



City of Westminster

# Welcome...

**Up Next: 10:00am – 10:30am – Introduction**

10:30am – 11:00am – Fire Safety Implications

11:00am – 11:30am – Asset Strategy

11:30am – 12:00pm – Alterations

12:00pm – 12:30pm – Residents Voice

12:30pm – 12:45pm – BREAK

12:45pm – 13:15pm – Leasehold Advisory Service

13:15pm – 13:40pm – Q&A Panel



City of Westminster

# Deputy Cabinet Member for Housing Councillor Richard Elcho

# Head of Leasehold & Income

# Paul Halpin



# General Information

Submit your questions for us to answer at the end of every session or during our Q&A Session :

You can submit questions using the chat function on TEAMS.





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**Fire Safety Implications**

**Matthew Curran**

**Head of Health & Safety**

# Introduction



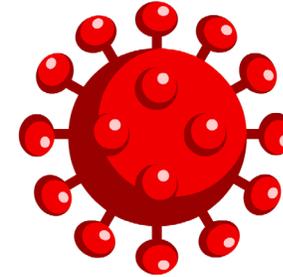
# What We Do



Asbestos Compliance



General Building Health & Safety



Covid-19 Management



Fire Safety Management



Water Hygiene Management



Electrical Safety Management



Gas Safety Management

## Westminster's Responsibilities



The H&S department is responsible for general health and safety of residential blocks that are not included within the main statutory compliance areas.

The asbestos team within the H&S department ensure statutory asbestos surveys are carried out to communal areas of our residential buildings and any positively identified asbestos items are managed appropriately and do not become in a state of disrepair



Westminster's fire safety team regularly carry out fire risk assessments on a rolling, risk based programme for all residential blocks. Our fire safety team are responsible for actioning the resulting actions from the fire risk assessments as well as meeting the requirements set out in the RRO 2005 and the recently passed Fire Safety Act 2021. One element of the team assesses the buildings and writes FRAs, the other side of the team ensures the recommendations of the FRA are fulfilled within a reasonable timeframe.

## Westminster's Responsibilities

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The water hygiene team manage water tanks and water supplies between the street and your property, we also have a leak detection team working within our blocks and on the estate grounds/

The gas safety team are responsible for managing communal gas supplies to the housing portfolio; including domestic gas appliances within residents properties.



The electrical safety team look after the electrical supply between the street and your property. They also look after the lighting in the communal parts and your intercom if you have one.

## Leaseholder's Responsibilities



Report accidents and incidents to your housing officer. Any alterations to your property such as refurbishments and layout changes must be applied for via the leasehold team.



You should receive an asbestos when purchasing the property which may identify asbestos items within your property. It is important asbestos items are not disturbed in your home.



Leaseholders, like tenants, have a duty to ensure the risk of fire is minimised within their flats. Duties are changing with particular emphasis on flat entry doors, frames and the access available to landlords currently.

## Leaseholder's Responsibilities



The water installation within the flat is your responsibility, as it would be in any other type of home you own.

The gas supply and appliances within your flat are your responsibility, as it would be in any other type of home you own.



The electrical installation within the flat is your responsibility, as it would be in any other type of home you own.

**Please be aware that if you sub-let out your flat, you have a legal obligations to maintain the property and ensure that equipment is serviceable and safe.**

## Working Together

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Its' really important that leaseholders and the council remain in contact!

If you have a safety concern please contact The Leasehold Services team and they will quickly pass it on to us.

We urge you to do this in good time, don't wait until it becomes potentially critical!

# Questions ?





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# **The Asset and Capital Programming**

