

Partners Cyclical Decorations Programme 2013/2014



Presentation to Residents Forum 21st November 2013

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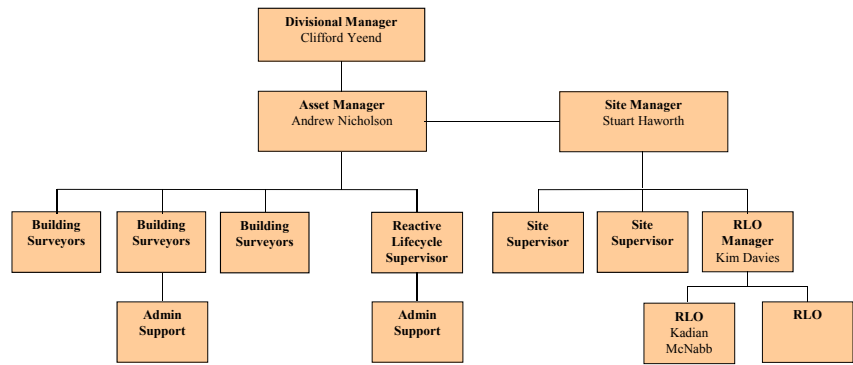
Introduction



- Staff Structure
- Methodology / Approach
- Consultation / Communication
- Technical Specification / Quality Control
- Lessons learnt from 2012/2013

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Your Cyclical Planned Maintenance Team



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Methodology / Approach



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Methodology / Approach



- Partners are delivering a Cyclical decoration programme based primarily on a 7 year cycle.
- All Partners properties within the PFI1 Contract are to receive three full cycles of decoration to the external and internal communal parts of the properties, prior to Contract end in 2033.
- All Partners properties within the PFI2 Contract are to receive one full cycle of decoration to the external and internal communal parts of the properties, prior to Contract end in 2022.

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Methodology / Approach



- Partners will be inspecting all PFI1 properties between now and 1st April 2014.
- Partners will ensure that the 7 year decorating cycle is programmed to prioritise properties most in need of repair, whilst trying to maintain a rational approach based on geographical areas, in order to minimise disruption to residents.



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Methodology / Approach

- In 2013/2014 there are 545 properties due for decoration, spread across 66 streets.
- 316 Properties are Tenanted only.
- 229 Properties have at least 1 dwelling occupied by a Leaseholder.



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Leaseholders

- Leaseholders will formally be consulted on the works, through the Section 20 process.
- The Section 20 notification will include an estimated individual cost for the leaseholder, along with a schedule of works.
- Leaseholders have 30 days from the date of the Section 20 notification, to raise a query with the proposed works and/or associated costs.
- When the works are completed, a final account will be issued to the leaseholder.
- Any leaseholder who has reached the agreed £10k cap within 5 years, will not be charged for the works.

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Surveys

- Each property will be individually surveyed by a qualified Building Surveyor, and detailed photos taken.
- Residents will be told in advance when the survey will take place.
- Each survey should take approximately 2 hours.
- The results of the survey will be used to draw up a Schedule of works.
- All properties that contain leaseholders will be subject to an advanced aerial survey of the roof to assist informing the Section 20 consultation process.



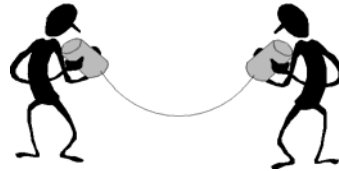
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Communication

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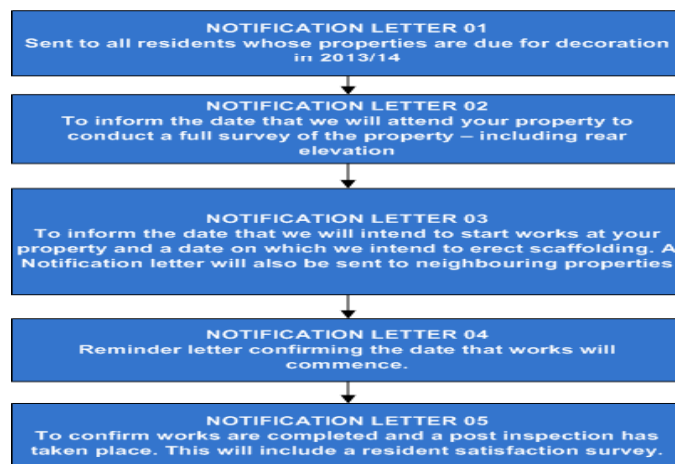
How will we communicate with you?

