

	Category	Question	Answer	Date of gn.		Status
1	General Stock Survey	Can we be provided with copies of M&E Survey?	These were provided by OHG to the 4EF.	28.02.2018	28.03.2018	Completed
2	General Stock Survey	Can we be provided with copies of all the intrusive surveys?	These were provided by OHG to the 4EF.	11.03.2018	28.03.2018	Completed
3	General Stock Survey	Will OHG share with us the separate survey that is being undertaken on fire safety?		13.03.2018		With OH
4	General Stock Survey	Do the costings over the next 30 years allow for adequate fire safety inspections and improvements?	The costings in the Hunters and Quod projections do not allow for fire safety inspections and improvements as One Housing felt that these were essential works which we are currently carrying out anyway and should not be part of considering the financial performance of blocks and estates. We did not want any blocks to perform badly in the financial modelling due to such essential fire safety works which may be needed.	13.03.2018	10.10.2018	Completed
5	General Stock Survey	What have OHG done with the previous Hunters Stock Condition Survey from 2006?	The 2006 Hunters survey was commissioned by Toynbee Housing Association before it became part of One Housing Group. The new stock condition survey was commissioned by a joint board including residents, One Housing and Tower Hamlets Council and has been an important tool to help us understand condition and costs for the blocks and estates and is now being used to inform our future plans for management and maintenance, and One Housing's business plan.	14.03.2018	24.04.2018 & 10.10.2018	Completed
6	General Stock Survey	Why does the survey not include any asbestos surveying?	We have our own Asbestos Survey Team and already hold asbestos surveys (under BOHS accreditation) of the communal areas and within units which have required major void or in-house major works. Hunters survey was a visual assessment and they informed OH of any cases where they identified or suspected asbestos might be present.	14.03.2018	22.08.2018	Completed
7	General Stock Survey	Can you describe the main results and the work required as a result of the intrusive structural engineers survey?	Hunters response – The individual specialist reports cover the detail of the works. OH response – One Direct have been producing a summary report of the intrusive surveys which have been provided.	15.03.2018	24.04.2018	Completed
8	General Stock Survey	Can you describe the main results and the work required as a result of the intrusive structural engineers survey?	Duplicated question. Presume you mean refuse survey? If so – Hunters response – The individual specialist reports cover the detail of the works. OH response – One Direct have been producing a summary report of the intrusive surveys which have been provided.	15.03.2018	24.04.2018	Completed
9	General Stock Survey	Can you describe the main results and the work required as a result of the intrusive M&E communal services survey?	Hunters response – The individual specialist reports cover the detail of the works. OH response – One Direct have been producing a summary report of the intrusive surveys which have been provided.	15.03.2018	24.04.2018	Completed

10	General Stock Survey	Are there any unusual costs above what would normally be expected for our types of blocks?	<p>Hunters response –</p> <p>The survey brief requirements included a visual, non-intrusive survey of the assets which comprise the four estates (see brief Appendix A in the Final report). The very nature of the variability of construction types and their associated building services e.g. Communal heating/ electrics across the Four estates means costs can vary considerably between building types and blocks.</p> <p>To help further in understanding “unusual” costs, One Housing additionally instructed for a more intrusive survey to be undertaken of high rise buildings. This is because these can be more complex in terms of structure and building services. A separate report on the high rise buildings by independent specialists has been provided to One Housing. These included structural and Mechanical and Electrical investigations to include lifts and bin chutes in high rise buildings only. Furthermore, a specialist structural survey of the Samuda below ground garage was also commissioned and reported on. The costs from these specialist surveys are included within the Hunters report.</p> <p>The costs reported by the specialists also include for ongoing periodic inspections with regard to the structure and concrete cladded areas e.g. carbonation, chloride and their fixings, together with mechanical and electrical installations. Future costs can increase or decrease based upon ongoing future periodic inspections.</p> <p style="text-align: right;">OHG</p> <p>Response - One Housing agrees that we would benefit from these comparables being available. The problem is that other social housing providers and landlords do not readily share such information and even if they do it is usually for their whole stock not specific estates or building types. We will put this request to</p>	18.03.2018	24.04.2018 & 10.10.2018	Completed
11	General Stock Survey	What are the life of the components that have been assumed within the Stock Condition Survey?	<p>Hunters response –</p> <p>All building components are assessed on an individual basis and based upon material condition at the time of survey. As a building comprises of many material components, life cycles are varied. Included at Appendix J of our Final Report is a guide to typical life expectancies of building components. It is important to note, our survey is not based upon a life cycle exercise, but from a visual assessment of each building component at time of survey. Life cycles provide best practice guidance only and there are many influencing factors which can affect them.</p>	18.03.2018	24.04.2018	Completed
12	General Stock Survey	What are the repairs and maintenance costs for average 1970 tower blocks?	<p>Hunters response –</p> <p>There is no set standard for average repairs and maintenance costs of tower blocks as there are many influencing factors which can affect costs. e.g. size and type of construction, its location, effects of existing maintenance programmes and cyclical works and the quality of components installed to name but a few.</p> <p style="text-align: right;">One Housing response -</p> <p>One Housing agree that we would benefit from these comparables being available. The problem is that other social housing providers and landlords do not readily share such information and even if they do it is usually for their whole stock not specific estates or building types. We will put this request to the next meeting of the Tower Hamlets Housing Forum where many of the Housing Associations working in the Borough meet regularly to see if they can help us with this piece of work, but if they don't have the information then we will not be able to provide this unfortunately.</p>	18.03.2018	24.04.2018 & 10.10.2018	Completed
