>	<p>Marley House Lift Works</p> <p>Introduction of the lift works.</p> <p>Richard Stevenson (RS) kicked off the discussion for lifts by explaining the selection model used in deciding the priority in which lifts will be repaired as there are several lifts in aged conditions across the borough. This process includes gathering information through inspections and surveys of the lifts along with other factors like age and repair history. The findings is used in deciding which lifts will be prioritised as needing urgent works and which ones can be put in for later works</p> <p>Once the lifts to be renewed have been identified and all necessary paperwork has been filed with all relevant departments, residents are informed and the consultation process with the residents will commence to gather resident input, comments and concerns in order to deliver a successful renewal works.</p> <p>Purpose of the lift works.</p> <p>RS: In Marley House, there are two lifts for repairs and they will be done one at a time to minimise disruptions to residents. Also lift works will only commence once resident consultations have been completed.</p> <p>This works are part of the capital investment programme to ensure that all homes are modern, safe and warm.</p> <p>It will also provide a more efficient service while vastly reducing service breakdowns residents are currently facing.</p> <p>Renewing the lifts will also remove issues around obtaining replacement parts as parts for the older lifts become more difficult to obtain.</p> <p>Q&A</p> <p>Jill Brown (JB); Letter received inviting residents to zoom meeting wasn't clear and seem to propose that lift works will start in spring 2021 without providing enough time for proper consultations to take place.</p> <p>RS: We are at day 1 of the consultation process and we will allow time for as much as needed to ensure a full and proper consultation takes place. We will also ensure that the impact of the works on residents have been considered and accounted for with measures put in place for residents that may need the support in the block before the works commence.</p> <p>JB: The proposed lift works will impact ALL residents and due to the small size of both lifts, if one lift is out of use, there will be significant impact to elderly residents, residents with prams, residents with mobility issues such as wheelchairs users. What will be done to ensure vulnerable residents will be catered for in terms of the disruptions this might cause?</p>
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3.3.2a	<p>RS: Special need forms will be sent out to inform us and help identify residents that may require support during the works and we will be working with the Neighbourhoods Team to ensure adequate support is provided to such residents before the works can start. Once we receive the forms back we will contact each resident and engage with them on how best we can assist and provide support to their individual needs.</p>
3.3.3q	<p>JB: Will consultations for Marley House and Carton House lift works be carried out separately from the major works.</p>
3.3.3a	<p>RS; Yes. Both works are separate independent works and their consultations will be done separately.</p> <p>The Lift works are part of the M&E (Mechanical and Electrical) works team and the major works is part of the Capital Delivery works team. Together they make up the Capital Investment Programme. Each department carry out their consultation processes as they specialise in different aspects of the investment programme and might be required to undertake different processes before their planned works can go ahead.</p>
3.3.4q	<p>Marley House Residents (MH-R): The plan to renew the lift is welcome. Along with all the points raised by JB. It will be helpful to have a working group of only Marley House residents to work with RS on lifts and identify what residents' preferences are and the support to be provided to residents during the works. Also, because not all residents are present in this meeting it will be helpful to ensure that all residents are informed and able to be part of the process via regular communications and correspondence. Is there currently any preference as to which lift will be renewed first?</p>
3.3.4a	<p>RS: There is currently no preference on the lift that will be worked on first, we will leave this with the working group to decide.</p>
