

5th January 2015



Ref: 14/135
Property ref: -
Enquiries to: Leaseholder Services

Leaseholder Services
London Borough of Camden
Camden Town Hall
Judd Street
London
WC1H 9JE

Goldthorpe
Camden Street
London
NW1

capitalservices@camden.gov.uk

Dear Leaseholder (s),

Re: Property Address: Goldthorpe, Camden Street, London, NW1

In October 2014 the London Borough of Camden's Cabinet ('The Council') approved a procurement strategy for the future Better Homes programme. The key features of this strategy are:

- tendering a framework agreement for the delivery of Better Homes works which is divided into 7 specialist 'Lots';
- including "Small Commissions Lots" for lower value works that will attract small to medium sized enterprises;
- the appointment of up to 5 contractors in each Lot with the ability to rest those who do not perform, and a greater number of contractors may be appointed to the small commissions Lots;
- carrying out a mini competition process within the relevant Lot for each package of work to make sure value for money is being secured;
- once appointed, contractors will be assessed against key measures such as management of scaffolding, supply chain management, quality of work and resident satisfaction; and
- contractors who do not perform will be rested and excluded from the mini competition process until steps have been taken to improve performance in accordance with the framework conditions.

In accordance with this strategy the Council, as your landlord, proposes to enter into a number of long term agreements with up to 36 contractors under the umbrella of a Better Homes Framework Agreement. Each of these agreements with contractors will be for a period of more than 12 months.

The Framework Agreement is designed to deliver the works included in the Better Homes programme and deliver a planned programme of works that represents value for money for residents and maintains the housing stock in a good condition.

Accompanying this letter is a notice consulting you on the Council's proposals. The notice sets out further details of the proposals and of the reasons why the Council proposes to enter into these agreements. Please read the notice behind this cover letter. You will find enclosed an observation form which we hope that you will use to

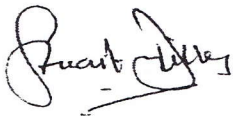
make any observations or ask us any questions. However, you do not have to use this form if you do not wish to do so.

Please note that the New Build Accommodation Lot (Lot 6) does not form part of this consultation exercise as costs will not be recharged to leaseholders.

Please read the frequently asked questions pages at the end of this letter as this may address any queries that you have.

Please note that this letter and the Frequently Asked Questions page does not form part of the statutory notice

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Stuart Dilley', with a stylized flourish at the end.

Stuart Dilley
Assistant Director HASC

Enclosed:

1. Statutory Notice for the Framework Agreement
2. Observation Form
3. Frequently Asked Questions

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NOTICE OF INTENTION TO ENTER INTO QUALIFYING LONG TERM AGREEMENTS

(Section 20 of the Landlord and Tenant Act 1985 (as amended) ("the Act") and Schedule 2 of the Service Charges (Consultation Requirements) (England) Regulations 2003 ("the Regulations").

Dear Leaseholder(s),

Re: Property Address: Goldthorpe, Camden Street, London, NW1

Qualifying long term agreements relating to 36 four-year contracts under a Better Homes Framework Agreement

I am writing to inform you that the London Borough of Camden ('the Council'), as your landlord, proposes to enter into up to thirty six long term agreements ("the Agreements") with contractors under the overall umbrella of a single Better Homes Framework Agreement ("the Framework Agreement"), details of which are given below.

1. Introduction

The Council is planning to enter into what the Act and the Regulations call "qualifying long term agreements" ("QLTAs"). These are agreements which last for more than 12 months and concern services and qualifying works to be carried out in relation to the building or estate in which you are a leaseholder.

The Framework Agreement will be an 'umbrella agreement' that sets out the Council's requirements, for example its technical standards and pricing schedules, under which individual contractors will be engaged.

As a first step, a procurement exercise will be carried out to establish the Framework Agreement, in accordance with the requirements of the Public Contracts Regulations 2006 (as amended).

The Framework Agreement is planned to run from January 2016 for a period of 4 years. It is anticipated that the total value of works commissioned through the Framework Agreement will be £350m over a four year period (although this figure includes a provision for new build accommodation which is not a cost to leaseholders).

Under the “umbrella” of the Framework Agreement the works will be split up into 7 lots:

- Lot 1a - Small commissions - General construction
- Lot 1b - Small commissions - Mechanical & electrical
- Lot 2 - Internal and external works – e.g. windows, roofs decorations
- Lot 3 - Lift replacement and major upgrades
- Lot 4 - Electrical systems replacement and major upgrades
- Lot 5 - Mechanical systems replacement and major upgrades
- Lot 6 – New build accommodation

Section 2 below includes a general description of the services and works which are covered by these Lots.