13	General Stock Survey	The heading 'building services' in the Stock Condition Survey is very general, what elements come under this heading?	<p>Hunters response –</p> <p>Please refer to our Final report and the detailed breakdown of building components that may contribute to this general heading of “Building Services”.</p> <p>Specifically: Final report; Page 3 – Glossary of terms (Group Headings), Page 19 item 10.10 and detail of individual components at Appendix J.</p>	18.03.2018	24.04.2018	Completed

14	General Stock Survey	The heading internal structural elements' in the Stock Condition Survey is very general, what elements come under this heading?	Hunters response – See above, but specifically; Final report; Page 3 – Glossary of terms (Group Headings), Page 19 item 10.7 and detail of individual components at Appendix J.	18.03.2018	24.04.2018	Completed
15	General Stock Survey	On page 2 of the Stock Condition Survey report it mentions that the estimates include project administration and equipment costs. How are these split and recovered from the estates?	Hunters response – These costs are included as preliminaries and these are factored into the schedule of rate costs and are not shown as a separate line within our report for the purposes of this brief. Individual block and estate-wide costs are included against each block as a split of costs based upon tenures.	18.03.2018	24.04.2018	Completed
16	General Stock Survey	On Pages 4 and 20 of the Stock Condition Survey report, the stores and stores (assumed sheds) are combined when the recovery of these should be split as bin stores are joint building costs, whilst shed repairs should be recovered from their rental income?		18.03.2018		With OH
17	General Stock Survey	On Pages 19 and 20 of the Stock Condition Survey report, there are two headings that cover bin chute walls; 10.3 external walls and 10.7 external buildings. Why?	Hunters response – There are two distinct types of refuse referred to in the report; 1. Bin Chutes (10.3), these tend to vertically service a number of floors throughout a building, either internally or as an external chute and 2. Bin Stores (10.17) – An individual building or chamber for the collection of refuse. They are therefore two separate entities. We can confirm that there is no double counting of costs. Whilst there maybe costs for both items against a block, this would have been for the specific purposes of collecting data to produce an associated cost of the work, but certainly it will not be allowing for this work twice. Likewise the specialist allowed costs for hoppers and chute slides on the blocks they surveyed and any double counting we Hunters had estimated these costs in our surveys originally have also been removed. Therefore one cost only has been allowed.	18.03.2018	24.04.2018 & 10.10.2018	Completed
18	General Stock Survey	On Pages 19 and 20 of the Stock Condition Survey report in paragraph 10.5 on external doors, the entrance doors and patio doors / French doors or balcony doors are not included with windows under double glazing replacement? In practical replacement will the uPVC windows not be done at the same time as the uPVC doors?	Hunters response – Doors and windows are included as separate entities within a condition survey, however, you would normally find that UPVC doors are replaced at the same time as part of a programme of works. This is not however always the case as the windows may fail sooner than doors as a result of the glazing failing and not the material or vice versa. Sheltered/ enclosed corridor door may not always require an earlier replacement compared to those which are exposed to the external weather. the survey took into account the positioning of doors as it is clear that the effect of weathering will be different for those which are exposed to the elements. The costs provided in Hunters forecasts have taken this into account and averaged accordingly.	18.03.2018	24.04.2018 & 10.10.2018	Completed
19	General Stock Survey	The M&E report for Bowsprit Point, Knighthood Point, Midship Point & Topmast Point states that they were built approximately 1970 by Tower Hamlets Council. They were built in 1968 by the Greater London Council. Did Hunters not have access to the General File for each block that came over from LBTH and prior to that from the GLC?	Hunters response – Hunters did not have access or sight of this information. OH response – We apologise for a factual error stated by the specialist sub-contractor who completed the survey but do not believe this alters the findings of the survey itself and the costs it proposes. OH accepts that this should have been shared with Hunters and this will happen in future stock condition surveys.	09.04.2018	24.04.2018	Completed
20	General Stock Survey	The Executive Summary for the M&E report for Bowsprit Point, Knighthood Point, Midship Point & Topmast Point states that they have undergone a refurbishment between 1997 and 2004; did the major works carried out by OHG following the stock transfer not include any M&E works?		09.04.2018		With OH

21	General Stock Survey	The bin chute "surveys" do not seem to be surveys but quotes from the firm that are recommending the works. Why are they quotes for work?	<p>Hunters response – Hardall were paid £400+VAT. The stock condition survey produced a cashflow for the next 30 years of costs. Obtaining a report from a specialist which ultimately gives a quote on the costs and timeframes to do the works they advise is in our opinion a reasonable way to understand the costs which can then be put into Hunters' wider cashflow. These quotes are based upon a detailed survey of each of the blocks by a specialist and reputable company Hardall UK who are the UK's foremost specialist manufacturer and installer of refuse chutes. The quote/ report is based on what is required to comply with current regulations.</p> <p>OH response – The stock condition survey was intended to understand the costs over the next 30 years. Hunters, in the main report, have estimated costs based on their experience. In the case of the intrusive surveys Hunters and OH felt that detailed surveys by specialists in those areas were required in order to obtain accurate costs, and the reputable companies providing quotes for the required works gives us a suitable estimate of the costs that can be fed back into the Hunters survey.</p>	09.04.2018	24.04.2018	Completed