3.3.5q	<p>Marley House Resident (MH-R): Regarding the "consultation process", it is proposed that "a working group of only Marley House residents" be composed and meet. How will this be organised – beyond invitations sent to residents – bearing the Covid circumstances in mind, no internet access for some and/or network disruptions on Zoom so as to ensure the council gathers the views of a majority of leaseholders. At the same time take into account that many leaseholders are not based in London (as is the case for me).</p>
3.3.5a	<p>AO: Once interested residents have come forward we will agree meeting times and methods with members of the group. Currently, we offer zoom meetings to abide by the lockdown rules, we also include telephone numbers and email addresses for residents to get in contact with us if they are unable to join the zoom meetings. Once restrictions are eased we will arrange Covid secure venues to host meetings where the group can meet with us face to face.</p>

3.3.6q	<p>Marley House Resident (MH-R): Change of lifts and majors works are going to have a significant impact on leaseholders' finance. I have serious reservations if decisions were made in these processes based on limited feedback received from a handful of leaseholders. Would that not constitute a low (un-qualified) forum?</p>
3.3.6a	<p>AO: We will plan a second meeting and hope to have a member of the Home-Ownership team present to provide more information on the planned works and how they plan to manage the financial impact of the works on leaseholders. Contact details of the Home ownership team is readily available and they are open to receiving individual enquiries form leaseholders in the meantime. Leaseholders can contact the home ownership team on 020 7605 6464 or email at hm-homeownership@rbkc.gov.uk.</p>
3.3.7q	<p>Marley House Resident (MH-R) commented: Can you confirm if the “inspections and surveys of the lifts” has already been undertaken? In this, when will chargeback costs to be applied to each resident’s account confirmed? As you may be aware, substantial repairs to the lifts have been made in the period 2019/20 for a total cost of £.15,930 compared to £.4,146 budgeted for the year which translates into a +260% raise in cost of lift repair/maintenance charged to me. I’ve raised the issue with your colleagues at Homeownership (Ms Du Preez and Mr Rouf) and the RBKC Insurance Dept. (Ms. Mills) but have yet to hear what the council’s position is on this. Otherwise, that would be charging twice for the same item.”</p>
3.3.7a	<p>AO: The council have been trying to maintain and repair the lifts for as long as possible. These lifts are from 1998 and quite often parts are obsolete and have to be made from scratch. A survey of the lift has been carried out and they have concluded that repair is no longer cost effective. Our home ownership team will be contacting leaseholders with estimated costs of the replacements. Ahead of our next meeting, we hope to have more detail to share. In the meantime, I will seek out further responses from senior colleagues and have a member of the contracts team contact you on findings on the costings you have pointed out.</p>
3.4	<p>Actions and Next Steps</p> <ul style="list-style-type: none"> • We will ensure that residents can inform the project team where possible in terms of preference of lift to be renewed first etc. by inviting residents to join the working group for Marley house on the lift works and subsequently for Carton House nearer the time. • Meeting minutes will be posted to all residents to keep everyone updated on what was discussed. • Invitations for a working group to be sent out to all residents of Marley House to include people interested in the works. • Additional Needs Forms will be sent out to identify and plan for residents that will require assistance when the works start with the assistance of the neighbourhood team.

	<ul style="list-style-type: none"> • We will also discuss, through further communications and consultations, what support will be in place to assist the elderly, residents with disabilities or households that may face difficulties when the lift works commence. • Richard and RA Chair to plan a meeting on estate grounds along with interested members of working group for further consultations and agree a plan moving forward. • Home ownership team to advice what the chargeback costs will be to the residents of Marley House and Carton House and will send out correspondence to this effect in due course.