In respect of each Lot the Council proposes to enter into Agreements with up to five contractors, except for Lot 1a and Lot 1b where the Council intends to enter into Agreements with up to eight contractors for each of those Lots. By each of the Agreements a contractor will contract on the terms of the Framework Agreement so far as relevant to that Lot and that contractor.

Entering into an Agreement with the Council as proposed does not by itself entitle any contractor to any particular amount of work under the Framework Agreement. Once the Framework Agreement is established, and contractors have entered into the proposed Agreements with the Council, individual packages of work will be specified by the Council as and when necessary. In order to determine which contractor is allocated that package of work, a mini-competition will be held between all the appointed contractors in the Lot in accordance with the conditions in the Framework Agreement.

Where services or works covered by the Agreements relate to your estate or block or property, you will be liable pursuant to your lease to pay a portion of the cost by way of a service charge.

2. General Description of services to be performed and works to be carried out

The list below is a general description of the services to be performed and works to be carried out under the Agreements under Lot 1a.

Specialist Lot 1a: Small Commissions
Available for use on packages of work with a value below £500,000.
General construction
<ul style="list-style-type: none"> • Compliance: compliance checks and reports including gas safety, asbestos, electrical etc. • Internal Works: including:

- **Structure:** repair / replacement of structural elements e.g. concrete floors /ceilings walls, damp-proofing and infestation
- **Fire protection and means of escape:**
 - compartmentation and fire precaution
 - fire doors and signage
 - smoke detection and dispersal
- **First fix carpentry and carcassing:** repair replacement of floor and ceiling joists, partitions, frames
- **Second fix carpentry:** repair replacement of architraves, skirtings, doors, rails, ducts, boards
- **Finishes:** repair replacement of plaster finishes, wall boards, ceiling boards, preparation and decoration of surfaces, tiling, wallpaper etc.
- **Kitchen fittings:** repairs, replacement of wall and floor mounted cupboards, sink tops, worktops
- **Bathroom fittings:** repair replacement of baths, showers, WCs and all accessories
- **Electrical installations:** repair renewal of concealed and surface mounted wiring, consumer units, controls. switches and outlets
- **Plumbing and waste**
 - repair and replacement of domestic water and waste services including pipes, valves, tanks, cylinders, outlets and connections to drains
 - professional cleaning
- **External Works:** including:
 - **Main structure:** Repairs and replacement of structural elements including underpinning, crack repair, brick stitching, resin bonding, helibar repairs, wall repairs, concrete repair and protection, cladding
 - **Roof:** Repair replacement of roof coverings, carcassing, sheathing, insulation, asphalt, felt, slate, profiled roofing, ventilation, flashings and soakers
 - **Above and below ground drainage:** repairs and replacement of gutters, downpipes hoppers, lead work, outlets, clips, shoes, gratings etc.
 - **Windows and doors:** repair and replacement of doors and windows in timber, PVC(U), aluminium
 - **Decorations:** general external, communal decorations and flooring
 - **Access:** provision, certification and maintenance of all high level access to works including scaffolding, lifting platforms, boards, hoists
 - **Means of escape:** repair and maintenance of Means of escape (MOE) including stairways, fire escapes, ladders
 - **External landscaping, paths, roads, boundaries and fencing**

The list below is a general description of the services to be performed and works to be carried out under the Agreements under Lot 1b.

Specialist Lot 1b: Small Commissions

Available for use for packages of work with a value below £500,000
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Mechanical and Electrical

- | |
|--|
| <ul style="list-style-type: none"> ● electrical supply ● stair lifts |
|--|

- communal lighting
- CCTV systems
- door entry systems
- individual boilers
- small communal systems
- water supply
- buried mains (e.g. heating , water or gas)

The list below is a general description of the services to be performed and works to be carried out under the Agreements under Lot 2.