22	General Stock Survey	The M&E report for Kelson House, Bowsprit Point, Knighthead Point, Midship Point & Topmast Point states that the consumer units are in need of replacement because they were poorly installed. Was this work done post transfer? If so will OHG be taking action against the contractor concerned?	The contracts are beyond the warranty period for OH to make a claim. The records for OHG for the major works have since been archived and the cost associated with retrieving this information and investigating the matter would exceed what could be reclaimed and there is little chance of success given the time passed	09.04.2018	23.05.2019	Completed
23	General Stock Survey	The M&E report for Kelson House, Bowsprit Point, Knighthead Point, Midship Point & Topmast Point states that the uPVC connections to the cast iron stacks are in need of replacement because they are poorly installed. Was this work done post transfer? If so will OHG be taking action against the contractor concerned?	The UPVC connections were installed by Mulalley when the kitchens and bathrooms were renewed in 2009/10. OH are considering what action can be taken.	09.04.2018	10.10.2018	Completed
24	General Stock Survey	Why do all the M&E reports say that CCTV was installed in 2010? What evidence is there for this?	<p>Hunters response – The CCTV systems to all buildings used an identical recording system and all of them looked in a similar condition judging from the dirt build-up on the fascia. We looked up the manufacturer data sheets and made an estimate of the age. The cameras varied considerably with some that appeared much newer than others but this is noted in the reports.</p> <p>OHG response - As Hunters have explained the 2010 date is estimated using a variety of factors. The replacement in year 5 is a reasonable forecast for the renewal as the rapid changes in new technology may mean that a update to the system is required</p>	09.04.2018	24.04.2018 & 10.10.2018	Completed
25	General Stock Survey	The structural surveys reports for Kelson House, Bowsprit Point, Knighthead Point, Midship Point & Topmast Point states that there could be a need to decant the blocks two floors at a time for intrusive investigations and the removal of gas should be considered. What are the sources of these recommendations?		09.04.2018		Query with consultants

26	General Stock Survey	The Lift Surveys state that the lifts have been modernised. What does this mean; refurbished or renewed?	Hunters response – The report states “The lifts are thought to have been installed new at the time of the building’s construction approximately 50 years ago and have been modernised at least once since”, so it means they have been refurbished, although ‘refurbishment’ in the lift industry generally means a lower level of works. OHG Response - The records inherited from Toynbee, LBTH and the GLC do not show that the lifts have been renewed in their entirety. Therefore Hunters can only state that they have been modernised over the years.	09.04.2018	24.04.2018 & 10.10.2018	Completed
27	General Stock Survey	The intrusive surveys that have been undertaken clearly have not been informed with the knowledge of OHG surveyors and Housing Officers. Why were they not interviewed to aid the intrusive surveys before they commenced?	Hunters response – The specialists have worked with the limited information available to them even that from the building control and earlier reports passed to them from LBTH. This also included the spreadsheet received from the resident returns prior to the main surveys. All specialists had access to the local office in particular as they had to liaise over the blocks and access. They also spoke with the concierge where applicable for the blocks to gain as much understanding as possible pre their surveys. One Housing response – The instruction and management of the intrusive survey specialists was managed by Hunters as part of their wider appointment do carry out the stock condition survey. Each of the specialists was given a brief to survey their specific item. They met with local staff as required to arrange access and to obtain the understanding they felt they needed. In response to why OHG did not arrange for the surveyors and officers who have worked for many years to brief Hunters, OHG can respond that this is a good point to make and we appreciate it being raised. We will ensure it goes into the brief for future stock condition surveys.	09.04.2018	24.04.2018	Completed
28	General Stock Survey	Can the comments from the April 2017 exhibitions be shared with us along with how Hunters responded to these in the final stock condition survey?		09.04.2018		Query with consultants
29	Financial	What is the breakdown by estate and bed size of rents and service charges?		15.03.2018		With OH
30	Financial	How many properties by estate and bed size have been converted from social rent to affordable rents? If they are any what is the difference in rent levels?	No properties on the four estates have been converted to affordable rents.	15.03.2018	10.10.2018	Completed
31	Financial	How is the income from privately rented flats (through City Style living) treated in the stock viability assessment?	The additional income from the CityStyle homes on the estates have not been	15.03.2018	10.10.2018	Completed
32	Financial	How many properties by estate and bed size are privately rented flats (through City Style living)?	Barkantine - 7, Kingsbridge - 8, Samuda - 19, and St Johns - 24. One bed - 14, two bed - 26, three bed - 16, four bed - 1, and five bed - 1.	15.03.2018	13.08.2018	Completed
33	Financial	How have OHG acquired the properties that are privately rented flats (through City Style living)? Are they all RTB buy backs, or vacant social rented properties?	These properties were all previously purchased under RTB legislation before we then purchased from the owners.	15.03.2018	13.08.2018	Completed
34	Financial	Can OHG breakdown and explain their management costs and overheads?		15.03.2018		With OH

35	Financial	How much income is generated from the shops on the estate and has this been included in the income on the stock viability assessment?	The annual income from the two parades of shops on the Island and the shop at Samuda was not included in the viability assessment carried out as part of the Stock Condition Survey. This was an oversight and if in the future those areas were to be subject to an options appraisal process this information would be included. Leila Arafani has asked Finance dept to confirm what the annual income is as requested. Generally, the stock condition survey was a high level piece of work designed to get a general idea of the condition, the projected costs for the next 30 years, and the financial performance of all the blocks on the four estates. A huge amount of work and financial information went into the calculations. While we of course tried to make sure all information was as accurate as possible we fully accept there are some mistakes and appreciate when Mike, the 4EF or any other residents point them out so that they can be corrected in future reviews. Additionally, if any blocks decide to carry out an options appraisal process the financial information for that block would at that time be fully reviewed in detail to ensure hopefully no mistakes and residents would have all the information before making any decisions	15.03.2018	23.05.2019	Partially Completed
