



Report to:

Northwards Housing Board
11 November 2008

Item No:

13e

Title:	Charlestown Victoria Avenue East Multi-storey Works		
Date:	12 September 2008		
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Confidential:	No		
For: (Please tick action required)	NOTING	DISCUSSION	APPROVAL √
PURPOSE OF REPORT			
To advise Board about the window defects at Deepdale, Rusland, Kentmere, Cartmel and Somerton Courts in Charlestown, and to seek approval to implement the proposed rectification action plan.			
RECOMMENDATION			
That Procurement and Property Sub Committee recommends the Board to approve the proposed rectification action plan and that the additional funding of £216,000 is provided by the savings made from elsewhere in the home improvements programme.			
IMPLICATIONS			
Equality & Diversity:	All services provided by the Home Improvements Service are delivered with full regard to Northwards Housing's equality and diversity policy.		
Financial:	This rectification work will be funded from the home improvements programme.		
Staffing:	There are no staffing implications associated with this report.		
Decency Target:	This rectification work will contribute to achieving the Government's Decent Homes target.		
Governance:	There are no direct governance implications associated with this report.		
Risk Assessment:	If this rectification work is not carried out, there is a risk that legal disrepair claims will be lodged against the organisation by its tenants.		

Equality & Diversity Implications (Please tick where relevant):

BME	<input type="checkbox"/>	Lesbian/Gay/Bisexual/Transgender	<input type="checkbox"/>
Elderly	<input type="checkbox"/>	Single Parents	<input type="checkbox"/>
Young	<input type="checkbox"/>	Domestic Violence	<input type="checkbox"/>
Disability	<input type="checkbox"/>	Alcohol / Drug Mis-users	<input type="checkbox"/>

1.0 Purpose of Report

1.1 To advise Board about the window defects at Deepdale, Rusland, Kentmere, Cartmel and Somerton Courts in Charlestown, and to seek approval to implement the proposed rectification action plan.

2.0 Background

2.1 In December 2007, Procurement and Property Sub-Committee was advised about the high number of complaints received from tenants in Kentmere Court and the defects on the balcony enclosure frames. Approval was subsequently granted from the Board to earmark a sum of £824,000 in the home improvements programme for the following:

- Replace the existing balcony enclosure frames with new ones to a higher specification on Rusland and Kentmere Courts.
- Remove the original balcony access frames to open up the living area and fix an insulating plasterboard lining to the extended part of the living area in order to eliminate condensation

[NB – unlike in Cartmel, Somerton and Deepdale Courts, this part of the work was never offered to the tenants of Rusland and Kentmere Courts as an option]

2.2 It has since become evident, however, that there are similar defects on Deepdale, Somerton and Cartmel Courts.

2.3 The table below lists the 5 multi storey blocks in Charlestown which gives a brief description of:

- The external improvement works previously carried out by Manchester City Council (MCC)
- The year in which this work was carried out
- A summary of the problems reported by some of the occupants of each block.

Name of Block	Description of External Improvement Works	Year Work Carried Out	Summary of Reported Problems
Kentmere Court	Balcony enclosures and new windows	2002	Water ingress at 26 balcony enclosure and draughty windows
Rusland Court	Balcony enclosures	2002	Water ingress at balcony

	and new windows		enclosures (number unknown) and draughty windows
Cartmel Court	Refurbishment which included balcony enclosures and overhaul of existing windows	2004	Water ingress at 2 balcony enclosures and draughty windows
Deepdale Court	Refurbishment which included balcony enclosures and overhaul of existing windows	2004	Water ingress at 15 balcony enclosures and draughty windows
Somerton Court	Balcony enclosures and new windows	2005	Water ingress at 4 balcony enclosure and draughty windows

3.0 Investigation and Report

3.1 As a result of the relatively high number and serious nature of the problems reported over the past few years, the Home Improvements Team has recently completed a full investigation in order to:

- Identify and explain the defects which exist on these blocks following the installation of windows and balcony enclosure frames.
- Consider what options are available to eradicate these defects and the costs and logistical implications associated with each.
- Recommend which of these options offers the most practicable and cost effective solution.