Specialist Lot 2: Internal and External Works

- **Compliance:** compliance checks and reports including gas safety, asbestos, electrical etc.
- **Internal Works:** including:
 - **Structure:** repair / replacement of structural elements e.g. concrete floors /ceilings walls, damp-proofing and infestation
 - **Fire protection and means of escape:**
 - compartmentation and fire precaution
 - fire doors and signage
 - smoke detection and dispersal
 - **First fix carpentry and carcassing:** repair replacement of floor and ceiling joists, partitions, frames
 - **Second fix carpentry:** repair replacement of architraves, skirtings, doors, rails, ducts, boards
 - **Finishes:** repair replacement of plaster finishes, wall boards, ceiling boards, preparation and decoration of surfaces, tiling, wallpaper etc.
 - **Kitchen fittings:** repairs, replacement of wall and floor mounted cupboards, sink tops, worktops
 - **Bathroom fittings:** repair replacement of baths, showers, WCs and all accessories
 - **Electrical installations:** repair renewal of concealed and surface mounted wiring, consumer units, controls. switches and outlets
 - **Plumbing and waste**
 - repair and replacement of domestic water and waste services including pipes, valves, tanks, cylinders, outlets and connections to drains
 - professional cleaning
- **External Works:** including:
 - **Main structure:** repairs and replacement of structural elements including underpinning, crack repair, brick stitching, resin bonding, helibar repairs, wall repairs, concrete repair and protection, cladding
 - **Roof:** repair replacement of roof coverings, carcassing, sheathing, insulation, asphalt, felt, slate, profiled roofing, ventilation, flashings and soakers
 - **Above and below ground drainage:** repairs and replacement of gutters, downpipes hoppers, lead work, outlets, clips, shoes, gratings etc.

- **Windows and doors:** repair and replacement of doors windows in timber, PVC(U), aluminium
- **Decorations:** general external, communal decorations and flooring
- **Access:** provision, certification and maintenance of all high level access to works including scaffolding, lifting platforms, boards, hoists
- **Means of escape:** repair and maintenance of MOE including stairways, fire escapes, ladders
- **External landscaping, paths, roads, boundaries and fencing**

The list below is a general description of the services to be performed and works to be carried out under the Agreements under Lot 3.

Specialist Lot 3: **Lift Replacement and Major Upgrades**

Lifts: installation, replacement, refurbishment and upgrading of lifts; design and preparatory work, such as the removal of existing redundant infrastructure.

The list below is a general description of the services to be performed and works to be carried out under the Agreements under Lot 4.

Specialist Lot 4: **Electrical Systems – Replacement and Major Upgrades**

- **Lateral mains & risers:** installation, upgrading, refurbishment and replacement of the electrical supplies and networks providing electricity to individual properties / blocks / estates
- **Estate & communal lighting:** installation, upgrading, refurbishment and replacement of estate and communal lighting to blocks and estates
- **Lightning protection:** installation, upgrading, refurbishment and replacement of lightning protection systems to blocks and estates
- **Fire protection / prevention:** installation, upgrading, refurbishment and replacement of fire protection / prevention systems to blocks or estates including AOV systems and alarms
- **Door entry systems:** installation, upgrading, refurbishment and replacement of door entry systems used for access control on blocks and estates
- **Roller shutters:** installation, upgrading, refurbishment and replacement of roller shutters associated with certain block / estate parking garages.
- **Integrated reception service (IRS):** installation, upgrading, refurbishment and replacement of the communal aerial and satellite dish systems installed to blocks
- **CCTV:** installation, upgrading, refurbishment and replacement of any CCTV systems installed on blocks or estates

The list below is a general description of the services to be performed and works to be carried out under the Agreements under Lot 5.

Specialist Lot 5: Mechanical Systems Replacement and Major Upgrade

- **Communal heating:** installation, upgrading, refurbishment and replacement of all elements of the communal / district heating systems which provide heating and or hot water to numerous blocks within the borough. Elements include boiler houses, plant, distribution pipework, radiators, controls, hot water cylinders etc.
- **Heat metering:** installation, refurbishment, upgrading and replacement of any heat meters associated with communal / district heating systems. Heat meters have generally been installed as part of pilot programmes and therefore only form part of certain communal systems in the borough
- **Bulk gas networks:** installation, refurbishment, upgrading and replacement of the bulk gas distribution networks operated by the Council. Several blocks / estates within the borough are serviced by bulk gas networks, with the remainder served by external organisations. This service relates just to Council operated networks
- **Water mains, risers & tanks:** replacement, refurbishment, upgrading and installation of the mains cold water distribution networks within each block or estate as well as the storage tanks associated with the installation. The Council are responsible for the network from the boundary of the block / estate
- **Remote monitoring:** installation, refurbishment, upgrading and replacement of the remote monitoring systems used to monitor the efficiency, condition and status of communal heating systems
- **Individual heating systems:** upgrading installation, replacement and refurbishment of individual heating systems. Please note that in general individual heating installation relates only to Council tenanted properties, as leaseholders are responsible for the installation, maintenance and repairs of their own individual boilers. *Please note that on some projects we have replaced communal heating with individual heating and carried out the initial installation on behalf of leaseholders.*
- **Mechanical ventilation:** installation, upgrading, refurbishment and replacement of mechanical ventilation systems to individual properties, blocks, estates, communal boiler houses etc.

