

Decent Homes – General Information

We consult with Leaseholders as required by law about major works that will cost leaseholders more than £250. The works to your building are being carried out as part of our Major Works programme that delivers decent homes work.

The contracts to carry out the works were let under EU Procurement Regulations. Leaseholders were consulted as required by the Commonhold and Leasehold Reform Act, CLRA, 2002 amendments to the Landlord and Tenant Act 1985 section 20.

This involved serving 3 notices to leaseholders at various stages of the process, with each stage giving leaseholders a minimum of 30 days to give their comments on the proposals contained in the notices.

Consultation process

Notice of Intention, NOI 1 st stage Notice 09 December 2009	This was the first notice & allowed leaseholders 30 days to make comments & observations
OJEU advert placed	After this NOI expired an advertisement was placed in the Official Journal of the European Union (OJEU) to allow contractors from across Europe to tender for the works. This was a legal requirement due to the length and value of the contract.
Tenders received	After all tenders were received, they were evaluated. The contractor with the highest overall score on items such as cost, quality and resident related issues was selected
Notice of Proposal, NOP 2 nd stage Notice) 08 October 2010	We sent out a Notice of Proposal which told you which contractor we were proposing to let the contract to and allowed leaseholders 30 days to make observations and inspect the tender documents and results.
Notice of Estimate, NOE 3 rd stage Notice	The contract was let based on an agreed schedule of rates, SOR, which are fixed rates for different elements and items of works. Once the blocks were surveyed and works calculated, we sent out a third stage Notice which outlines works identified along with the costs to leaseholders. Leaseholders were invited to make comments and observations on those proposed works within 30 days.
Instruction to start work	Once the 3rd stage notice had expired, we instructed Breyer to start the work.



Frequently Asked Questions

I don't know anything about building works. How can I make observations?

We employ people with technical skills and knowledge. If there is technical detail in your Notice that you do not understand, please contact the Major Works team for more information.

Alternatively, you may wish to seek independent technical advice. Please bear in mind there may be a cost associated with this.

What do I have to do in response to the Notice?

There is no need for you to do anything, but if you have any comments or observations about the works, you must tell us within the time frame given on your Notice. Our contact details can be found on your Section 20 Notice. If you write to us with any observations, we will respond to you in writing.

How will Lewisham Homes monitor the performance of contractors when the works are being carried out?

We employ professional advisors to inspect the work and make sure that the contractor carries out the work as agreed in the contract. We also ask residents how satisfied they are with the works.

We invite a leaseholder from each block or building to inspect the works once they have been completed. If you would like to take part in this, please let us know.

What happens if the works are not carried out or are poor quality?

We employ professional advisors to inspect the work and certify that it has been completed to a satisfactory standard. If you are dissatisfied please let us know as soon as possible and we will try to put matters right.

All works have at least a 12 month defect guarantee. This is the period during which the contractor remains responsible for repairing any faults with their materials or workmanship.

If you remain dissatisfied you can follow our [complaints procedure](#) or apply to the 1st Tier Tribunal, previously known as the Leasehold Valuation Tribunal, LVT.

How are the costs for communal works apportioned?

The costs are calculated according to the terms of your lease.

How can I take part in the consultation?

Each Section 20 Notice contains information about what work we plan to do and gives you the opportunity to take part in the consultation.

You have the right to send us your comments about the works we intend to carry out. You can do this by post or email. We carefully consider any observations we receive in writing during the consultation period. The end date for the consultation period is given in the Notice. The period is at least 30 days from the date the Notice is given.

Why are Lewisham Homes doing all this work at once?

We look at what works are needed and only carry out works which are necessary to minimise costs to leaseholders. All works are carried out at the same time to minimise disruption and reduce costs. It is more cost effective to have one site setup, one set of access costs and procure works in one contract than to spread access costs and other costs over multiple contracts. We only invoice you on the actual figures once all of the work has been completed.

How are the works signed off and can I be part of that process?

We invite a leaseholder from each block to accompany the contractor and consultant at the completion inspection. This gives leaseholders the opportunity to make comments and ask questions about the works they will be paying towards. The inspection also gives leaseholders the chance to physically see that works have been carried out to the required standard and that all works listed are complete.

Representatives from Lewisham Homes as well as from the contractor and consultants attend this inspection. Please contact us if you would like to take part.

How was the contract awarded to Breyer?

The contract is let on an agreed schedule of rates and does not include estimates for each block. Instead it gives individual costs for each item of work, such as a linear meter of guttering, and then Breyer calculated the cost based on the amount needed.