## **Gavin Ridgewell**

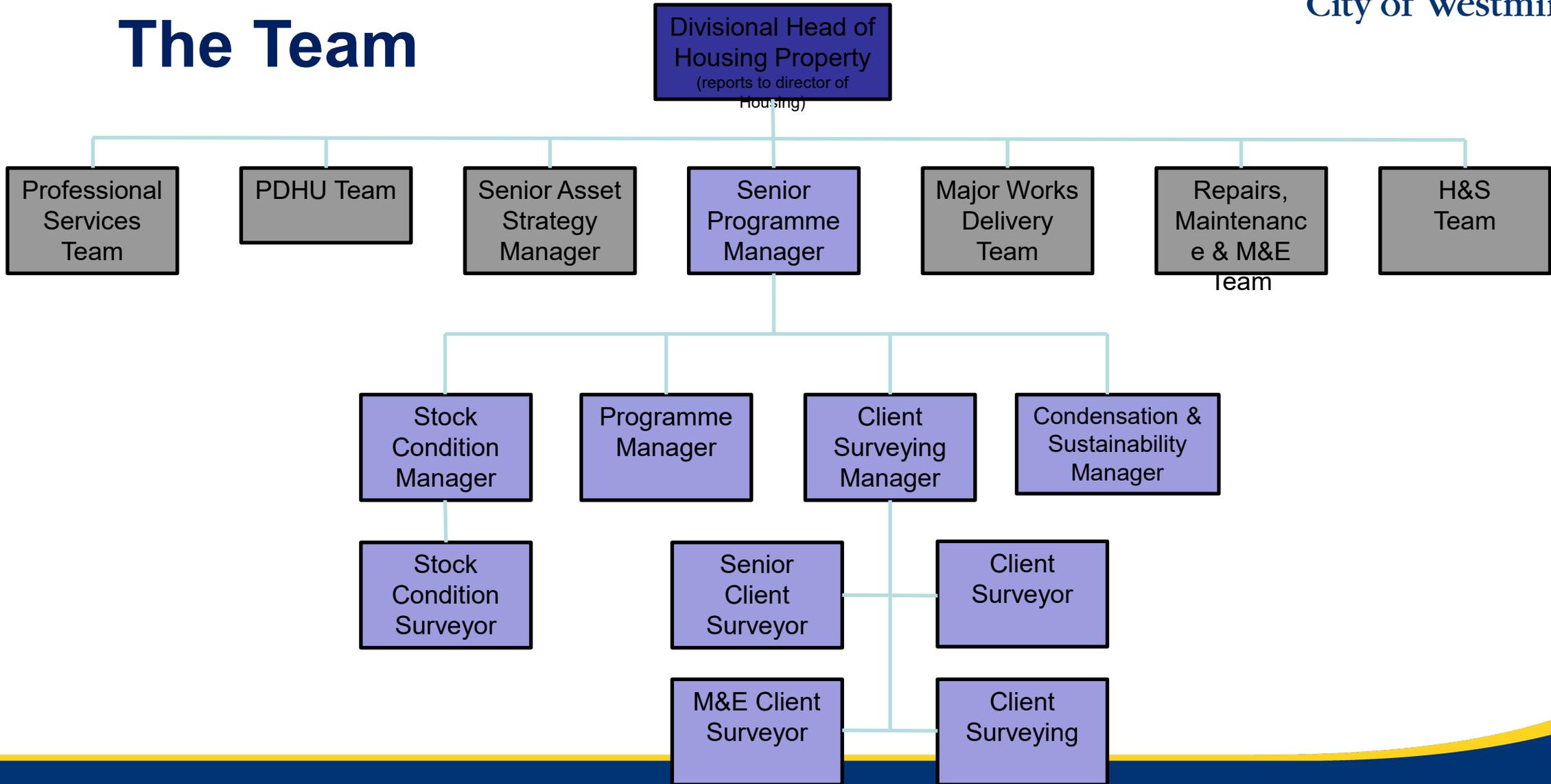
### **Senior Programme Manager**



# Contents

- 1. The Team**
- 2. What the team represent**
- 3. What we do**
- 4. Stock condition database**
- 5. Capital works programming and reviewing criteria**
- 6. Challenges & Priorities**
- 7. Questions**

# The Team



## What the team represent

Custodians of  
the stock

Inheritors of new  
developments

Planning capital works  
over £50k

# What we do ?

## PLAN

HRA Business Plan / 5 & 30  
year Business Plan

## PRIORITISE

Identify key issues  
Fire/H&S/Repairs/Political

## ENGAGE

Client Briefing for term  
partnering contracts &  
Stakeholder Engagement

## MONITOR

Monitor the projects to  
handover via the internal  
governance processes

# Stock condition database

- Holds key asset data fed by the following;
  - Internal and external stock condition surveys which are completed on a 3/5 yearly cycle, this allows us to produce a high level 30 year plan and more detailed 5 year programme which is based on component replacements
  - Working with the commercial team and local repairs teams to review the programme
  - Engaging with stakeholders across the business e.g. frontline housing services, ASB, resident forums, complaints, number of repairs raised.
  - Understanding of development & regeneration programmes
  - Compliance information e.g. FRA's, asbestos, Gas and Legionella
  - Disrepair cases, referrals and condensation impacts
  - Data for 22,000 units
  - Information for completed major works projects e.g. H&S Files