3. Reasons for considering it necessary to enter into the Agreements

The Council considers it necessary to enter into the Agreements for the following reasons. As your landlord, the Council have to meet certain obligations under your lease, in particular with regards to maintaining, repairing, redecorating, renewing and amending the property, block and estate and relevant component parts of these.

The landlord's covenants in the lease associated with the above obligations relate to:

- the structure of the building and in particular the roofs, foundations, external and internal walls, window frames, timbers, chimney stacks, gutters and rainwater and soil pipes. It also covers the boundary walls and fences of the building;
- the electric cables, television aerials, wires and supply lines and all other conducting media in, under and upon the building. This includes access systems, communal lighting and fire protection;
- the passenger lifts, lift shafts and machinery (if any); and
- the boilers and heating and hot water apparatus (if any) in the building as well as the sewers, drains, channels, watercourses, gas and water pipes in, under and upon the building.

In order to meet these obligations, the Council proposes establishing a Framework Agreement and the Agreements as described in this notice.

The Framework Agreement proposed in this notice has been designed to deliver the works included in the Better Homes programme and deliver a planned programme of works that represents value for money for residents and maintains the housing stock in a good condition.

The duration of the proposed Framework Agreement is four years which will cover the next phase of the Better Homes programme and make sure that the Council's leasehold properties can be maintained in accordance with the leases. The Framework Agreement duration will also help the Council and those contractors appointed to plan more effectively, retain and train staff, invest in the tools to do the job and become familiar with Camden's housing stock.

The proposed Framework Agreement provides an alternative to the current arrangements whereby most major repair and replacement works are delivered by the Council's two partnering contractors. Under the Framework Agreement, the Council will be able to contract with at least 30 contractors, with five different contractors under each specialist Lot and up to eight appointed to each of the small commissions Lots. Once the Framework Agreement has been established, mini competitions will be held within each Lot to determine the best price for the package of work to be undertaken. The Council will be able to 'rest' contractors that do not perform and exclude them from the mini competition process until measures have been taken to address the issues identified, in accordance with the Framework Agreement conditions.

The proposed Framework Agreement is also more cost effective to operate compared to the position of not having a long-term agreement, as it removes the need for repeated tendering exercises whilst providing competition and challenge through the mini competition process.

Lots 1a and 1b under the Framework Agreement, are intended to cover smaller packages of work and thus to attract Small to Medium Sized Enterprises as part of the tender process who would not otherwise be able to compete for work.

4. Reasons for considering it necessary to carry out works on a building or other premises

Insofar as the Agreements involve carrying out works on a building or other premises, the Council considers this necessary for the following reasons.

In order to meet the obligations that the Council owes its leaseholders referred to in paragraph 3 above, the Council considers it will be necessary to carry out works on a building or other premises and proposes to do so by way of the Agreements.

5. Observations

You are invited to make any written observations regarding the proposals contained in this notice. If you wish to do this, you must send them to this office in writing to be received within 30 days from the date of this notice. All observations must be received by the **5th February 2015**. Observations should be sent to the following address:

Mike Edmunds (Head of Leaseholder Services)
Leaseholders Services
London Borough of Camden
Camden Town Hall
Judd Street
London
WC1H 9JE

Or

Email capitalservices@camden.gov.uk and include the contract reference **14/135** and your property address in the email subject field.

6. Reasons why the Council is not inviting nominations from leaseholders

In the case of the Agreements, the European Union requires the Council as a public authority to advertise the Agreements by way of a public notice in the Official Journal of the European Union because of the estimated value of the Framework Agreement. As a result of this requirement, the right of the leaseholders to nominate a contractor does not apply.

The public notice must give details and invite tenders from suitable organisations in respect of the Agreements. In view of this requirement, it is not possible for leaseholders themselves to propose a person or organisation to tender for the Agreements as would otherwise be the case.

Once observations have been considered and the consultation period has closed, the Council intends to place a public notice in the Official Journal of the European Union to invite expressions of interest in the Agreements.

