



12 September 2022

Sydenham Hill Estate 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 Lammas Green and Otto Close. This project will help improve the estate and provide vital insulation to improve residents' quality of life.

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

Project Update

The City Corporation can confirm that we have instructed our contractors to remove the containers currently present at Lammas Green, which we expect to occur on Monday 12 September 2022.

In the meantime, we are exploring alternative locations for the compound and welfare facilities, so that we can mitigate any disruption to residents.

We will continue to update you regarding this matter.

Frequently Asked Questions

The information provided below provides answers to many of the questions we expect or have received from residents of the estate so far.

General Project Information

How long will the project take?

At present, we expect to commence window replacement works from September 2022 at Otto Close and from January 2023 at Lammas Green, 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 and on Saturdays between 8am and 1pm. 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.

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. Furthermore, we will ensure that no deliveries are made before 10am whilst works occur at Lammas Green due to its proximity to the nursery.

On any occasion we do anticipate any disruption, the resident liaison officer will notify residents in advance.

Why will we also be redecorating communal areas?

Whilst replacing windows, we will also redecorate the internal and external common areas of the estate, so that we can programme in future cyclical maintenance and redecorations.

The decorations are scheduled to minimise disruption and to keep costs down by utilising the scaffolding which will be in place as windows are replaced.

How will trees be protected?

There has been some damage to trees during the initial set up on site and we have instructed contractors to suspend and remove the compound on Monday 12 September, while exploring alternative locations for the compound and welfare facilities. We regret the damage caused and apologise to residents.

We are currently liaising with officers from Lewisham Council to arrange a tree survey, which will allow us to ascertain the damage and potentially fix any harm caused. We will keep residents updated regarding this matter.

Going forwards we will ensure that strict protective measures are in place to protect any trees that are near the works.

How will residents be kept informed as the project progresses?

A resident liaison officer, appointed by our contractor, ETEC, will be the main point of contact for residents. Resident liaison officer responsibilities will include:

- Arranging resident appointments as windows replacement works take place
- Coordinating the windows replacement works between the contractor and residents.

ETEC and the City Corporation will be holding fortnightly meetings with residents, where general project updates will be provided.

We urge residents to contact our resident liaison officer (engringeh@etec.group) to sign up for regular project updates via email. Project newsletters will also be published and displayed on estate notice boards.

Windows Replacement Works

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

Our contractors, ETEC, have a dedicated resident liaison officer, who will be engaging with residents to coordinate appointments.

Your resident liaison officer is Ernestine Ngringeh, whose emails address is below. Ernestine 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.

Otto Close Windows

The aluminium windows approved for Otto Close 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.

Other features included are trickle vents, which help avoid mould, condensation, and dampness by allowing air to circulate. 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.

Lammas Green Cottage Windows

Lammas Green cottage windows will be replaced with like-for-like white steel windows known as Homelight Plus and manufactured by Crittall.

Homelight Plus possess slim profiles to maximise the benefits of natural daylight, whilst reducing reliance on artificial light. These are energy rated B and will provide security through a robust multi-point locking system tested to the Enhanced Security PAS 24 standard.

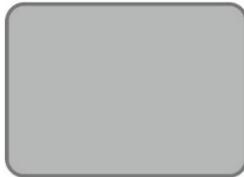
What will the new windows look like?

Otto Close

The new windows at Otto Close will replicate the style and appearance of the existing windows and will have little to no visual impact on the surrounding area.

They will be double-glazed aluminium casement windows with sliding doors. The model of windows (approved by planners) is Alitherm Herigate Range 300 / 600, manufactured by Smart Systems Ltd.

The finish of the new windows will maintain the appearance of the building and will be powder coated in grey (RAL KL012) as per the image below, featuring obscure glass used for bathrooms.



Grey KL012

Lammas Green

The existing Crittall windows at the Lammas Green cottages will be replaced with like-for-like new double glazed Crittall windows. The windows will maintain the appearance of the cottages and will feature galvanised polyester powder coated in white and obscure glass usually used for bathrooms.

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

Replacement of windows at individual properties will take between one and two days. 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 ETEC take care of resident belongings whilst window replacement works are underway?

Prior to the installations, our contractor, ETEC, 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. ETEC 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.

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 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.

On what days and between which hours will window replacements works take place?

Although works will be conducted Monday to Saturday, we strongly suggest appointments are arranged on weekdays. Saturday working hours are limited and no works are allowed on Sundays, making any potential work challenging for both contractors and residents.

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 this.

Key Contacts

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

Should you have any general questions about the 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

How can I contact ETEC's site manager?

Our contractor, ETEC, has appointed Ian Bedneau as site manager. His contact details will be provided before the project commences.

Who do I contact should there be an emergency?

In case of a site emergency, please call Mike Graham, ETEC's contracts manager, whose number is below.

Telephone: 07736 908 328.

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

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: Southwark@cityoflondon.gov.uk

Estateservices@cityoflondon.gov.uk

Telephone: 0207 620 3702