The contractors that tendered for this contract were:

- Breyer Group PLC
- Kier Support Services Ltd
- Mitie Property Services UK Ltd
- Apollo Property Services Ltd
- Mears Ltd
- Connaught Partnerships Ltd
- Mulalley & Co Ltd
- Wates Construction Ltd
- Higgins Construction plc

The tendering evaluation was carried out by Lewisham Homes, Ridge, a third party consultancy firm and Lewisham Homes residents. It was based on 50% cost and 50% quality. Breyer won the contract following an evaluation of each contractor's score.

Resident representatives, which included leaseholders and tenants, worked alongside officers in the assessment and selection of the contractors.

Surgeries were also held at the Civic Suite in Catford on 20 October 2010 and on 26 October 2010 where we answered leaseholder's questions about the contracts and the consultation process.

Are leaseholders obliged to contribute towards communal works?

Under the terms of the lease, leaseholders must contribute towards the costs of works to the shared areas, the exterior of buildings and to the estate. This includes windows which, as defined by the lease, are deemed communal.

Leaseholders are responsible for maintaining the inside of their homes, including re-wiring, their front entrance doors and frames, central heating and other pipes and conduits that only serve their home.

How can I plan paying for my major works?

The Section 20 Notice is not an invoice or a demand for payment. The Notice lets you know that if the works go ahead you will have to make a contribution towards the cost of the proposed work.

We will only send you an invoice once all the works have been completed, inspected and signed off to the required standard.

Lewisham Homes provides leaseholders with information on the payment options available before the works begin, and this information is also available on our [website](#). There are a number of payment options available to you.

Please talk to us if you think you will find it difficult to pay your major works bill. It is important that you contact us as soon as you receive the bill. We are here to help, we can go through payment options with you and if necessary put you in contact with other agencies that may be able to help.

Can leaseholders get help with paying major works charges?

Upon receipt of certain payments from the Department of Work and Pensions, leaseholders may qualify for assistance with some housing costs.

We employ Leasehold Case Workers who can provide information about assistance available and help you to make a claim.

We also have a Welfare Benefits Team who can help you work through different options and make sure you are claiming any benefits you may be entitled to. Download our [Welfare and Benefits factsheet](#) for more information.

What happens if I can't afford to pay for the works or get a loan?

If you are unable to pay, please contact our Leasehold case workers straight away.

homeownerservices@lewishamhomes.org.uk

0800 028 2 028

Leaseholders in this position will be assigned to a case worker who will discuss individual circumstances over the phone or arrange an interview. Home visits can also be arranged if necessary.

Glossary

Contingency sum

It is often difficult to fully calculate the works required from a ground level survey without putting up scaffolding. A contingency sum is an amount of money set aside to cover additional costs incurred for unforeseen/additional building repairs once a closer inspection has been carried out. It acts as a buffer so not to increase the charges further from the estimated amount if additional works are found at a later stage once the contractor is on site.

We will only invoice you after the works have been completed based on the actual work carried out. If the contingency sum is not needed it will be removed from your invoice. If it is required then the contractor will provide full details of what works were done.

Provisional Sums

A provisional sum is an estimated allowance that is included in the schedule of works for a specific element of the works that is not yet defined in enough detail for the contractors to price properly. This, together with a brief description, allows contractors to state that work is required and allow for it in the estimated cost as they cannot fully calculate it from a ground level inspection.

An example of a situation where a provisional sum might be appropriate is when concrete repair work is required at a high level, where the condition of it cannot be determined until the scaffolding has been erected and tests are carried out from the scaffolding.

We will only invoice you after the works have been completed based on the actual works carried out. If the provisional sums are not necessary they will be removed. If they are required then the contractor will provide full details of what works were done in full.

Professional Fees

We consulted leaseholders on the appointment of the consultants, Baily Garner, for this contract. The professional fees of 1.65% is for the use of Baily Garner to carry out the following duties:

- Undertaking surveys to define what work is needed
 - Contract administration
 - Certification of payments
 - Certification of completion of works
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Management Fee

Lewisham Homes is a non-profit making management company and so we only charge for costs incurred. The management fee is charged to cover the leaseholders' share of the cost of the following activities:

- Supervision of the contract
 - Carrying out consultation with leaseholders as required by the Consultation Regulations
 - Responding to comments and observations received from leaseholders during the consultation period
 - Responding to enquiries/complaints after consultation
 - Calculation of estimated and final cost to leaseholder
 - Invoicing leaseholders
 - Advising leaseholders on payment options
 - Monitoring payment plans set up for major works
 - Recovery action for outstanding major works charges
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Contact information

Please contact the Major Works team if you have any questions about the work.

majorworks@lewishamhomes.org.uk

Please contact the Home Ownership team if you have any questions about your lease or payment for the work.

homeownershipservices@lewishamhomes.org.uk