A decision is taken to explore the need for major works based on stock condition information.

Initial survey
A letter is sent to residents and a survey is carried out.

Are works required?

The Tenant and Residents Associations (TRAs) and Ward Councillors are contacted and given details of the works.

Informal consultation
A block walkabout and local consultation are carried out on the works (surveys and letters are loaded onto the THH website).

Contractor's estimate
THH obtains an estimate from the contractor (see note 3).

Notice of Intention (Section 20)
A Notice of Intention is sent to leaseholders and TRA (if there is one) giving them 30 days to comment. The Notice will include an estimate of the total cost of the proposed work. (For programme reasons it may not always be possible to send the Notice of Intention before the 1st April estimates).

Response to Comments
THH responds to leaseholders who commented on the Notice of Intention within 21 days of receipt of comments.

Service Charge Estimates
A service charge estimate (including the estimated costs to be incurred in the financial year for major works) is sent to leaseholders on 1st April for payment (see Note 5). Leaseholders should select one of the major works repayment options.

The contractor is instructed to proceed with the works.

Residents are invited to meet the contractor and are provided with contact details such as the Resident Liaison Officer.

Contractor arrives on site
The Contractor ‘takes possession’ of the site.

Construction Phase
The contractor carries out the major works and may carry out further surveys (see note 4). Details about the works are loaded onto the THH website, e.g. letters, handbook, newsletters.

‘Practical completion’ of the works
TRAs and residents are invited to give final comments about the works.

Actual costs
In September, the annual service charge actuals are sent to leaseholders for the cost of works completed in the previous financial year (works may take 1-3 years, in which case leaseholders would pay the actual costs over 1-3 years).

End of defects liability period
One year after the ‘practical completion’ of the works, a final walkabout is arranged with residents to identify any outstanding issues (any surveys from the construction phase and guarantees are made available on the website at this stage).

Notes:
1. This flowchart is a basic outline of the procedure for guidance only. The process and the order of the tasks may vary depending on the type of works being carried out.

2. A Qualifying Long Term Agreement (QLTA) or framework agreement is an agreement entered into by the landlord with a contractor for a period of more than 12 months. Tower Hamlets Homes uses a QLTA for most major works apart from specialist works.

3. The contractor’s estimate will be based on the extent of the work and their agreed rates. It will also include sums for unforeseen works.

4. During the construction phase, the contractor may have to carry out further detailed surveys such as asbestos, structural and concrete repair surveys, which may change some of the work.

5. In the event that leaseholders have not received a Notice of Intention for a scheme before 1st April, they may receive it during the financial year.

6. The process may change where emergency works are required.