## Stock condition database cont...

### Key replacement cycles are listed below

- Roof 30 years
- Lifts 25 years
- Flooring 20 years
- Doors 30 years
- Windows 40 years
- Internal Decs 12 years
- External Decs 12 years
- Electrical Rewire 40 years
- Kitchen 30 years
- Bathroom 30 years
- Domestic Boilers 15 years
- Lateral & Rising Mains 20 years

# Capital Works Programming and reviewing

**Prioritisation is graded against the below areas and a weighting applied depending on the councils prioritisation.**

- H&S/FRA's 20%
- Project Stage 15%
- Stakeholder aspiration 20%
- Repairs History 20%
- Historical project status 10%
- Carbon reduction potential 15%

# Challenges & Priorities

## BUDGET

Limited financial resource,  
cost increases

## REFERRALS

Unexpected component  
failures

## POLITICAL

Fire safety, BREXIT,  
elections, carbon reduction

## DELAYS

Project delays having  
knock-on effect to other  
works

## ENGAGEMENT

Stakeholder engagement,  
complaints

## PRIORITIES

Changing business  
priorities, Fire safety, health  
and safety, carbon reduction



# Questions ?



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**Alterations**

**Teddy Moss**

**Leasehold Advisor**

# What we will be discussing

- **What constitutes an alteration**
- **Why you need to make an application**
- **The application process**
- **Conditional approval**
- **Sign off and completion**
- **Alterations statistics**
- **FAQ's**



# What constitutes an Alteration?

- A change in the appearance, character or structure of your property.
- Alterations that require our formal permission (examples)
  - Structural changes – the removal or addition of walls/doors
  - Works affecting gas drainage and water
  - Boiler/central heating
  - Flooring
  - Electrical, re-wiring and consumer unit replacements
  - Bathroom & kitchen refurbishment
- Alterations that do not require formal permission:
  - Like for like replacements of non electrical/plumbed/structural parts, e.g. Kitchen cabinetry.
- Alterations unlikely to receive approval:
  - Sky lights on flat roofs and window replacements
  - Relocation of a kitchen or bathroom over a neighbours bedroom



# Why you need to make an application

- It is a requirement under the terms of your lease that as a leaseholder, you need to seek freeholder approval to carry out alterations to your property.
- To ensure that the work and your property meet with industry regulations such as electrical, gas, fire safety and ensuring no asbestos is present or untreated. This protects the safety of yourself, neighbours, workmen and Westminster staff.
- To safeguard against the possibility of having to reinstate the property to original condition if the alterations do not comply with the Council's standards.
- If you do not make an application it may cause difficulties if you decide to sell. New buyers will request proof that the council has consented to all works, this can delay a transaction and prove to be costly.
- A retrospective application will need to be made at a later date which causes further complications and may result in intrusive checks.



# The application process

- **How can you apply?**
  - Via online application, email or by post.
- **How much does the application cost?**
  - Major Works £400 + £150 asbestos fee
  - Minor Works £100 + £150 asbestos fee
- **Asbestos requirements**
  - £150 fee for a Survey to protect the safety of residents and staff
  - Possible additional costs if Asbestos is located and requires removal/treating
- **What do you need to include in your application?**
  - Description of works
  - Existing and proposed plans drawn to scale
  - Contractor details and suitable public liability insurance.