36	Financial	Can OHG provide a clear explanation of what can and can't be re-charged to leaseholders?	Costs that can be recharged to leaseholders will be governed by each individual lease. The rechargeable costs should cover costs relating to the block the property is located in and the estate service charges for the estate it is located on and so will vary from property to property depending on the specifics of that block/estate. We can if you wish provide some examples of anonymised service charge booklets for a few different properties on the different estates.	15.03.2018	13.08.2018	Completed
37	Financial	Are there any of the proposed Major Works that leaseholders can opt out of?	The stock condition survey considered work required to maintain the blocks in their current condition and it did not look at improvements. As such costs can be recharged to leaseholders in line with the terms of their leases.	15.03.2018	10.10.2018	Completed
38	Financial	Can OHG confirm that there is no pre-2005 transfer debt on the 4 estates as the borough says that any remaining was written off by the DCLG?	Toynbee/One Housing did not inherit any existing debt/loans on the estates at the time of the stock transfer in 2005	15.03.2018	23.05.2019	Completed
39	Financial	How much of the loans to fund the purchase of the 4 estates from LBTH have been paid off, and when it will all be paid off?	Most housing associations generally take out loans (basically like a re-mortgage) on their whole stock portfolio and these are re-financed every few years in order to get the best deal on interest rates and obtain further finance to help pay for new developments and big ticket items like major works. As a result historic debt for the Association is subsumed into the new/re-financed loans. Therefore OHG would not be able specify how much of the original loans for the purchase of the estates is still outstanding as they no longer exist and will have been re-mortgaged several times.	15.03.2018	23.05.2019	Completed
40	Financial	How much of the loans to fund the decent homes work post stock transfer has been paid off, and when it will all be paid off?	As above, most housing associations generally take out loans (basically like a re-mortgage) on their whole stock portfolio and these are re-financed every few years in order to get the best deal on interest rates and obtain further finance to help pay for new developments and big ticket items like major works. As a result historic debt for the Association is subsumed into the new/re-financed loans. Therefore OHG would not be able specify how much of the original loans for the decent homes works is still outstanding as they no longer exist and will have been re-mortgaged several times.	15.03.2018	23.05.2019	Completed
41	Financial	How much of the promised spend on major works following stock transfer was spent and what is the balance unspent?		09.04.2018		With OH

42	Financial	How many parking spaces are let to non-residents on the four estates, what is their weekly charge and how has this been accounted for in the NPV?	<p>Barkantine Non-resident parking bays: 1</p> <p>Kingsbridge Non-resident parking bays: 0</p> <p>Samuda Non-resident parking bays: 0</p> <p>St Johns Non-resident parking bays: 30</p> <p>The parking is charged at £150 for 6 months.</p> <p>The stock condition survey was a high level piece of work to give us a general estimate and forecast of costs over the next 30 years. At this stage the income from the parking spaces has not been included. On the Barkantine there is only one bay making an income of £300 per year which is so little it would not affect the financial performance of the estate. At St. John's there are 30 bays which would produce an income of £9000 per year. At a whole estate level this is not a huge amount, but if at some time in the future residents and One Housing choose to consider the future of the wider St. John's estate then more detailed work would be carried out to look at the financial performance and income from the parking would be taken into account.</p>	09.04.2018	10.10.2018	Completed
43	Barkantine	Can the heating elements of the M&E costs for the Point blocks on Barkantine be separated?	Hunters response – See attached spreadsheets of heating costs breakdown of M&E for the point blocks.	28.02.2018	24.04.2018	Completed
44	Barkantine	How can the M&E report for Kedge House recommend that the uPVC connections to the cast iron stacks are in need of replacement because they are poorly installed when no inspections were carried out due to a lack of access?	Hunters response – Despite the comments in the executive summary, one dwelling within Kedge House was accessed and the local connections viewed from the sink & wash hand basin. This was in newer UPVC materials. MCCE are aware from the communal areas that the main soil stacks are Cast Iron. Our observations suggested, waste pipework was installed when Kitchens and Bathrooms were replaced. We have also applied our experience on similar buildings of One Housing's and from elsewhere, that these connections are potentially poorly formed and this is the basis of our observations, based upon restrictions in accessing these areas. In this instance, we are of the opinion, additional properties would not have provided any further transparency due to these connections being hidden behind bath panels and service voids to view the physical connection.	09.04.2018	24.04.2018	Completed
45	Barkantine	Why wasn't access to Kedge House gained given concerns over its LPS construction?	The survey would have been intrusive and meaning making holes in walls/ceilings and we were not able to find any willing residents.	09.04.2018	22.08.2018	Completed
46	Kingsbridge	How come the kitchen renewals for the Kingsbridge Estate are in Year 8 of the major works when residents have received letters from OHG to say that they will be done shortly?	The letter says that a survey will be taking place to assess if a replacement is required, not that it will definitely happen. OH will only place on the programme if they fail Hunters suggested year 8 timescale.	13.03.2018	10.10.2018	Completed
47	Kingsbridge	As the income in Montrose and Montcalm Houses exceeds income, can lifts be installed in the blocks?	The Kingsbridge estate has now been proposed by OH as an initial area where we wish to work with residents to understand their objectives for the future of their estate. The installation of lifts is an idea which can be considered and investigated as part of this discussion.	13.03.2018	10.10.2018	Completed