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.2.1</p> <p>4.2.2</p> <p>4.2.3</p> <p>4.2.4</p> <p>4.2.5</p> <p>4.2.6</p> <p>4.2.7</p>	<p>Capital Delivery Planned Major works.</p> <p>Introduction to the works. As part of the capital investment programme to ensure that all homes are modern, safe and warm, all 13 blocks within the Henry Dickens Court Estate will have the cyclical repair works done. This could include works to windows (replace/repair), roofs (replace/repair), brickwork, concrete, heating and hot water service where applicable, lifts or painting and decorating.</p> <p>Resident consultation process.</p> <ul style="list-style-type: none"> • On appointment by RBKC, Faithful & Gould and Oakleaf consultants carried out a condition survey of all 13 blocks in the HDCE to identify the repair or replacement works needed in each block. Once the survey was completed, a document highlighting and itemising the works to be carried out was produced. This document is known as the draft scope of works (SoW) document. The draft scope of works is then condensed due to its large size to provide a summary of the scope of works which has been provided to all residents as part of the consultation process for residents input and comments. • Due to the Covid19 pandemic we have adapted our approach and have been carrying out virtual meetings instead of the usual drop in sessions. • Consultation feedback forms has also been provided to gather input from residents to inform the works going forward. • Leaseholder implications will be handled by the home ownership team and this will commence in due course once all works to be carried out has been identified and adapted into the scope of works. A notice of intention (NOI) has been sent out to all residents • After all residents input have been collected and adapted into the draft scope of works, a final document is prepared which reflects all the necessary technical works needed including the changes and adaptations from both the council and residents. The document will then form part of the tender documents placed on the advert towards selecting a contractor to carry out the works. • A timeline of commissioning stages for the resident engagement process has been included along with this document for further information. • The full draft of the scope of works is available upon request.

<p>4.2.8</p>	<p>Once the consultation process has been completed, we will go to tender i.e. place advert for the works and award the contract through a bidding process. The successful contractor will be notified, and costs issued to Home Ownership so that Leasehold Consultation can enter the second stage and all formal observations will be responded to.</p> <p>When Home Ownership have completed the second stage, the contract will be awarded to the successful contractor. The contractor will mobilise and arrive on site once the programme of works has been finalised.</p> <p>We anticipate contractors to be on site by autumn 2021 to allow adequate time for all necessary stages of the commissioning to be observed. More time will be allowed for, where necessary, before works begin on site.</p>
<p>4.3</p>	<p>Summary of scope of work</p>
<p>4.3.1</p>	<p>Access: Scaffolds, Hoists and any necessary access equipment required to safely access the planned repair work will be erected to all necessary elevations of the building including chimneys flues, soil-vent outlets: subject to site inspection and if applicable.</p>
<p>4.3.2</p>	<p>Roof Works Inspection of the condition of roofs, (including porch, balcony bin store roofs) chimneys, chimney capping's, eves level elevations and substructure, including tiling, brick parapet walls, roof structure, all flashings including lead / zinc / waterproofing / specialist coatings and insulation systems, rainwater goods, gutters, down-pipes and ancillary items. Repair or replace as necessary if identified and confirmed as beyond economic repair or end of material lifecycle.</p>
<p>4.3.3</p>	<p>Fascia and Soffit works: Repair or replace as necessary any damaged or defective areas of fascia and soffits, clean down, prepare, and decorate.</p>
<p>4.3.4</p>	<p>Windows: Works to be carried out to either repair or replace windows are currently undergoing review. The windows have been highlighted as requiring works. Further information on how this will take place to be confirmed.</p>
<p>4.3.5</p>	<p>Doors: Flat entrance doors to all households as well as main entrance doors will be carried out as a separate project. Lobby doors, bin-store doors, riser cupboard doors and any side-panels to be prepared and painted front of (all doors to meet current fire-rating compliance as applicable for both door & frame sets. Balcony doors incl. fixtures & fittings spy-holes etc to match existing where identified as beyond economical repair / end of material component life cycle.</p>
<p>4.3.6</p>	<p>Internal Works & Finishes: Replace damaged metalworks / balustrades and prepare for painting and decorating (including class O applications) to all previously painted surfaces including walls, ceilings, all woodwork, timber handrails / metal balustrades and fixtures and fittings. Repair / replace floor finishes that are beyond economical repair / at end of material life-cycle to match existing / specification</p>