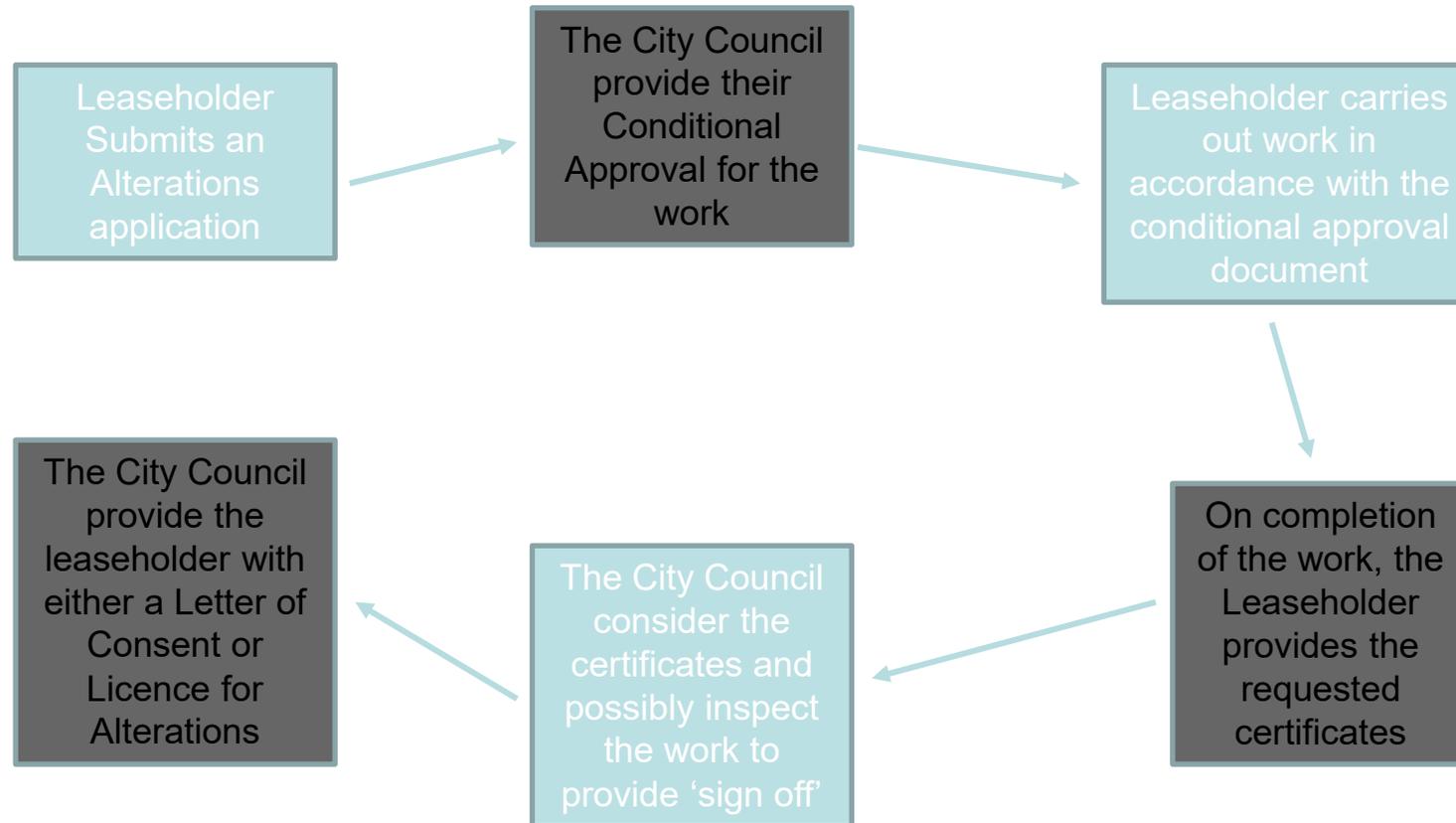
# Conditional approval

- **What happens once all relevant documents have been submitted?**
  - Your application is logged on your property account by a Leasehold Advisor who has been assigned your case.
  - Information is passed to the Surveyor for their comments/conditions
  - Asbestos survey is carried out
- **What is the time frame to receive approval?**
  - We aim to provide approval within 28 days; however this is dependent on the type of proposed work and any additional information we may request.
- **What is included on a conditional approval letter?**
  - General and technical conditions
  - Any additional information required from the Leaseholder
  - Confirmation whether the work requires a Letter of consent/License
  - Request for other consents e.g building control, planning, listed, conservation
  - List of documents required on post completion
  - Acceptance of conditions form for you to return



# Sign off and Completion

- What happens once you have completed the work?
  - The Leaseholder will need to provide all documents and certificates requested within the Council's Conditional Approval within 14 days of completing the work. This may include electrical certificates, gas safe certificates, sound test reports as well as approval from other departments such as Building Regulations.
  - The Leasehold Surveyor will consider the certificates and will possibly inspect the work if required.
  - Once the sign off is approved, the City Council will provide the Leaseholder with either a Letter of Consent or a Licence for Alterations to formalise the completion of the work.
  - A Letter of Consent is a one page document confirming our approval of the works.
  - A License of alterations may be required for larger scale works, if layout changes are made our Legal team will be consulted and a deed of variation will be needed if any changes to the lease are made.