48	Kingsbridge	On the Kingsbridge Estate water pressure has been a constant issue for a number of years. Is work to install water pumps included in these costs?	Hunters response – The survey only considered maintaining the buildings as they are. There are currently no water pumps and so costs for installing and maintaining these are not included within the Hunters costs. One Housing response – We are aware that there are issues with the water pressure on the Kingsbridge. Installing pumps would be an improvement to the current system and is something that could be considered if/when One Housing and residents should choose to consider potential options for the future of the Kingsbridge estate.	13.03.2018	24.04.2018	Completed
49	St. John's	Why aren't the costs for Castalia Square shared with the shops?	The stock condition survey was a high level piece of work to give us a general estimate and forecast of costs over the next 30 years. In practice should any works be carried out on blocks with commercial units then they would be recharged in line with their leases. If at some time in the future residents and One Housing choose to consider the future of areas of the estates where there are shops more detailed work would be carried out to look at the current condition and financial performance of those blocks and the recovery of costs from commercial units would be taken into account.	28.02.2018	10.10.2018	Completed
50	St. John's	Why is the cost of garage maintenance on St Johns Estates included in both the tenanted and leaseholder costs when they are stand alone buildings with their own income?		28.02.2018		Query with consultants
51	St. John's	Why is the cost of external buildings (presumably sheds) on St Johns Estates included in both the tenanted and leaseholder costs when they are stand alone buildings with their own income?		13.03.2018		Query with consultants
52	St. John's	Kingdon House includes costs for windows in Year 2 when the windows were replaced in 2010. Why is there a cost in year 2?	Hunters response – There are no costs in year two for windows on any of the Kingdon House blocks - there are costs in year five. All windows are circa seven years old at time of survey. The year five costs are for either some replacement of windows and/or repairs to window furniture (handles etc.).	13.03.2018	24.04.2018	Completed
53	St. John's	Why does the cold bridging costs for St Johns include scaffolding when OHG has confirmed that scaffolding is not required?	Hunters response – Cold bridging doesn't included costs for scaffolding. The scaffolding costs are for other external works to external main walls/ windows and roofs where applicable. The misunderstanding may have come through looking at estate wide costs. Reference should be made to individual block sheets for the apportionment of scaffolding costs.	13.03.2018	24.04.2018	Completed
54	St. John's	At Kingdon House costs are included for windows in Year 1. How is this the case when windows were renewed in 2010?	Hunters response – There are no costs in year one for windows on any of the Kingdon House blocks - there are costs in year five. All windows are circa seven years old at time of survey. The year five costs are for either some replacement of windows and/or repairs to window furniture (handles etc.).	13.03.2018	24.04.2018	Completed
55	St. John's	At Kingdon House costs are included for external doors in Year 10. How is this the case when external doors were renewed in 2010?	Hunters response – When blocks are surveyed all the external windows and/or doors are taken into account for renewal regardless of tenures. External works programmes usually include all properties within the building regardless of their tenure when works are undertaken by the landlord. Therefore, there are a mixture of ages and door types. Some of which have been replaced and others which are older. It is the mixture of these that contributes to costs shown in different years. In this example external doors.	13.03.2018	24.04.2018	Completed

56	St. John's	How comes the NPV from Kingdon House is negative when the income exceeds expenditure?	NPV takes into account the timing of costs and income which can affect how much money is worth and therefore the financial performance.	14.03.2018	10.10.2018	Completed
57	St. John's	Why are the windows in Elm House being renewed in years 11 to 15 when they are in poor condition?	Hunters response – From the visual inspection of both internal dwellings and the exterior that the windows are approximately 15 years old. On the basis of the inspections undertaken mid-2017 and an assessment of the overall condition, replacement is not considered necessary until circa 11-15 years. Where an individual home may have concerns, these should be reported to the local housing office for a specific inspection as repairs may be necessary. One Housing response - If residents on the whole feel there are issues with the windows then renewal of these is something that could be considered if/when One Housing and residents should choose to consider potential options for the future of Elm House.	14.03.2018	24.04.2018	Completed
58	St. John's	For Argyle House on page 3 of the section on St Johns Estate by Asset Type under boundaries for years 6 to 20 is cost just for the wall on the street side (along Manchester road) or does it take into consideration the boundary wall with the school? If includes the school does this amount take into consideration contribution from the school – thus reducing this cost?	The stock condition survey was a high level piece of work to give us a general estimate and forecast of costs over the next 30 years. The costs for maintaining all the boundary walls around Argyle House have been included and there is no assumption for recovering the costs from the school if applicable. If at some time in the future residents and One Housing choose to consider the future of Argyle House then more detailed work would be carried out to look at the financial performance and contributions from the school would be taken into account.	18.03.2018	10.10.2018	Completed
59	St. John's	For Argyle House on page 3 of the section on St Johns Estate by Asset Type under external building costs for years 4 and 5 the work is split. Would it not be economical to do this together?	Hunters response – Hunters assess all building components on an individual basis and our work does not take account of programming of work. It is for One Housing to decide upon these programmes and the economies of scale these may bring. One Housing response – In practice it is common for similar works to be grouped together to save costs. The stock condition survey was a high level survey and many assumptions were made, to give us a general estimate. Undoubtedly there are some areas where refinements can be made but this survey could only go so far. If/when One Housing and residents should choose to consider potential options for the future of Argyle House a more detailed and accurate review could be carried out to ensure such economies are taken into account.	18.03.2018	24.04.2018	Completed