- All correspondence will have clear points of contact for residents.
- You will be made aware of your Resident Liaison Officers contact details.
- We will be painting on a like for like basis, but if residents express a desire to change any colours, we are happy to consider this where possible, based on a nominal set of colour choices (subject to conservation and planning guidelines).



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How will we communicate with you?



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Technical Specification / Quality Control

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What will happen during the works period?

- Re-decoration of external and internal communal parts, to include;

Repairing and redecorating window frames and cills.

Painting of all pre-painted surfaces, including rendered walls.

Painting of any external railings.

Painting of communal doors.

Painting of all pre-painted surfaces in the internal communal parts.

Replacement of items beyond economical repair.



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PFI2 Paint Specification

- Existing painted & rendered surfaces:
Scrape off loose paint, face fill minor defects. One mist coat and two full coats of external grade masonry paint.
- Metalwork:
Scrape off loose and flaking paint, touch up galvanised primer, apply one undercoat and one gloss coat.
- Woodwork:
Scrape off loose paint, fill as necessary, rub down surfaces, touch up with primary as necessary, apply one undercoat and two gloss coat.
Woodwork in extremely poor condition will receive two undercoats and one gloss coat.
- 'All paints to be Dulux or equal approved'.

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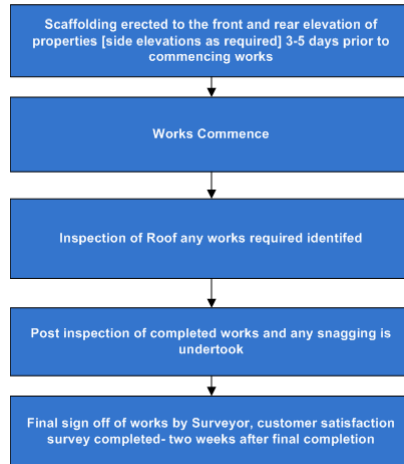
Quality

- Suitably vetted contractors.
- Use of established paint manufacturers.
- Pre-Works Inspections.
- Periodic stage inspections during the works.
- Post Inspection/Final Sign-off.
- Random quality sampling by paint manufacturers Dulux.
- Use of Considerate Constructors Scheme to independently audit performance.



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Duration of the Works; 6-8 weeks



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Lessons Learnt from 2012/2013

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What the tenants and leaseholders were happy with



- **Notification.**

Suitable notification was given, whether it was for surveys, scaffolding, or access for redecoration works to internal communal areas. Five days is sufficient notice for the message to be received and responded to. General communication must be consistent, in whatever form it takes

- **Communication.**

The quality of communication was consistently high. By keeping residents informed of any changes during the works. All staff, be they painters, decorators, metal workers, scaffolders or roofers, - all received positive feedback regarding the service provided.

- **Quality.**

The level/quality of finish of the works to the external envelope was done to a high standard.

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Lessons Learnt from 2012/2013



- **Length of time scaffold was up**

We will clearly set out the estimated duration scaffold will be erected at each particular address, which should assist in managing residents' expectations.

- **Listed/Conservation Properties**

We worked closely with Islington Council's Conservation & Planning Team to agree a joint protocol, to which we all now work.

- **Painting windows shut**

A simple lesson that caused lots of issues during the early days of the refurbishment. We will make sure this is part of the snagging and inspection process.

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Lessons Learnt from 2012/2013



- **Satellite dishes**

The signal from satellite dishes can be affected by the scaffold that is put up. If residents have permission for the dish to be up, where possible, we will temporarily re-site it. (This issue will also be addressed and communicated in our notification letter number 3).

- **Obtaining feedback going forwards**

To ensure consistency we will be using the same customer satisfaction survey templates used in 2012. Similar forms were also used during the initial refurbishment works period.

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Any questions...?



"We have lived in our House for 30 years and have never had such professional people working on our house. They could not do enough & communication was fantastic".

- Resident of Shepperton Road.

Partners Cyclical Maintenance Team achieved 79.9% Customer Satisfaction as a result of last years Cyclical programme.

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