



Resident
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Date: 14th August 2017

**Re: THE EXTERNAL REFURBISHMENT OF GALLEON HOUSE
NEWSLETTER**

Dear Resident,

I am writing to update you on the major works contract at Galleon House and the current position of the works.

The work have taken longer to compete than anticipated, however, the contractor is working towards completing all the outstanding works by late September 2017.

The **scaffolding to the block** has now been removed, the **new concierge office** is currently being refurbished, the **new audio controlled door entry system** and the **CCTV system** is currently being commissioned and this will provide improved security to the block.

The **new roof and insulation** is now complete and has a 20 year insurance backed guarantee. The roof water storage tank has also been removed from the roof.

The **new boosted water system** has been installed which reduces the risk of loss of water pressure for the block. It should be noted that although the installation of the new pipework has been undertaken EEH are aware that there are still a number of associated works to be completed by the contractor in readiness for the post inspection process to be verified by the Clerk of Works. The contractor is currently re-inspecting each property to ensure that the internal adaptation work is to a good standard prior to offering up the works to EEH as completed.

The **new water service pipes** on the balconies are still to be boxed in with access panels for maintenance purposes. The new water services also have isolation valves and incorporate water meters for future use.

The **Landlord's** electrical supply to each home was due to be switched over to the **new electrical installation**. This was programmed to be carried out on a pre-determined date but was unfortunately cancelled on the day by the energy provider. EEH regret any inconvenience caused to residents who were asked by the main contractor to ensure that their homes were accessible on the day. The reason for the cancellation related to the main energy provider, UK Power Network, having to re-assess their scope of works on the day. It should be noted that the existing connections to the main electrical boards are safe but require further adaptation to be undertaken by UK Power Network on a date still to be re-scheduled. EEH would like to thank residents for their co-operation and patience regarding this matter. The main contractor has been in liaison with the electrical supply company to confirm the new date for the electrical change over. Residents will be notified in writing by the main contractor when this date is confirmed.

The **new LED landlords lighting** has been installed which will have lower running costs. **Emergency lighting** has also been installed with light fittings installed with battery back up for common part staircases and lobbies.

The **painting of the communal floor lobbies and common part areas** are still to be completed with a decorative fire retardant and anti graffiti finish coating.

Following the completion of the works to the front elevation of the block, the elevation will be cleaned prior to the proposed contract completion date.

You may be aware that residents have raised several concerns regarding the work on site in the form of a petition to EEH. I can understand residents concerns and would like to take this opportunity to assure residents within this newsletter that their issues are being addressed by the main contractor. Within the petition reference is made as to how the scope of the proposed work addresses fire safety, the installation of new lifts, the standard of works and cost control.

Fire safety

Each of the flats are compartmentalised so that in the event of a fire, the fire would be contained within the effected flat. The installation of the new services to the common parts also incorporates the application of new fire stopping measures and in addition new communal fire doors are currently being installed.

Regarding resident's Front Entrance Doors, the Decent Homes works undertaken to tenanted homes included the installation of fire rated doors. Leaseholders who are concerned about the condition of their existing front entrance doors can contact the local housing office who can arrange for their front doors to be checked and any minor works to make them compliant carried out. In the event that a leaseholder door does not comply it will require replacement by the leaseholder. EEH can also offer to replace leasehold doors at a subsidised rate. The condition of all Front Entrance Doors are also inspected as part of the routine Fire Risk Assessment Report to the Block.

The existing double glazed Upvc window units and combination door frames to the flats have a significant life left in them and do not warrant replacement at this time. If the window handles are broken or you have misplaced the handle lock keys, please contact the Local Housing Office and they will repair the handles as part of the new Repair and Maintenance Partnering Contract.

Standard of work

It is evident that the common part works have not reached the stage of completion and have still to be offered up by the main contractor to EEH for post inspection, this includes the new service ducting, the painting of the lobbies and adaptation work to the concierge office. The post inspection process undertaken by the EEH Clerk of Works in liaison with the Project Manager will ensure that the standard of the completed work is to our satisfaction.

The internal works to your home have also yet to be completed and offered up by the main contractor and post inspected accordingly. Although the actual installation work has been done there are still several properties where the making good work is in hand by the main contractor. EEH have received assurances by the main contractor that all properties will be re-inspected by the main contractor and that any remaining work will be actioned accordingly to ensure that the works are to a satisfactory standard before being presented to EEH for their own post inspection.

Following confirmation of the agreed date for the electrical change over works to be undertaken by UK Power Network, it is anticipated that this process will not disturb any of the previous works undertaken to your home. Access will however be required at the time to ensure that the new connections are safe and to the required standard.

Lifts

The lifts have been completed and were protected by the contractor whilst the works were taking place. The new lifts were tested prior to being commissioned for public use and are subject to a 12 month defect liability period which covers any defects or breakdown of the lifts. Any concerns regarding the lifts must be reported to the Local Housing Office in order that the lift installers attend on an emergency basis and if it is a defect it is recorded and actioned without cost to EEH within the 12 month defect liability period.

Cost of works / Final account

Once the works are complete the final account will be verified by independent cost consultants using the tendered contract sum and will incorporate an itemised list of all works either added or omitted. This will generally be completed within four to six months after the works are completed on site.

Once this has been carried out leaseholders will receive an itemised actual invoice for the works carried out via the Home Ownership Department in liaison with the Asset Management Department.

I would like to take this opportunity to thank residents for their co-operation experienced to date and in advance of the anticipated completion of the Project in late September 2017.

If you have any further enquiries regarding the Contract, do not hesitate to contact myself.

Yours sincerely,

Steve Russell
Project Manager