

## Major Works: Project Timeline and Communication Summary

|  |  |   |
|--|--|---|
| <p>Up to 5 years before work starts onsite</p> <p>Updated annually</p> | <p><b>Publish 5 year major works programme:</b> Agreed by Westminster City Council</p>   |   |
| <p>18-12 months before work starts onsite</p>                          | <p><b>Communication activity</b></p> <ul style="list-style-type: none"> <li>- 2 updates - CityVoice Newsletter (all residents)</li> <li>- 2 updates – Leaseholder newsletter (leaseholder specific)</li> </ul>       | <p><b>Published documents</b></p> <ul style="list-style-type: none"> <li>- 5 year major works programme</li> </ul>  |
| <p>10–8 months before work starts onsite</p>                           | <p><b>Initial planning:</b> Developing Client Brief for specific projects</p>  |   |
| <p>While work onsite</p>   | <p><b>Communication activity</b></p> <ul style="list-style-type: none"> <li>- 2 letters (all residents)</li> <li>- 2 leaseholder specific letters, including leaseholder billing FAQ</li> <li>- 1 meeting</li> </ul> | <p><b>Published documents</b></p> <ul style="list-style-type: none"> <li>- Client Brief</li> </ul>  |
| <p>12 months after work completed onsite</p>                           | <p><b>Project design / approval:</b> Project Execution Plan, Service Provider Proposal, statutory leaseholder consultation, Commencement Order</p>   |   |
| <p>10–8 months before work starts onsite</p>                           | <p><b>Communication activity</b></p> <ul style="list-style-type: none"> <li>- 5 letters (all residents)</li> <li>- 1 leaseholder specific letter, s20 Notice of Estimate</li> <li>- 3 meetings</li> </ul>            | <p><b>Published documents</b></p> <ul style="list-style-type: none"> <li>- Project Execution Plan</li> <li>- Service Provider Proposal</li> <li>- Summary of section 20 leaseholder observations</li> </ul> |
| <p>While work onsite</p>   | <p><b>Onsite:</b> Communication while project onsite</p>   |   |
| <p>12 months after work completed onsite</p>                           | <p><b>Communication activity</b></p> <ul style="list-style-type: none"> <li>- Standards set out in Term Contract</li> <li>- Specific communication plan to be agreed with residents</li> </ul>                       | <p><b>Published documents</b></p> <ul style="list-style-type: none"> <li>- Communications plan, agreed with residents</li> <li>- Customer Charter</li> </ul>  |
| <p>12 months after work completed onsite</p>                           | <p><b>Completion:</b> Defects process</p>  |   |
| <p>12 months after work completed onsite</p>                           | <p><b>Communication activity</b></p> <ul style="list-style-type: none"> <li>- 3 letters (all residents)</li> <li>- 1 meeting</li> </ul>  | <p><b>Published documents</b></p> <ul style="list-style-type: none"> <li>- End of project and aftercare pack</li> </ul>   |