

Tenant Scrutiny Panel – Request for Information

Housing & Property Services		
Service Area to be Reviewed.	Tower Block Refurbishment Programme.	
Reviewed. Objective of Review	 To determine that the Tower Block Refurbishment Programme produced an end product worthy of the major financial cost involved. A) To recognise good practices and communication during the partnership of WDES, OCC and residents and recommended that they be incorporated in any future projects. Ensure residents are all fully informed on how to use new heating & updated hot water system efficiently. To monitor the experience for residents throughout the refurbishment cycle and determine how unexpected problems were rectified to a satisfactory conclusion for all stakeholders. Where resolution was not achieved recommendations are being made to avoid these situation reoccurring. To establish at all stages of the project, transparency is maintained to ensure that WDES produce the expected final product. 	
	 To ensure that all ongoing maintenance costs have been fully recognised and that they have had procedures put in place to cover the financial costs involved. To identify any areas which could improve community cohesion for future high rise housing developments. Review respite requirements and how provision can be met for current and future projects. Assess the environmental impact including pollution (noise, airborne for current) as a regult of the works. 	
Documents Requested	 airborne & waste) as a result of the works. The Tenant Scrutiny Panel (TSP) request a report which includes the following information: The key objectives of the refurbishment project. Break down of project cost. Full list of refurbishments works for each block. Full list of works leaseholders are being charged for per block. Detail on how the leaseholder recharges have been calculated per block. Overview on how and when OCC have communicated with Leaseholders regarding their recharges, including repayments options and the future plan of action. 	



	Tower Block monthly update report.
	 Staff/job titles who formed the TB Project Board.
	 Staff/departments that formed the original TB Project Team
	and details of when this was formed.
	 List of sub groups and overview of their objectives.
	 Explanation for why solar panels are not being installed on
	blocks and whether this was considered.
	 Information on where/how pollution has been taken into
	account and how this is being monitored.
	 Were asbestos surveys carried out and what where the
	findings.
	Why cladding needs cleaning and how often OCC will
	contract cladding/communal windows to be cleaned and
	clarity on how this cost will be covered.
	 As above, what are the implications of rising costs to this
	cleaning and will leaseholders be charged.
	 Is glass to communal windows self-cleaning.
	Overview of how New River (Leaseholder) is being involved
	and the impact of the TB project on the proposed Templar
	Square shopping centre refurbishment.
	WDES tender documentation.
	■ WDES Contract.
	Copy of profiling document for leaseholders to sign.
	In addition, the Tenant Scrutiny Panel request the provision of
	the following information (outside of the above report):
	Presentation of procurement process (from Procurement
	Team).
	Overview of consultation process and the results.
	OCC tower block newsletters.
	Existing/known external factors that are affecting the resident
	base of the five blocks, such as ASB issues.
	Results of the residents satisfaction surveys.
	NB: The TSP would be grateful for your support in identifying
	any other documentation, which could support them in delivering
	the objective of this review.
Required Format:	
	1. 1 x copy report per member.
	2. 1 x copy of each additional information requested per
	member
	3. Officer presentation at next Scrutiny Panel Meeting on 2016
Date of Barres	20 th Santambar 2016
Date of Request	20 th September 2016



Date for receipt of requested information	7 th October 2016
Signed TSP	Paris
Signed (OCC)	Svepne Clark