



10 October 2022

Windsor House Windows Replacement and Decorations Project Information Sheet

Dear Resident,

You may be aware that the City of London Corporation (the City Corporation) has made a commitment to replace the windows and redecorate the communal areas at your estate.

Before any works commence, we would like to ensure that residents are fully informed, can provide feedback and put questions to the project team.

Project Update

Pre-start meeting with the Contractor took place on Wednesday, 31st August.

Once the contract exchanges are underway and final programme agreed we will be writing to all residents inviting you to attend a 'Meet the Contractor' event with City Corporation Project team and the Contractors, where we will discuss the works and answer any queries you may have.

We expect the works to start in Autumn 2022. Expected completion dates will be confirmed once the winning Contractor has been appointed and a final programme for the works has been agreed.

Frequently Asked Questions

The information provided below provides answers to many of the questions we expect or have already been received from residents on the estate(s). Should you require a copy of any previous newsletters please contact the Resident Liaison Officer (RLO):

Your Resident Liaison Officer is Ernestine Ngringeh, whose contact details are below. The Resident Liaison Officer will be in touch with residents in the coming weeks before works commence.

Email: engringeh@etec.group

Telephone: 07377 549 053.

General Project Information

How long will the project take?

At present, we expect to commence window replacement works Monday, 24th October 2022, with the project expected to take approximately seven months.

During which hours will works take place?

We will be working Monday to Friday from 8am to 6pm. No work will take place during Sundays or bank holidays.



What disruption will the project cause?

One of the first elements of works will involve the installation of scaffolding. This may cause some noise and mean certain locations around buildings are required to install and dismantle scaffolding. Please be assured that we will minimise any possible disruption and ensure access is kept to communal areas.

Please also note that scaffolding will be alarmed and highly secured, to ensure the safety of residents is maintained at all times. Should the alarms be activated there will be out of hours contact numbers. These will be clearly displayed on site, and we will give residents the relevant contact details.

There will be frequent deliveries of materials to site. Deliveries will occur within agreed site working hours and be coordinated to ensure that disruption is minimised.

If we anticipate any disruption, the Resident Liaison Officer will notify residents in advance.

What support is in place for vulnerable residents?

We will assess individual cases with the estate management team and the RLO to provide the adequate support to vulnerable people from the estate. Some residents have stated that they have made their own arrangements however, if you have any concerns that directly affects you, or a neighbour, please see our email address as a point of contact – dccs-majorworksteam@cityoflondon.gov.uk.

Will a noise survey be carried out?

The Contractor has allowed within the tender price for undertaking a noise survey of the site prior to works commencing. The noise survey will establish the sound reduction required for the scheme.

Will we be redecorating communal areas?

Whilst replacing windows, we will also redecorate the internal and external common areas of the estate.

The decorations are scheduled to be installed at the same time as the windows (where practical) to minimise disruption.

How will residents be kept informed as the project progresses?

A Resident Liaison Officer, appointed by the Contractor will be the main point of contact for residents. Resident Liaison Officer responsibilities will include:

- Arranging resident appointments as window replacement works take place.
- Dealing with any concern and support that residents may need during the work.

The Contractor and the City Corporation will be holding fortnightly meetings, after which general project updates will be provided via newsletters to the residents.

We recommend residents to sign up for regular project updates via email. Project newsletters will also be published and displayed on estate notice boards.

Can we receive a regularly updated FAQ sheet?

Updated programmes and further information will be provided to all residents in advance through weekly reports and displayed in the notice boards around the estates. Electronic copies of the progress report will be sent by email upon request. Please contact the RLO to subscribe your details.



Can we receive adequate notice when we are completing noisy work such as drilling for scaffolding?

We will endeavour to keep residents informed about noisy works through our newsletter and via other means of communication. Any noisy works will be minimised as much as is practically possible to help minimise disruption.

Can we have a schedule of what is being decorated?

A summarised schedule of works is attached to this FAQ. Should you have any concerns or want to discuss further, please contact us at:

Email: DCCS-MajorWorksTeam@cityoflondon.gov.uk.

Telephone: 0800 035 0003

Will there be a Handyman to assist with blinds, curtains, plant pots, etc.?

A handyman will be available to assist with curtains, nets, blinds etc. The handyman will also be available after the work has been completed.

How the scaffolding will be secured?

The scaffold will be protected where necessary with hoarding, barriers and appropriate warning signage.

Contact details will be signposted on the scaffold should there be any issues or the scaffold alarm is activated.

