



Introduction

CityWest Homes is committed to involving you in the planning and delivery of major works to your property. Our major works programme is delivered by our better homes team. It is a key objective for us to keep Westminster City Council's properties in good condition so that they retain their value. We are responsible for carrying out the Council's freeholder responsibilities to maintain the common parts and fabric of the building, which includes some elements inside your home such as window frames and building services.

The five key steps to the major works process:

1. Deciding what works are carried out and when
2. Consulting with residents, including statutory lessee consultation
3. Carrying out the works
4. When the works have finished
5. Major works bills and payment options

Information on benefits for leaseholders can be found on page 12 of this booklet.



STEP 3:

Carrying out the works

Shortly before works start we shall write to you to provide information about the upcoming works and invite you to meet the contractor. We will advise you in advance if scaffolding is going up and to remind you to advise your home contents insurance company.

The information will contain a summary of the work that we intend to do and approximately how long it will take. We will also let you know what inconvenience the work may cause you, so that you can prepare for it.

We will include details of the key people that you can contact if you have any questions or concerns at any time during the work.

As the works progress we will send you updates on a regular basis. If your estate has a residents' association or residents' panel we will keep in regular contact with them. We will also provide regular reports to your area management committee (made up of residents from your area) on progress of the work.

If you experience any problems throughout the work, please let your resident relations team member know.



STEP 4:

When the works have finished

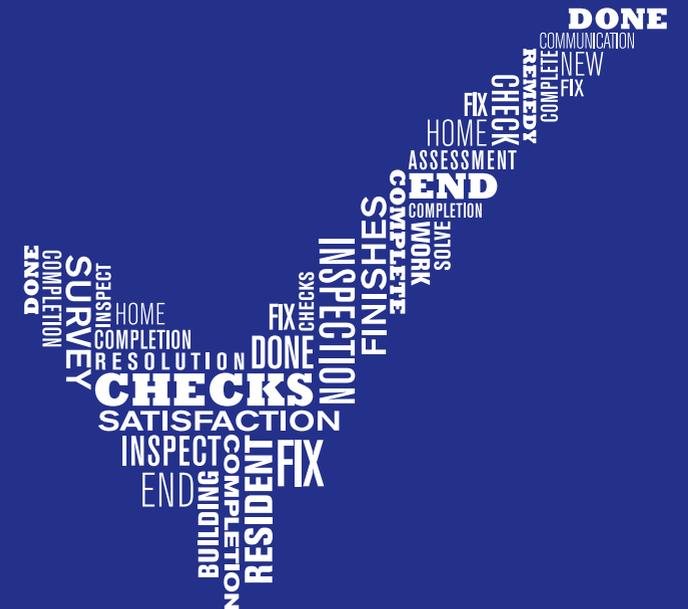
When the works finish we will write to you and ask you if there are any issues that need to be resolved. You will also be asked to complete a satisfaction survey.

We hold back part of the contract payment for a period of time to make sure that any incomplete or faulty work is sorted out. This period is called the 'defects period'.

Depending on the nature of the work, we may need to inspect your home to check the quality of the work.

Please take the time to tell us if you are not completely satisfied with the work. It is important that you return the survey form as it helps us to learn from any issues and to remedy any problems before the contractor leaves site.

Approximately one year after the works are complete we will contact you to carry out a defects inspection. We will try to inspect all homes to check that all of the work has been done.





CITYWEST HOMES

As one of our leaseholders you benefit by:

- Not paying VAT on major works charges
- A range of payment options for major works including interest-free instalments
- Lots of opportunities to engage in informal consultation on all issues affecting you, not just formal section 20 consultation on major works
- Not being charged for community functions and activities such as estate events, hall activities and residents' association support
- Ground rent fixed at £10 p.a. (for 99.3% of all lessees) and not linked to property value
- Some estate works are funded through community funding, which you don't have to contribute to
- A formal complaints process and access to an Independent Housing Ombudsman
- Paying service charges over six months by a range of means
- Support from a highly accredited, dedicated leaseholder team
- A key lessee scheme with opportunities for involvement in service charges
- Having a landlord that is interested in its residents, the community and in providing high quality services

You are also safe in the knowledge that you have a stable and financially secure landlord who is open, transparent and committed to delivering a great service.

For further information, please contact:

CityWest Homes Limited
21 Grosvenor Place
London SW1X 7EA

Telephone: Resident relations team on **020 7245 2900** or leaseholder services on **020 7245 2106**.

Email: lesseemajor@cwh.org.uk

Website: www.cwh.org.uk