

DOOR ENTRY & CCTV

1. Why does the door entry system need to be changed? Why does it cost so much more than in a 'normal' home?

Over time door entry equipment becomes obsolete and difficult for us to maintain as it becomes more costly to get replacement parts for systems which are not made any more. When this happens we upgrade the system, as it saves both us, and residents, money in the long term. We will also replace the main entrance doors, if needed or if we can we will refurbish the existing door.

When we install new doors they will meet current requirements for access (for example they may be wider to accommodate wheelchairs) and security. We install "bespoke" doors which are built specially for each individual entrance and exit. Door locks are magnetic with the hinge "Head to Toe" (from top to bottom) of the door. The locks are very strong and so improve security, having a holding strength of 600lbs per lock (of which there are two).

The cost covers the replacement/refurbishment of the doors, installation of suitable locks (and provision of keys/tokens) to ensure residents' security, and the installation costs of any door entry systems (such as video phones etc).

2. Why does it cost so much for new videophones/entry phones and call panels?

Before we do any work with videophones and/or entry phones we will survey the hand set in your home to see whether it is compatible with the new system. If it is we will adjust any costs.

Due to advances in technology older access control systems are becoming obsolete or costly to maintain and need to be replaced. In most cases it makes more sense to upgrade the system than spend a lot more money maintaining an old system.

3. When will the work start and how long will it last?

Work will start on site between April 2017 and March 2018. We will provide a more comprehensive programme nearer this time, and residents will be regularly updated. We will keep you informed by delivering letters and newsletters and, where possible, displaying notices around the estate and/or blocks. Details of the Capital Programme are also placed on the Lambeth website.

4. Will there be much disruption?

We will work with our contractors to minimise any disruption. Parts of the door entry system may not work for periods of time during the work but we will always let you know in advance when this will happen by putting notices through your doors and around the estate and/or blocks.

If we need to come into your homes to do any work the contractor's Resident Liaison Officer will work with you to try and find a convenient time to do this work.

5. Have you conducted any independent surveys?

Independent surveys have been conducted by external consultants who have provided feasibility studies for the proposed works.

6. Why hasn't this work been tendered and why can't I appoint my own contractor?

Works will be awarded through the Long Term Qualifying Agreement Contract Lambeth awarded in 2011 and process will be referenced against the recent external procurement exercise undertaken in 2015.

8. Why do tenders include payments to the contractor for overheads and profit?

Overheads and profit will be included in any tender the contractor completes. Contractors tender against a schedule of rates, which is composed of costs plus an agreed overhead and profit.

9. Why do tenders include payments for professional fees?

Professional fees are payments to specialist Technical Consultants who carry out the design and contract administration of the work. They also act as CDM-C (Construction, Design and Management Co-ordinator) which is a health and safety function we are legally required to provide by the Health and Safety Executive (HSE).

10. Why do we need to have site storage and welfare facilities?

We will always try to keep costs down. We have to have storage for equipment and material needed by our contractors. Legally we also have to provide welfare facilities and toilets on each site. When we are undertaking a co-ordinated programme of works we will save money by avoiding any duplication of these facilities.

11. Why do I have to pay against an estimated figure?

We are legally required to send invoices based on an estimated cost. Residents can pay against this estimate which will be reconciled at the 'Final Account'. Final Account is the actual cost provided after the 12 month defects liability period (DLP) ends.

12. What do I do if I can't afford the work?

Home Ownership Services (HOS) offer various payment options to suit the individual needs of our customers. For further details please contact HOS via our call centre number 0207 926 6000 or email the team S20majorworks@lambethliving.org.uk