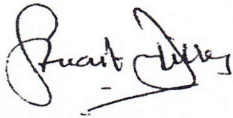
7. Further consultation – Notification of Landlord’s Proposal

It is anticipated that once this initial consultation has concluded and upon receipt of the tenders/estimates, we will send you a further notice regarding the Council’s detailed proposal in accordance with the Regulations. This will inform you of the proposed contractors and provide you with a further opportunity to be consulted about the Agreements.

8. Cost of the services

As a leaseholder you will only be liable for a proportionate part of any costs incurred in relation to your estate or block or property under the Agreements.

Yours sincerely



Stuart Dilley
Assistant Director HASC

Frequently Asked Questions

Q1: What is the proposal, and how does it differ from the current partnering agreement?

A: The Council currently gets most of its Better Homes Works and Mechanical and Electrical (M&E) Repairs through partnering contracts with two suppliers. These contracts are due to expire April 2016 unless they are extended further. In preparation for that decision we have evaluated the options.

Having listened to residents, councillors and other stakeholders, the Council is proposing to enter into a Better Homes Framework Agreement (consisting of 7 Lots reflecting the specialisms required) and 5 contracts for the delivery of M&E planned maintenance and repairs. The contracts for M&E planned maintenance and repairs are covered by a separate set of consultation notices.

What is a Framework Agreement?

This means that for Better Homes Works, instead of having just two contractors available the proposal described in this notice would provide a choice of contractors for each specialism, referred to as "Lots". Required work will be grouped into suitably sized packages and contractors within the required Lot will participate in a mini competition process, in accordance with Framework Agreement conditions, to identify the most economically advantageous submission. The Framework will provide competition for each package of work and allow the Council to rest those who do not perform.

The Council is also intending to establish "Small Commissions Lots" to attract small to medium size enterprises, including local businesses, who can undertake smaller projects.

How the proposed Framework Agreement will work:

The Better Homes Framework Agreement will have a duration of four years and shall be categorised into the following Lots:

- Lot 1a - Small commissions - General construction
- Lot 1b - Small commissions - Mechanical & electrical
- Lot 2 - Internal and external works – e.g. windows, roofs decorations
- Lot 3 - Lift replacement and major upgrades
- Lot 4 - Electrical systems replacement and major upgrades
- Lot 5 - Mechanical systems replacement and major upgrades
- Lot 6 – New build accommodation (*not rechargeable to leaseholders*)

As required by European law we will advertise the Framework Agreement across Europe using the "restricted" process (see Q5 below). After evaluating the bids, five contractors will be appointed to each of the Lots, with up to eight appointed to each of the small commissions Lots. The contractors appointed to each Lot will be the ones that have submitted the "Most Economically Advantageous Tender" which means the best proposal in terms of price and quality, this being weighted 70% price and 30% quality.

Once all contractors have entered into their agreements under the umbrella of the Framework Agreement, and a package of work has been specified, all the suppliers in the relevant Lot will take part in a “mini-competition” process. They will provide prices for the specified work and the contractor offering the best value for money will be allocated the work.

Q2: What work has been done to date in establishing this proposal?

A: The Council has held a number of meetings to discuss the comments and concerns of residents regarding the procurement of works and has considered a range of options whilst developing the proposed strategy. This work is set out in the recent report to the Council’s Cabinet meeting on 22 October 2014 a link to which is provided below:

<http://democracy.camden.gov.uk/documents/s37412/3%20Better%20Homes%20and%20ME%20procurement%20strategy.pdf>

Q3: How will the proposed strategy address residents’ concerns?

A: As described in the Cabinet Report (dated 22 October 2014) work with residents highlighted a number of concerns that this strategy is seeking to address. This is summarised in the table below:

Resident comment or concern	How addressed
Greater competition for work	Once the Framework Agreement is established the Council will hold mini-competitions for packages of work
Contractors held to account	Contractors who do not perform will be ‘rested’ and would not be selected for mini-competition until they demonstrate that changes have been made
Communication between contractors and residents	This would be focussed on during the evaluation process and will be one of the measures under the Framework Agreement; those that do not perform would be rested in accordance with the Framework Agreement conditions.
Greater knowledge of works undertaken and property archetypes	By having Lots under the Framework Agreements for each work type we hope to attract specialist contractors for each area of work. The aim of the small commissions lot is to attract small to medium size enterprises who should have a good understanding of the property types in Camden
Continued resident involvement during procurement process	We will establish a panel to help evaluate appropriate sections of the tenders and updates will be provided to the District Management Committees and the Leaseholders’ Forum
Greater opportunities for small to medium sized enterprises (SMEs)	The Council has included small commissions Lots and SME involvement will be a major focus for this procurement exercise.