Windows Replacement Works

Who will be coordinating appointments for window surveys and replacement works?

Our Contractors have a dedicated Resident Liaison Officer, who will be engaging with residents to coordinate appointments.

Your Resident Liaison Officer is Ernestine Ngringeh, whose contact details are below. The Resident Liaison Officer will be in touch with residents in the coming weeks before works commence.

Email: engringeh@etec.group

Telephone: 07377 549 053.

What are the benefits of the windows replacement works and what will be the new specifications?

We are looking to replace the thermally inefficient single glazed windows with modern double-glazed windows whilst maintaining the heritage assets across the estate.

Aluminium polyester powder coated double glazed windows from the Alitherm Heritage 300 & 600 ranges to the same size, colour & pattern as existing, manufactured by Smart Systems Ltd. These windows are energy rated B. The U-Value of these windows, which indicate their overall performance in retaining heat, is 1.8 watts-per-meter-square-kelvin (W/m²K) – this is 1.0 W/m²K using a sealed unit.

All glass within 800mm from the finished floor level will be toughened or laminated.



These new windows will mean reduced maintenance. We suggest that residents routinely wipe clean them once installed.

All windows shall be installed as manufacturers' instructions and recommendations. Colour: WHITE.

In summary the new windows will provide a number of benefits:

- Noise reduction - The double-glazed sealed units considerably reduce external noise levels.
- Energy efficiency – Modern double-glazed windows will help in reducing heat loss and keeping out draughts.
- Safety and security - The new windows will also conform to modern standards around safety and security.
- Low maintenance – Adopting uPVC / Aluminium coated windows will mean that the costs of cyclical redecorations and maintenance associated with timber framed windows will be reduced in the long term.

What will the new windows look like?

The new windows will replicate the style and appearance of the existing windows and will have little to no visual impact on the surrounding area. Featuring security glass for panes within 800mm from finish floor level and obscure glass used for bathrooms.

The Contractor will install a mock up window in the site office as soon as possible. The RLO will inform the residents once they are available for your inspection.

Literature of the windows can be provided upon request; please contact the RLO for an electronic copy.

What type of ventilation will be installed with the windows?

The windows in the kitchen and bathrooms will be installed with a humidity tracking extraction fan to ensure the properties are adequately ventilated. Samples will be kept with the contractor for viewing.

Further technical information can be provided upon request. Please contact your RLO.

What is the predicted lifespan of the replacement windows, as provided by the manufacturer?

Aluminium double-glazed windows: Because aluminium does not rust or rot, window frames provide great longevity and can last indefinitely. This also means that the aluminium windows have the longest lifespan of any window framing material, with typical replacement periods of 40 years.

We will be programming a cyclical repairs and redecorations programme following the installations and with a regular maintenance programme in place.

How long will it take to replace windows in individual properties?

Replacement of windows at individual properties will take between one and two days to maintain the integrity of the building. The Contractor is aiming to minimise the duration of the works in each apartment so there will be cases where two teams will be working simultaneously. In the event works are not completed on day one, we will ensure no opening is left uncovered.

Although installations are mostly expected to be completed within one day, we may need to attend the following day to make good. The Resident Liaison Officer will engage closely with residents and keep them informed throughout this process.



How will the Contractor take care of resident belongings whilst window replacement works are underway?

Prior to the installations, the Contractor will inspect properties to assess access to the windows.

The Resident Liaison Officer will meet with residents and identify any concerns regarding their personal belongings and any delicate items they may have.

We do expect works to create dust, which could accumulate on items and impact electronics, such as Laptops, which we strongly suggest should be kept in safe storage throughout works. The Contractor will provide all necessary protection, including dust sheets, to prevent damage to any adjoining surfaces during works.

Please note that we may need furniture to be relocated during this works to maintain access.

If any breakage or any damage occurs, an officer will investigate the matter and advise the resident on the next steps or, where the case is clearly the fault of the Contractor, the Contractor will take the appropriate action, be it replacement, repair, or compensation, as covered by the company or their insurance. If you have any concerns for any particular items of furniture or similar that you feel requires protection or extra protection, please advise the Contractor when they survey the windows or speak with the Resident Liaison Officer (RLO).

Will residents have to be at home whilst the works are being carried out?

We will arrange appointments with residents in advance of the works taking place, ensuring a suitable time and date are arranged.

We suggest that, where appropriate and comfortable, residents remain present at home whilst the works take place, so that access can be provided, and should any issues or queries arise. However, we realise that this is not always possible due to various factors – under this scenario, our Resident Liaison Officer will arrange access arrangements with residents.