60	St. John's	For Argyle House on page 3 of the section on St Johns Estate by Asset Type under external building costs for years 16-20, what would the £15,000 be spent on?	Hunters response – This item of work relates to the wall structure of the stores.	18.03.2018	24.04.2018	Completed

61	St. John's	<p>For Argyle House on page 3 of the section on St Johns Estate by Asset Type under external doors, can you confirm whether this cost relates to communal doors or individual doors? This because across the estate there are big differences between similar style and size blocks:</p> <ul style="list-style-type: none"> • Argyle House - £24k for a block of 20 flats • 1-18 Lingard House - £8k for a block of 18 flats • 19-36 Lingard House - £8k for a block of 18 flats • Finwhale House - £11k for a block of 14 flats • 5-35 Glengall Grove - £31k for a block of 32 flats • 47-65 Glengall Grove - £20k for a block of 20 flats <p>Why are the values so different?</p>	<p>Hunters response –</p> <p>There are many factors relating to external doors based upon the type installed. There are also different material types. A stock condition survey includes all front doors regardless of tenure. This is because external planned maintenance contracts undertaken by the landlord tend to replace all windows and doors within a building regardless of tenure. However, subject to leases (which Hunters are not party to) there maybe scenarios whereby leaseholders are responsible for their own front entrance doors and or windows and the survey takes no account of these leases. Should this arise One Housing will adjust and review costs accordingly.</p> <p>Further response from Hunters -</p> <p>Door costs pertaining to a block will include, front entrance doors, rear doors/ balcony and communal doors. The costs of these varies as is dependent on type. The door costs are reflective of capital works contracts in lieu of one off replacements. Costs included also take consideration of old and new doors at the time of survey. Therefore, it does not mean to say that if there are 30 doors in a block they are all replaced at the same time as some will be new and others old. This results from maintenance regimes which in the past may have been sporadic due to budgets in lieu of wholesale replacement of doors e.g. every 30 years regardless of condition. The rates for doors vary in costs based upon material type and style. Costs in the schedule of rates range from £600 - £2,000 per door.</p>	18.03.2018	24.04.2018	Completed
62	St. John's	<p>For Argyle House on page 3 of the section on St Johns Estate by Asset Type under roof costs for year 5, there is £15k for roofs but not corresponding scaffold. Why?</p>	<p>Hunters response –</p> <p>Various costs have been included for works under the group heading of roofs, between year 5 and 20. In lieu of including three separate full scaffolding costs in years, 5, 10 and 16-20, we have included scaffolding once as One Housing will take a programming decision to extend or bring forward other roof works to make full use of a single scaffold for economies of scale rather than erect three individual scaffolds at three times the cost.</p>	18.03.2018	24.04.2018	Completed
63	St. John's	<p>For Argyle House on page 3 of the section on St Johns Estate by Asset Type under roof costs for year 10, why is there a secondary cost for roofs 5 years later on from the £15k in year 5?</p>	<p>Hunters response –</p> <p>Hunters assess all building components on an individual basis and our work does not take account of programming of work. It is for One Housing to decide upon these programmes and the economies of scale these may bring. The group heading of roofs is not limited to main roof coverings only. Please see other elements of work that may contribute to this work group at Appendix J. It does not mean that the same roof is replaced 5 years later, <u>this will be for different roof components.</u></p>	18.03.2018	24.04.2018	Completed
64	St. John's	<p>For Argyle House on page 3 of the section on St Johns Estate by Asset Type under roof costs for year 16-20, why is there another charge for roofs 5 – 10 years after year 5 and year 10 costs? Roofs should last 20 years in the UK.</p>	<p>Hunters response –</p> <p>See previous comments on roofs. These costs are not reflective of replacing the same area of roof again, but cover both main roofs, secondary roof coverings and canopies in addition to fascia/soffit and barge boards, lead flashings. See appendix J for individual elements this work covers.</p>	18.03.2018	24.04.2018	Completed
65	St. John's	<p>For Argyle House on page 3 of the section on St Johns Estate by Asset Type under block costs for year 16-20, why are there several items listed such as:</p> <ul style="list-style-type: none"> • External building costs • External Wall finish • Roofs • Stairs and balconies <p>vet no corresponding Scaffolding costs?</p>	<p>Hunters response –</p> <p>Some work items attract scaffolding costs where as others do not. Preliminaries included within individual rates items include for associated works and access to them. However, scaffolding costs is included where main full block scaffolding is necessary and would be programmed as part of economies of scale.</p>	18.03.2018	24.04.2018	Completed

66	St. John's	<p>Why does the repairs costs for stairs and balconies cost between similar St Johns blocks vary so dramatically:</p> <ul style="list-style-type: none"> • Argyle House - £136k for a block of 20 flats • 1-18 Lingard House - £30k for a block of 18 flats • 19-36 Lingard House - £125k for a block of 18 flats • Finwhale House - £27k for a block of 14 flats • 5-35 Glengall Grove - £46k for a block of 32 flats • 47-65 Glengall Grove - £42k for a block of 20 flats <p>Why are the values so different?</p>	<p>Hunters response –</p> <p>“There are three distinct block types and these can be defined as: 1. Argyle House & Finwhale House, 2. Two Lingard blocks and 3. The two Glengall blocks. Each block type is different in terms of configuration and their balconies and in some instances the number of flats contained within, these also have an effect on overall 30 year cost in terms of block size, regardless of whether they are the same type or not. Within the detail, albeit different blocks, Argyle house and one of the Lingard house blocks, show a high disparity. The variance in the main pertains to the Main concrete staircases. Whilst there could be expected to be a variance between observations and similar blocks, the quantity of work in these two instances only appears to reflect work to the number of treads in lieu of the measure as a staircase as a singular quantity as is applied with all other estate blocks. Argyle house includes (81K) and Lingard (121K) for the quantities used. This requires a correction against stair and balconies. This estimate of work is within the latter costed years which will mean when the NPV is applied, the value of work is heavily discounted and the costs reduced. However, these will require an adjustment overall.”</p>	18.03.2018	24.04.2018 & 10.10.2018	Completed