# How well have we performed

Alterations applications	Approvals sent out	Completed projects
140	155	117

- Since April 2020, despite the various covid-19 restrictions and lockdowns in this period, the Leasehold Operations team received 140 new applications from leaseholders to carry out alterations to their property. In this same period, the team have sent out 155 approvals, permitting leaseholders to carry out their proposed work and have signed off 117 completed projects.

# FAQs

1. **What is Landlord's Consent and why does it differ to other consents such as Planning, Listed and Building Regulations?**
2. **We have two fees, £400 and £100. What fee do we charge for different types of work?**
3. **What is the difference between a Letter of Consent and a Licence for Alterations? For what type of work do we issue each?**
4. **What is a Deed of Variation, and when do is one required with regard to altering a property?**
5. **How do we respond to Unauthorised alterations?**
6. **Once the works begin how long do I have to complete?**
7. **What is the difference between building control and planning control?**





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**Up Next: 12:00pm – 12:30pm – Residents Voice**

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**Residents Voice**

**Dr S R Lipworth**

**Chair of Wharncliffe Residents Association**



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**Leasehold Advisory Service**

**Anthony Essien**

**Chief Executive Leasehold Advisory Service**

# Introduction to the Leasehold Advisory Service (LEASE)

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Presentation to

Westminster City Council Virtual Leaseholders Conference

by Anthony Essien, Chief Executive

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# Agenda

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- Brief history
  - Mission
  - Services
  - Top 10 enquiries from leaseholders in Westminster - 2020/21 vs 2019/20
  - Leasehold and Commonhold reform
  - Building Safety
  - Q&A
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# Brief history

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- Launched in 1994 as the 'Leasehold Enfranchisement Advisory Service'.
  - Name change in 1996 to Leasehold Advisory Service (LEASE) as remit broadened to provide wider leasehold assistance.
  - Became a public body (ENDPB) in 2005 and serving England and Wales.
  - Service remit extended to Park Homes in 2013, and fire safety in 2017.
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# Mission

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“To empower leaseholders and park home owners by providing initial advice and information which helps them understand their rights and responsibilities and enables them to engage more confidently with third parties like freeholders, managing agents and site owners.”

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Search: e.g. section 20

Lease extension calculator



- ADVICE
- FIRE SAFETY
- TRIBUNAL DECISIONS
- WALES
- PARK HOMES
- CONTACT
- LEARN
- NEWS
- ABOUT US

- f
- twitter
- in
- print

Feedback

# Government funded, independent advice for residential leaseholders and park home residents

Click an option to start finding the advice you need

- I own a flat →
- I own a leasehold house →
- I am buying a flat →
- I have a question about Park Homes →





Search: e.g. pitch fees

Contact us



- ADVICE
- LEGISLATION
- FORMS
- TRIBUNAL DECISIONS
- ABOUT US
- LINKS

Feedback

# Government funded, independent advice for park home residents and residential leaseholders

Click an option to start finding the advice you need

- I own a park home →
- I am buying a park home →
- I am selling a park home →
- I am inheriting or gifting a park home →

- Twitter
- LinkedIn
- Print



Please note that telephone calls are recorded for training purposes. If you have difficulty booking an appointment, you can telephone us on **020 7832 2500** to book an appointment over the phone.

**Select date**

21 September, Tuesday	<input type="checkbox"/>
22 September, Wednesday	<input type="checkbox"/>
23 September, Thursday	<input type="checkbox"/>
24 September, Friday	<input type="checkbox"/>
25 September, Saturday	<input type="checkbox"/>
« Prev <span style="background-color: #003366; color: white; padding: 2px 5px;">1</span> 2 Next »	

Feedback

**Select time**



LEASE is governed by a board, appointed as individuals by the Secretary of State for the Ministry of Housing, Communities & Local Government.

# Contact Us



Page 1 of 3

Required information is marked with an asterisk (\*). [Click here to book a telephone appointment instead](#)

Feedback

Title:

Name: \*

Email: \*

Status: \*

Who is the landlord of the building? \*

Name of landlord of the building

Information unavailable/Non-applicable

Name of Managing agent

Information unavailable/Non-applicable

Property type: \*

Is there a Right to Manage company? \*

Is there a Residents' Association? \*



Is there a Residents' Association? \*

Details of Your Enquiry: \*

The advice we provide is outline, summary, legal advice. In this form you need to keep the details to around 500 words (3000 characters). **You have 3000 characters remaining.** If you run out of space then we recommend you separate your issues into two or more enquiries, and submit this form again with the details for each enquiry.