We will also provide a respite room for residents, who wish to use this facility whilst works are taking place.

What happens if asbestos is identified within a home?

The City Corporation will be carrying out asbestos surveys in each property. If asbestos is detected, we will undertake the appropriate action to safely remove or contain it.

Will I still need my secondary glazing?

The City Corporation's recommendation is to not retain the secondary glazing, as it will lead to damp and mould issues in flats in future if residents do not allow for adequate ventilation. Before the new window replacement works can be authorised, we will require you to sign a form and tick one of the options below regarding the secondary glazing.

- Choice A: I accept the removal and disposal of the secondary glazing panes. Frames will be left in situ.
- Choice B: Removal and dispose of the secondary glazing (including the frame). The City of London Corporation will make good the area where the frames were installed however, we cannot guarantee to match existing decorations nor redecorate entire rooms for something we never installed. The Contractor will carry out a condition survey where they will assess every property on a case-by-case basis as each property will differ slightly in the installation of the secondary glazing and the finish applied around the internal reveals of the windows.



- Choice C: I accept the retention of the secondary glazing. I have permission from the Estate Team and accept that retention of the glazing may have a negative effect to the comfort and condition of the property such as high levels of humidity causing damp and mould through lack of ventilation.

Disclaimer: Following the installation of the new windows by the Contractor, the resident will be responsible for the cleaning and general maintenance of the new windows internally. If you choose to have the secondary glazing re-fitted it is your responsibility to ensure that you allow for adequate ventilation. A leaflet will be also provided containing advice on this. Additional charges to the residents could be applied; if damp/mould treatments are carried out by the repairs team after the new windows installation, if it can be shown that the damp/mould/condensation is as a result of the resident not allowing adequate ventilation.

Will I be compensated for my secondary glazing?

The Window Replacement and External Common Parts Redecoration project does not contemplate discounts due to secondary windows installed previously to this project.

Upon Completion

What certificates will be provided on completion of the works?

Upon the completion of the works the Contractor is to provide a new Energy Performance Certificate (EPC) for each property. This should be completed in accordance with the Energy Performance of Building Regulations 2012.

All installations are to be carried out by FENSA approved installer and a FENSA certificate will be provided for each individual property. Individuals and firms approved as a Competent Persons Scheme member will have undergone strict vetting procedures and are routinely inspected by FENSA representatives to ensure Building Regulation compliance is maintained.

A NICEIC (electrical) certificate will also be provided on completion of any electrical work carried out inside the property.

For what length of time will the work, workmanship or windows be guaranteed?

The guarantee shall be for a minimum period of ten years, covering all aluminium profiles, sections, hermetic seals of the double-glazed units etc. All other items such as ironmongery etc if covered by a manufacturers' guarantee of 10 years.

Other Projects

Is your estate getting new fire doors?

A programme of works to replace all front entrance doors within the City Corporation Housing managed residential blocks of flats, the replacement of any communal corridor fire doors and fire escape doors from flats with fire doors that give up to 60 minutes fire resistance (30 minutes as an absolute minimum where 60 minutes is not achievable).

Procurement for the Fire Door Replacement Project is underway at several other Estates. A measured survey for the doors to be replaced at Windsor House will be scheduled for later in the year.



Key Contacts

Who should I contact if I have any general questions about the project?

Should you have any general questions about the project or any other project, you can contact the City Corporation's major works team – details are provided below.

Email: DCCS-MajorWorksTeam@cityoflondon.gov.uk.

Telephone: 0800 035 0003

Who do I contact should there be an emergency?

In case of a site emergency, please call the Site Manager, whose contact number is above; or our City of London Repairs Line on **0800 035 0003** - 24 hours, seven days a week. All faults can be reported between 8am - 5pm.

Please note that all contact details will be clearly displayed on the estate notice boards and outside of the site office.

Who should I contact if I have a question about my service charges and payments?

If you are a leaseholder and wish to speak to someone about your contributions or service charges, please contact the City Corporation's Home Ownership Team, whose details can be found below:

Email: home.ownership@cityoflondon.gov.uk

Telephone: 020 7332 1647 or 0207 332 3208

Who should I contact if I have any other questions about estate services?

For general enquiries, please contact the estate office:

Email: DCCS.WindsorHouse@cityoflondon.gov.uk

Estateservices@cityoflondon.gov.uk

Telephone: 020 7247 4839