67	St. John's	<p>For Argyle House on page 3 of the section on St Johns Estate by Asset Type under estate costs for years 16 to 20, what is the estimate of £14k for, given that in the previous 15 years the total spend was £3.5k?</p>	<p>Response from Hunters -</p> <p>The works against “Estate” costs, included against each block, are derived from the overall St John’s estate costs, divided equally, by the number of properties per block. The overall estate costs in years 16-20, relate to the future replacement of Tarmacadam parking areas, paving slabs in communal areas between and within block boundaries/ pathways, repointing of boundary walls, brickwork boundary wall replacements and works to metal railings across the estate wide area.</p>	18.03.2018	10.10.2018	Completed
68	St. John's	<p>The windows in Rugless House were renewed in the late 1980s, how sure are Hunters that they have 5 more years life in them?</p>	<p>Hunters response –</p> <p>The survey is based upon a visual non-intrusive assessment only. The professional opinion of our on-site surveyors has been used to assess the condition at the time of survey of existing window installations including observations of glazed windows to provide an indicative estimate of when the windows will require replacement. As with any condition survey following formulated programmes of work by OHG a re-evaluation of the condition at the estimated time of failure will normally be undertaken to determine actual condition and performance ensuring key work components warrant a replacement at this time based upon the condition assessment. Should these be failing sooner, OH will have a record of reported concerns in the year(s) ahead.</p> <p>OHG Response -</p> <p>Hunters have given their response on their professional opinion. If there are specific problems and concerns we would welcome residents raising this with us so that we can assess them individually.</p>	09.04.2018	24.04.2018 & 10.10.2018	Completed
69	St. John's	<p>The tenants of Alice Shepherd House were written to in November 2017 regarding the new lift contract in respect of their obligations on lift maintenance. What are their obligations? Are they being charged for maintenance and /or servicing?</p>		09.04.2018		With OH

70	St. John's	What are the presumptions about the last time windows and front doors were renewed in Alice Shepherd House?	Hunters response – There are a mixture of window types/ materials and observations range these from between 20-40 years old. However, the condition survey is based upon the condition of a materials at the time of survey. For windows this suggests an estimated replacement in year 5. Doors vary throughout the building with a mixture of materials ranging from an estimated 5 -20 years old. Replacement of doors vary between years 10 to 25. OHG Response - Hunters have given their response on their professional opinion. If there are specific problems and concerns we would welcome residents raising this with us so that we can assess them individually.	09.04.2018	24.04.2018 & 10.10.2018	Completed
71	St. John's	What are the presumptions about the last time windows and front doors were renewed in the three different blocks at Kingdon House?	Hunters response – Windows within these blocks suggest installation was undertaken within the last 7-10 years, however, the survey suggests that there are issues with windows. Between 13-36% of the total cost of all windows is included, either suggesting repairs are necessary to all or the majority or individual renewals. As this is a condition survey and not a specification of work, the full detail is not available	09.04.2018	24.04.2018	Completed
72	St. John's	What are the cost of renewing front doors at Kingdon House compared to Alice Shepherd House?	Hunters response – Kingdon House versus Alice shepherd will vary. The costs are driven from a schedule of rates and these vary based upon material type. It is not always necessary to allow replacement of all doors at the same time. Replacement is very much driven by condition and exposure of doors as to life expectancy.	09.04.2018	24.04.2018	Completed
73	St. John's	There is a sink hole between Ash House and Rugless House. Has the survey checked out the drains?	This matter has been passed on to Rhys Jones as part of his new role within the Regeneration Team is to follow up long-standing concerns such as this. Rhys will be investigating this problem and reporting back in due course.	09.04.2018	23.05.2019	Completed
74	Samuda	Has the cladding around the stair tower at Kelson House been tested for fire safety?	Response from the Refurbishment Team - The cladding on Kelson house is HPL which has been classed as a combustible material, it has also come to light that the original timber windows have been encapsulated between the HPL. One Housing are taking the stance that all cladding should reach the highest standard of fire safety (over and above government requirements) and any that doesn't will be replaced. Cladding at Kelson has been surveyed and we are awaiting design recommendations and will be replaced as part of refurbishment project	13.03.2018	10.10.2018	Completed
75	Samuda	In Kelson House the original copper pipework from the bath wastes are starting to fail, flooding properties. Is this work included in the major works for Kelson House?	Hunters response – This work is included within the Mechanical & Electrical services report at year 3, for the recommendation to replace all defective connections to the main soil stacks. The budget allows for the works to be carried out at the same time as the Water Services works as the soil stack and water pipe share the same riser. Response from the Refurbishment Team - Hunters only surveyed a sample of properties. A review of the copper pipework/connections in each property will form part of the survey work being carried out by the refurbishment team.	14.03.2018	24.04.2018	Completed
76	Samuda	Does the financial viability for the blocks on the Samuda Estate assume any rent from One Direct for the use of the underground garages?	One Housing do not recharge One Direct for use of parking spaces when they are attending properties and so no such costs or incomes are included in the modelling work.	18.03.2018	10.10.2018	Completed