Q4: What are the key dates and stages of this strategy?**A:**

Leaseholder Consultation: Notice of intention	January 2015
Stage 1: EU Journal Advert and Expressions of Interest (PQQ, OJEU)	February to April 2015
Stage 2: Invitation to Tender & Evaluation Process	May to August 2015
Leaseholder Consultation : Notice of Proposal	October 2015
Contractor Appointment	December 2015

Q5: How will bidders be evaluated and appointed as part of the new strategy?

A: We will be using the “restricted procedure” to appoint the suppliers. The approach is set out by the Public Contract Regulations 2006 (as amended). This means there will be two stages of evaluation before contractors are appointed to the Framework Agreement or maintenance contracts.

The first stage involves a “Pre-Qualification Questionnaire” (PQQ) which is sent out to suppliers who respond to the advertisement; the advertisement is generally called an “OJEU Notice”. Suppliers need to complete and submit a questionnaire to be considered for the next stage of the process. At this stage we are interested in their fitness to do the work and we look at information such as financial capacity, insurance cover, health & safety documentation, and workforce standards. In addition to this information, there will be several specific questions, e.g. working in conservation areas, which will give bidders an opportunity to set out their experience and approach for each area of work.

Following the PQQ process evaluation, a shortlist of contractors for the Framework Agreement and M&E contracts will be established. Shortlisted contractors will be invited to tender for the works as part of stage two of the process. It is at this stage that contractors will submit prices. This stage will involve more detailed evaluation, as in addition to the price submissions; there will be specific questions for each work area, interviews and site visits for each of the shortlisted contractors.

Following the analysis of tender returns and completion of the evaluation process, the successful contractors will be appointed to the Framework Agreement.

Q6: Will residents be involved in the evaluation process?

A: Yes. Stage two of the process will include an evaluation panel, made up of officers and resident representatives, and will evaluate appropriate parts of the tenders submitted. If you would like to be involved in the evaluation, please let us know.

Q7: How will the new Framework Agreement ensure value for money?

A: As set out earlier, a mini-competition process will be held for each package of work called off from the Framework Agreement. This will allow each contractor to submit their best price for that particular package. This price will not exceed, and will potentially improve upon, the tender prices established as part of the Framework Agreement.

Q8: How will performance be monitored and what will be done to ensure contractors meet quality standards?

A: Contractors carrying out packages of work will be assessed against a set of measures, which will be detailed in the Framework Agreement.

These measures will focus on those areas that are most important to the Council and its residents, e.g. management of scaffolding, communication with residents, quality of work and satisfaction with works. Details of such procedures will be included within the Framework Agreement conditions.

Contractors who perform poorly will be rested from the Framework Agreement and will not be allowed to compete as part of the mini competition process until they have demonstrated their ability to meet our standards, which may include revised ways of working or a change of personnel.

The Council will continue to carry out physical checks on works undertaken through its independent Quality Assurance team and Clerks of Works.

Q9: My property has already had Major Works done in the last few years, why are you consulting with me again and will I be getting another bill?

A: This notice is the first notice which we are sending out to leaseholders, there will be subsequent notices in accordance with the statutory consultation. The purpose of this Notice of Intention is to inform leaseholders of our intention to appoint contractors under the Framework Agreement, and why we feel they are necessary.

Although we are consulting with you, it does not necessarily mean we will be carrying out works to your home. However, If your home is included in a future package of work, you will be consulted again on the detail of those works closer to the time, at which point you will be given the opportunity to comment on the works, and have input into the scope.

Q10: Works are needed at my property, when will they be done?

A: The Council has a programme for Better Homes internal and external works (our largest major works schemes). Details of if and when Better Homes work is due at your block are available at <http://www.wearecamden.org/betterhomes/>. There is a search by postcode facility on this website which you can use to find out if Better Homes works are planned.

This programme will be updated as the programme is developed.

Q11: If my new lift/ roof/ boiler needs repair will this be covered by an existing guarantee or will I end up getting charged again?

A: Following installation there is generally a defect liability period of 12 months and some components have a longer guarantee period. Any existing guarantees will continue to be applicable and will not be affected by this procurement exercise.