<p>4.3.7</p>	<p>External Works:</p> <ul style="list-style-type: none"> • Undertake as-built surveys for specialist repair of all degraded, loose and cracked concrete / masonry / render repairs. To include specialist attention to exposed reinforcing where identified to the external elevations of the block. If

<p>4.3.8</p> <p>4.4</p> <p>5.0</p>	<p>necessary, carry out specialist concrete repair finish to match existing and clean down of all staining including copings columns and beams, prepare and paint using material suitable to paint finishes of manufacturer's instructions.</p> <ul style="list-style-type: none"> • Repair or replace any degraded, defective or non-complaint curtain walling infill panels (polycarbonate / timber / masonry or other materials) to the external elevations where necessary. • Repair or replace damaged or spalled brickwork and repoint to match existing to all applicable elevations, parapet walls and garden or boundary walls. • Asphalt covering to balcony / walkway areas. Repair any ledges, steps upstands or step and replace with new non-slip asphalt covering / paving where applicable. • Prepare and paint all metal (including wrought Iron) railings, fixtures and fittings to balconies front and rear. • Clear debris / waste vegetation to hard standing areas and consult with residents on remedial works for hard-standing areas / planters soft-landscaping etc • Replace bird deterrent netting to balconies to match existing where applicable. <p>Other Works:</p> <ul style="list-style-type: none"> • Garage Doors (if applicable) Clean down prepare and decorate using material suitable paint finishes to manufacturer's instructions. • Repair / replace garden/ boundary timber fences and gates. • Plant Rooms / Bin stores and Storage Rooms Doors and Frames. Prepare and paint using material suitable paint finishes to manufacturer's instructions. • Replace public / communal areas signage with up-to-date complaint signage incl. Fire-Exit and Notices. • Check on exposed cabling in public areas and ensure enclosed to meet H&S regulations. • Fasten securely and neatly into position any cabling / external fixtures and fittings to the block. Remove redundant cabling / fixtures and fittings. • Include for all attendances, telecoms, licencing, clearing generally the estate environs so that the estate is left clean and tidy upon project completion <p>Robert McCann (RM): We aim to carry residents along with us through the consultation process of the Capital Investment Programme. To listen to all comments, issues and concerns raised and feedback these issues into the planned works programme where it hasn't already been accounted for and ensure the works capture and resolve them all. This will also bring the estate back into line with asset management rules and building regulations as required.</p> <p>This is the early stages of consultations on the major work to be carried out in HDCE. The extent of works to be carried out on each block will be specific to the block. The full scope of works for each separate block is available upon request.</p> <p>Concerns raised by residents in relation to the works will be investigated and where applicable, put into the scope of works to reflect the residents' input in line with the consultation process.</p>
<p>5.0</p>	<p>Q&A</p>

5.1Q	<p>SP-R: Is the works of a decorative nature to beautify the estate as letter received stated that the works could include “repairing the external fabric of the building” or what does this statement mean.</p>
5.1A	<p>RM: “repairing the external fabric of the building” this means repointing of brick work, concrete repairs, ensuring the structural soundness of balconies in relation to the joints with the building structure, external painting and replacement of bird deterrent netting to balconies where applicable just to name a few.</p> <p>This does not include or involve installation of new cladding systems to buildings that don’t already have it. Neither are the works designed to be a cosmetic job of any sorts. To read more please see 4.3.7 above.</p>
5.2Q	<p>SP-R: Stoneleigh Place external walls was painted not too long ago. As a leaseholder, how can I take part to ensure that only works that need doing are carried out to avoid unnecessarily high bills being charged back once the works are completed.</p>
5.2A	<p>RM: Part of the development of the tender specification document requires a process of surveying that includes taking photographs of the property as evidence of the need for the works. These pictures can be shared with residents to compare the before and after of the works as well as providing further documented proofs where necessary. We would also be inviting residents to take part in the tender evaluation process with us thereby ensuring we continue to be honest, transparent and inclusive.</p>
5.3Q	<p>DH-R: Are leaseholders responsible for replacing their own windows?</p>
5.3A	<p>RM: Window replacements will be carried out as part of the planned works to the entire estate. The home ownership team will follow the section 20 (S20) process in consulting with leaseholders and engage with them on the charges they may incur.</p>