77	FAQ	What does it mean if my block shows the highest cost?	<p>The independent stock condition survey was carried out at the request of residents and the findings simply show which blocks need more expensive planned maintenance work than others over the next 30 years. It does not consider extra costs such as responsive repairs and management, or incomes such as rent.</p> <p>The analysis carried out by Quod looks at the full picture of costs compared with income. This is more useful to know than just a simple overview of costs.</p> <p>At this point we are just presenting the facts and have made no decisions about any action we should take in response to the information. In the future both One Housing and residents may wish to consider the future of some parts of the estates and will need to think about what can be done where the rental income for blocks is not enough to cover the cost of carrying out the work that's needed. This could be a problem for both One Housing (which has to find the money to cover any shortfall) and residents (because leaseholders may have to pay their share or all residents may have to agree to have less work done or fewer services to make the 'books balance').</p> <p>We want to stress that One Housing hasn't made decisions about what to do in response to this survey – we want to work together with residents to figure out the best approach to deal with the problems it has highlighted.</p>		28.03.2018	Completed
78	FAQ	Were residents consulted during the survey or when deciding what needed to be looked at?	<p>The stock condition survey was carried out at the request of residents. It was designed independently by Hunters to identify the works that are likely to be carried out to blocks and the estates over the next 30 years and to estimate their costs and when they are likely to be needed. Hunters visited every block and estate, and also carried out an internal survey of a 20% sample of all the tenanted homes on the estates. They have taken great care to get enough representative information to paint a clear and reliable picture.</p> <p>All residents were invited to drop in on one of the estate's open houses.</p>		28.03.2018	Completed
79	FAQ	Did Hunters consider the major works that were done previously on the estates?	<p>Hunters carried out inspections across the estates – internally and externally. Their findings are based on what they observed and the general conclusions they could make about their specific observations (for example that flats in the same block have similar structural issues). They did not review records of any previous works or maintenance nor take any specific account of them as the purpose of the survey was to understand how things are now and to forecast future works and the associated cost.</p>		28.03.2018	Completed
80	FAQ	Are the costs for the community centres included?	<p>At the moment the cost of maintaining the community centres has not been included in the survey.</p> <p>If, at some time, One Housing and residents choose to consider the future of any specific areas on the estates which include a community centre then we would need to carry out more detailed work to consider their costs.</p>		28.03.2018	Completed
81	THE FUTURE AND NEXT STEPS	What happens next? What is One Housing going to do with this information?	<p>The stock condition survey and viability study give us a guide to which blocks are performing (or not) in financial terms. These are areas of concern for One Housing as we cannot afford to run at a loss and so we want to work with the relevant residents to consider what can be done to address this issue. We will need to consider whether it is best to invest more money into certain blocks or look at other options.</p> <p>We also recognise that other non-financial factors will need to be considered around the residents' experience of living in a certain block or area (such as ASB, community facilities and repeat maintenance).</p> <p>At all times we want to work with residents</p>		28.03.2018	Completed

82	THE FUTURE AND NEXT STEPS	How can the results be used to improve our experience of living on our estate?	The Hunters survey only looks at the repair needs of the estates and the financial implications. We hope the findings will help to inform discussions between One Housing and the community about how to plan ahead and use the resources we have for the best impact, both for those living in blocks with high future costs and indeed all residents across the four estates. We think engagement and consultation with the community is the best approach now to explore everyone's aspirations for the future.		28.03.2018	Completed
83	THE FUTURE AND NEXT STEPS	Can the results be used to inform other areas of living on the estates, such as reducing ASB and overcrowding, building community resources and speeding up planned refurbishment?	The survey only looked at the financial impact of work that will need to be done. It doesn't consider the experience residents have of living in a certain block or on a certain estate. The next stage will be to understand what residents like, dislike and want and how they feel about their homes and estates. The survey does, however, give us a better understanding of the cost of future maintenance and repair needs. This will help us to set a budget for all the work and services we can provide on the Island. One Housing can't afford to run at a loss so it may be that we would have to reduce services and extra facilities to keep on top of core running costs for the estates. But this is the kind of thing we want to discuss with the community and hopefully agree a shared vision for how to go forward		28.03.2018	Completed
84	THE FUTURE AND NEXT STEPS	Are you proposing to demolish my block?	We are not proposing to demolish any homes – we have abandoned the redevelopment proposals known as Project Stone. Now that we have the results from the stock condition survey we want to talk to residents during 2018 and discuss what can be done to improve homes and estates. This could mean we work with residents where: <ul style="list-style-type: none"> the stock condition survey and viability study show a block is not financially viable residents say they want to improve their experience of living in a particular block or on a particular estate. 		28.03.2018	Completed
85	THE FUTURE AND NEXT STEPS	Can I get involved in deciding what will happen to my block?	Of course you can. Richard Hill, One Housing's new Chief Executive, has made it very clear that he wants to work with residents on the future of their homes. One Housing welcomes as many residents to get involved as possible. We want to get as many views as we can from residents across the four estates. As with any consultation process, we will have to look at the overall picture when making any decisions but the more input we get, the more complete that picture will be. Please contact us at projectcoordinationteam@onehousing.co.uk or call 020 8821 4510 to find out how you can get involved. You can also keep up-to-date with the latest news and information on the Island at onehousing.co.uk/Island .		28.03.2018	Completed