3.2 The full report contains details of the investigation, the findings, an option appraisal and the recommended rectification action plan. The full report is available to members of this Sub-Committee from David Heys on request but, for the purposes of this meeting, is summarised below:

3.2.1. The findings of the investigations, which included detailed consultation with all the residents in Deepdale Court, are many and include:

- Design defects
- Installation defects
- Defects resulting from previous rectification attempts
- General observations

3.2.2. The report identifies two basic options to rectify the various problems:

Option A: Rectify the defects on the existing balcony enclosures and service and maintain the other windows to the flats at a cost of £188,000 per block.

Option B: Completely replace the existing balcony enclosures with the recommended curtain wall system and service and maintain the other windows to the flats at a cost of £423,000 per block.

- 3.2.3. Whilst **Option B** appears to provide a “one hit” and potentially problem free solution, the cost is high. Also, given that some of the existing balcony enclosures have no reported defects, we would be replacing balcony enclosures that are functioning perfectly well.
- 3.2.4 **Option A** appears to offer better value for money, although there is a small risk that some of the defects may not be fully rectified given the incorrect sizing of some of the frames and the inherent design of the existing frames (e.g. - single seals instead of double). However, given that the majority of the balcony enclosures are functioning perfectly well with no reported defects, this risk is considered to be very low.
- 3.2.5 Consequently, **Option A** is recommended, but initially to Deepdale Court due to the fact that a full survey to this block has already been carried out and the problem frames identified. It is further recommended that, following the experience gained from Deepdale Court, rectification work is then continued to Rusland and Kentmere Courts in a similar manner.
- 3.2.6 It is also recommended that, following the successful completion of the above work, similar rectification work is carried out to Cartmel and Somerton Courts.

4.0 Roof Defects on Kentmere Court

- 4.1 More recently, a pre-existing problem with the roof on Kentmere Court has come to light as part of the project to install PV panels to all our multi storey blocks, which has resulted in some water penetration to the top floor flats. The problem pre dates the PV panels At the time of writing this report, plans have been drawn up to urgently deal with this issue at an estimated cost of approximately £100,000.

5.0 Rectification Action Plan

- 5.1 Since finalising the full window rectification report, we have held detailed discussions with our contracting partner, Manchester Working, and have developed a joint action plan which is summarised below:

Time Period	Proposed Action
September to December 2008	Carry out initial pilot rectification work to a single flat in both Deepdale and Rusland Courts where “worst case” defects have been identified and/or reported.
January to June 2009	Carry out full rectification works to Deepdale, Rusland and Kentmere Courts.
Mid to late 2009 (provisional)	Carry out full rectification works to Cartmel and Somerton Courts.

- 5.2 The rectification works will require an internal and external inspection of the frames in order to identify the defects, following which the necessary rectification work can then be carried out.
- 5.3 In some cases, it may be necessary to completely remove of the balcony enclosure frame in order to effectively identify and rectify the defects. Subject to the nature of

the defects found, in some extreme cases it may be necessary to replace the complete frame with a new one. In such cases, a temporary screen will be fitted to protect the tenants and their belongings from the elements.

6.0 Estimated Cost

- 6.1 The estimated cost of carrying out the necessary remedial works to Deepdale, Rusland and Kentmere Courts (including the roof rectification work) is £664,000 which can be funded from the £824,000 which was earmarked by Board, leaving a balance of £160,000.
- 6.2 However, a further £376,000 will be required to carry out the rectification work to Somerton and Cartmel Courts which will require an additional £216,000. This additional funding can be provided through savings from elsewhere in the home improvements programme (as identified in the Value for Money report presented to this Sub-Committee) and will be included in the detailed 2009/10/11 programme which will be reported to Procurement and Property Sub-Committee in November 2008.

7.0 Recommendation

- 7.1 That Procurement and Property Sub Committee recommends the Board approve the proposed rectification action plan and that the additional funding of £216,000 is provided by the savings made from elsewhere in the home improvements programme.