5.3Q	<p>JB: The letter mentioned “windows will be repaired or replaced where necessary” my windows have not been renewed for well over 30yrs, other blocks have similar ages with some slightly of a younger age, can we be sure that all the windows in all flats in the estate will be replaced all together in one go during this cycle of works. This would avoid leaseholders being billed twice as opposed to the works being carried out in parts over the next couple of years.</p>
5.4A	<p>RM: This cycle of works planned for the estate is to capture all planned maintenance works identified with the aim of resolving them all during this planned work. The windows included. We are at early stages and will carry out a repair versus replace survey on the windows, factoring in the difference in the timeline/age of all the blocks in the estate to determine what the best solution will be for the windows project and will inform you on findings.</p>
5.5Q	<p>SP-R: Can we find out how the cost of the works will be divided between the blocks for example, will leaseholders from Stoneleigh Place be charged for the lift works</p>

	<p>in Marley House or the fencing works in Dombey House and vice versa or will residents living in each block only be charged for works done in their blocks.</p>
5.6A	<p>RM: The home ownership team will be best placed to provide more information on this. Allow me to seek out more information and get back to you. Alternatively, you can contact them on 020 7605 6464 or email at hm-homeownership@rbkc.gov.uk.</p> <p>AO: I would assume the lift works being a separate works will be charged separately to residents in the block where the works are being undertaken.</p>
5.7Q	<p>SP-R: Can you provide start dates on the planned works, flat entrance door and main entrance door works for Stoneleigh Place?</p>
5.7A	<p>RM: On the planned works to the entire estate, we aim to get to site by late summer 2021 but we will allow for room to consult with residents and ensure they are happy with all our engagements before proceeding. We can push back the start dates if need be and allow for external factors like the Covid19 pandemic and the Brexit issues. Regarding the flat entrance door and main entrance door works kindly refer to the correspondence you've received from them and get in touch with the team responsible for the works using the contact information provided as each of this works are separate and managed by different project teams.</p>
5.8Q	<p>MH-R: Can a breakdown of the items of works and relative costs of these items be available for leaseholders to view before the works go to tender? This would provide transparency on the councils' part and give residents/ leaseholders the opportunity to take an active part in the works process as well as enable meaningful feedback from residents to ensure that only works needed will be carried out.</p>
5.8A	<p>RM: The process of arriving at what works needs doing in the first place involves gathering information through asset management inspections and surveys of the properties along with other factors like building regulation compliance, age and repair history of the items within the properties e.g. doors, windows, drains, roof and roof guttering to name a few. Once these items of works needing attention has been validated, we notify residents to tell us what items of works need doing from their perspective to get a comprehensive list of works. All information gathered is investigated further to make a final decision of what works will be carried out which is ultimately added into the scope of works document for each block. The scope of work document containing the itemised list of works to be done can be shared with residents to ensure we remain honest, inclusive and transparent. Comments are welcome to ensure a cost effective, quality and satisfactory works is carried out. Once the consultation process has been completed, we will go to tender i.e. place advert for the works and award the contract through a bidding process. The successful contractor will be notified, and costs issued to Home Ownership so that Leasehold Consultation can enter the second stage and all formal observations will be responded to. This is where leaseholders will be provided the breakdown of the costs as market prices are obtained during the tender process. Please contact the home ownership team for further advice on the costs and chargebacks on 020 7605 6464 or email at hm-homeownership@rbkc.gov.uk.</p>

6.0	Actions: <ul style="list-style-type: none">• Project team to provide further clarity and more information on items works to be carried out.• Provide the scope of works document for residents input and share it with the RA and residents who request for it for transparency and more meaningful feedback.• Ensure a member from the home ownership team is available during next resident consultation meeting and Inform on when leaseholder consultations will begin.• Invite residents to take part in the tender evaluation process.• Further investigate and provide clarity on the proposal to repair or replace windows to all flats within the estate.• Advise on when the next meeting will take place.
7.0	AOB