

14th February 2022

Dear Tenant / Homeowner

RE: Symington House – Lift Renewal – “Resident Consultation” Update

Thank you to all for engaging with us at the resident meeting of 7th February 2022 in Symington House Foyer with the JMB and the JMB Lift Consultant - de Graaff & Partners to discuss the imminent renewal of your two existing block lifts.

The JMB consultant de Graaff have a long history as the JMB lift specialist maintaining and specifying new lifts. They are fully aware of the JMB requirements to achieve a quality installation.

Renewal of the lift will be carried out by the contractor - Liftec Ltd. They are the current JMB maintenance contractor with expert knowledge of the JMB lifts and have also renewed the lifts to Nashe House and Munday House on the Lawson Estate.

Having an experienced consultant and contractor will assist in minimising the inevitable temporary resident inconvenience and disruption whilst works are carried out.

The current estimate is for works to **start on site early July of this year**. This provides time for required approvals, drawings, lift manufacture and site planning to be completed.

Works on site are estimated to take six months once they start – approximately **three months for each lift**. Each lift will be renewed in turn to keep one lift in service at all times.

Before works start on your block, a further meeting will be arranged for residents to meet the contractor who will be carrying out the works.

For those residents who were unable to attend the meeting the following provides an update of discussions.

Yours sincerely,

Housing Management Team

RESIDENTS ARE THE REASON WE ARE HERE

26 LEATHERMARKET STREET, LONDON, SE1 3HN TEL: 020 7450 8000 FAX: 020 7525 6101
ENQUIRIES@LEATHERMARKETJMB.ORG.UK WWW.LEATHERMARKETJMB.ORG.UK @LEATHERMKTJMB

A COMPANY LIMITED BY GUARANTEE IN ENGLAND AND WALES. NO. 02987890

Symington House – Lift Renewal

Resident Consultation Meeting – Monday 7th February 2022 at 5.00pm

Attendees

Eight residents together with the Lift Consultants – de Graaff & Partners and the JMB Resident Services Manager and Property Services Manager.

1. CURRENT POSITION

- 1) **The works;** comprise the renewal of the lifts which have many very old and obsolete parts no longer available making the lift hard to maintain. Failure will keep lifts out of service for a very long time and be expensive to repair requiring parts to be purpose made.
- 2) **Current Position;** the expiry date for on-going Leaseholder Section 20 consultation observations receipt is 18th February 2022. Subject to all approvals it is estimated the contract will be awarded in March 2022.

RESIDENT COMMENTS; QUERIES & PROJECT TEAM RESPONSES

a) **Resident Query; Will the lifts be renewed one at a time?**

Response; Yes, one lift will remain in full service throughout the works.

b) **Resident Query; are all components to be renewed?**

Response; No. The JMB consultant has specified certain components to be retained where viable. The existing guides, counterweights and previously replaced lift car which are expensive items, will be retained further ensuring value for money. Only items requiring renewal will be renewed. Many components are approx. 50 years old and no longer available.

c) **Resident Query; some existing lift doors to upper levels are bowed resulting in doors sticking, will these be renewed?**

Response; Yes, this defect is affecting many lift landing doors and all lift landing doors and frames will be renewed.

d) Resident Query; How will the new lifts be different from the existing?

Response; In addition to being maintainable the new lifts will look different – cleaner and brighter internally, quieter and more rapid. They will also be suitably durable for the environment, disability compliant for users with mobility issues and more energy efficient than the existing lifts.

e) Resident Query; how long is the defects period for?

Response; The defects period is 12 months during which time defects are repaired by the contractor. Maintenance thereafter is done by the JMB maintenance contractor, (in this instance, the same contractor).

f) Resident Query; what is the expected life span of the new lift?

Response; The lifespan of the lift would be expected to be 15-20 years – subject to maintenance before need for major works. The key component manufacturers support their equipment for at least this period of time to enable this.

g) Resident Query; What happens in the event of persons being trapped in the lift.

Response; Entrapment is a rare occurrence however the lifts will have an auto-dial facility to raise the alarm. This will also automatically relay the block address if the person became incapacitated.

h) Resident Query; How disruptive will the works be to each landing.

Response; Each landing will have a hoarding around the lift door being worked on for the duration of the works to that lift. Most operations will take place behind this hoarding therefore the operatives will not be seen on a regular basis. The hoarding will be kept as small as possible and will not cause too much inconvenience.

i) Resident Query; Will one of the lifts be a fire-fighting lift.

Response; As an existing building it is not a requirement to make a lift a full fire-fighting lift. This is very difficult and very expensive to do including the need for a completely separate electrical power supply. One lift will however contain as much as can be realistically done in an existing installation to aid fire-fighting and to comply with the applicable legislation. This lift in the event of fire remains for fire – fighters use only and like the other lift, not resident use in event of fire incident.

j) **Resident Query**; how many spaces will be required for the storage compound area?

*Response; The space taken for the essential site compound will be kept as tight as possible. To accommodate the required storage and welfare facilities at least **four** car parking spaces will be required. Deliveries to site will only be made as required to further keep the compound area compact.*

k) **Resident Query**; how many operatives are likely to be on site at any one time?

Response; Given the confined space of a lift shaft there will generally be two operatives on site daily undertaking the lift installation with other supporting trades brought to site as needed to complete specific tasks

l) **Resident Query**; will the works be very noisy?

Response; The majority of the works will be carried out behind closed hoardings however there will inevitably be some very noisy periods. If there are particular and prolonged excessive noisy spells, residents will be notified beforehand.

m) **Resident Query**; what are the site working hours?

Response; Weekdays only – Monday to Friday 8.00am to 5.00pm with no noisy operations commencing before 9.00am.

n) **Resident query**; Is the previously resident suggested idea of a notice-board inside the lift being adopted.

Response; Yes, research is continuing to find a sufficiently durable noticeboard for fitting inside the lift car and if found will be added.

o) **Resident Query**; what type of mirror will be fitted in the lift?

Response; A polished stainless steel mirror will be fitted in the lift, not glass, to provide a durable and robust mirror that cannot be smashed. It can be scratched, which CCTV coverage will help to deter but will importantly avoid broken glass.

p) **Resident Query**; Anti-social behaviour issues in the lift was discussed at length. Will the lift car include a CCTV camera?

Response; Yes, the lift car will contain a high definition, 360 degree CCTV camera relaying images. **This is separate to any CCTV to other areas of the block which will form part of separate discussions including the use of TV monitoring screens in communal lobby areas.**

q) **Resident Query;** how can the JMB be sure the works are value for money?

Response; The works have been specified by an independent Lift specialist working on behalf of the JMB only renewing required item. Items that can be retained will be retained. The works were competitively tendered by competent contractors in the open-market on the same information. The tender resulted in very competitive tender returns being submitted. The contractor submitting the most competitive bid is the contractor who will be given the order. All leasehold estimates are based on this most competitive tender.

r) **Resident Query;** residents voiced that financial contribution should be made by the telecoms companies who use the lifts to travel to roof level to service the roof mounted telecommunications equipment.

Response; The lease and management arrangements of this equipment is undertaken by Southwark. The JMB are clarifying details of the lease together with other relevant information with Southwark and will provide further response thereafter.

s) **Resident Query;** residents raised queries about service charge payment plan options for non-resident homeowners.

Response; Enquiries are to be directed to the JMB Resident Services Officer in the first instance on an individual basis as should other individual payment issues and arrangements.

NEXT MEETING

A further meeting will be arranged to meet the contractor before works commence in due course.