We treat your details with the utmost care and your data is kept securely. See our [privacy policy](#) for details about information we hold, how we use it and how you can access it.

Feedback

f  
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# LEASE Learn

☰
[Home](#)
[LEASE Website](#)
[English \(en\) ▾](#)
[Log in](#)

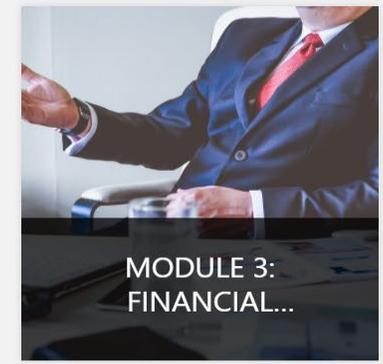
## Available courses



MODULE 1:  
INTRODUCTION TO..



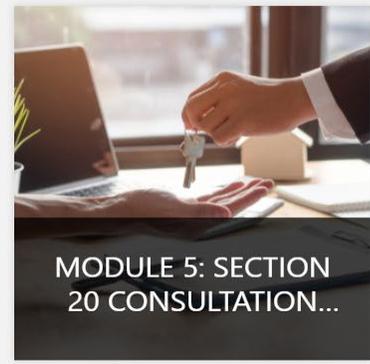
MODULE 2: BEING A  
DIRECTOR



MODULE 3:  
FINANCIAL...



MODULE 4:  
PROFESSIONAL...



MODULE 5: SECTION  
20 CONSULTATION...

♡
↪
Sep 8, 2021


**Leasehold Advisory Service**  
 @LEASEonline

Own a leasehold property in Wales?

If you have a question or query about your property you can get advice on our website: [ow.ly/mXVd50E3tx0](https://ow.ly/mXVd50E3tx0)

If you would prefer to speak to an adviser you can book a telephone appointment or submit an enquiry here: [ow.ly/8Gi150E3tx2](https://ow.ly/8Gi150E3tx2)

[Embed](#)
[View on Twitter](#)

## Top 10 enquiry subjects from leaseholders in Westminster - 2020/21 vs 2019/20

### 2020/21

- 571 enquiries
- Top 10 subjects
  1. Service charges
  2. Disrepair
  3. Management issues
  4. Lease extension
  5. Major works consultation
  6. Interpreting lease
  7. Lease breaches
  8. Right to Manage
  9. Buying the freehold
  10. Building Safety

### 2019/20

- 665 enquiries
- Top 10 subjects
  1. Service charges
  2. Disrepair
  3. Lease extension
  4. Interpreting lease
  5. Lease breaches
  6. Major works consultation
  7. Management issues
  8. Right to Manage
  9. Appointment of a Mgr.
  10. Buying the freehold

# Leasehold and Commonhold reform

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- The Leasehold Reform (Ground Rent) Bill
    - Future ground rents to be zero
  - Future legislation
    - Make it easier and cheaper for leaseholders to buy their homes
  - Commonhold Council
    - Prepare homeowners and the market for the widespread take-up of commonhold
-

# Building Safety

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- Fire Safety Act
    - ‘Responsible Persons’ for multi-occupied residential buildings, will be under a duty to risk assess the structure and external walls of buildings and entrance doors and take general fire precautions to ensure those areas are safe.
  - Key aspects of Building Safety Bill
    - Establishes Building Safety Regulator
    - Introduces ‘Building Safety Charges’ for leaseholders
    - Gives residents in higher risk buildings more routes to raise concerns about safety, and mechanisms to ensure their concerns will be heard and taken seriously.
    - Provides a legal requirement for building owners to explore alternative ways to meet remediation costs before passing these onto leaseholders, along with evidence that this has been done.
    - Doubling the amount of time, from 6 to 15 years, that residents can seek compensation for substandard construction work. This will apply retrospectively.
    - Legislating to change culture across the industry to enable the design and construction of high-quality, safe homes in the years to come.
    - Establishes New Homes Ombudsman
-

# Questions?

The Leasehold Advisory Service

020 7832 2500

[info@lease-advice.org](mailto:info@lease-advice.org)

[www.lease-advice.org](http://www.lease-advice.org)

2 Marsham Street, London SW1P 4DP

***Currently working remotely***

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**Up Next: 13:15pm – 13:40pm – Q&A Panel**



# Q&A TIME

Submit your questions for us to answer

You can submit questions using the chat function on TEAMS.



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**Thank You For Attending !**