

Committees: Corporate Projects Board - for information Housing Management and Almshouses Sub - <i>for decision</i> Project and Procurement Sub - <i>for information</i>	8 October 2025 26 November 2025 28 January 2026
Subject: Petticoat Tower Balcony Screens Unique Project Identifier: 11534	Gateway 6: Outcome Report Light
Report of: Director of Community & Children's Services Report Author: Neil Clutterbuck	For Information
PUBLIC	

Summary

1. Status update	<p>Project Description: Replacement of Balcony Doors & Screen with double glazed equivalent. Assessment of fire stopping on rainwater downpipes. Assessment / possible replacement on non-compliant infill windows on balconies.</p> <p>RAG Status: Green. (Green at last report to Committee)</p> <p>Risk Status: Low (Low at last report to committee)</p> <p>Costed Risk Provision Utilised: N/A</p> <p>Final Outturn Cost: £346,049.25</p>
2. Next steps and requested decisions	<p>Requested Decisions:</p> <ol style="list-style-type: none"> 1. To note the content of this report, 2. To note the lessons learnt, 3. To authorise closure of this project.
3. Key conclusions	<p>The new balcony window and door system were successfully installed as per the project specification.</p> <p>The project achieved a satisfaction survey score of 95.8%.</p> <p>Additional budget beyond that approved at Gateway 5 was required for removing and subsequent reinstatement of residents' fixtures and fittings was not included in original tender.</p>

	<p>As a result of the COVID pandemic, further funds were required and approved to maintain the scaffold system required during the pause on the project.</p> <p>Delivery of the project was delayed by an estimated six months due to the restrictions in working within residents' properties during the public health crisis.</p>
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Main Report

Design & Delivery Review

4. Design into delivery	The Design of the project ensured successful delivery with no significant issues. One minor element to note, an allowance for removing and subsequent reinstatement of residents' fixtures and fittings was not included in original tender. As a result, an issues report was submitted and approved granting an extra £35,900. Ideally this should have been included in original scope of works.
5. Options appraisal	Overall, the chosen option had a successful outcome and all deliverables were achieved.
6. Procurement route	An open tender was utilised and the appointed contractor carried out all the works to a very high standard, working collaboratively with the project delivery team to achieve a successful outcome.
7. Skills base	The design and delivery of the project was achieved without the need to appoint any external specialists.
8. Stakeholders	Residents and other key stakeholders were engaged with extensively throughout the design, development and delivery stages. The contractor appointed RLO was instrumental in ensuring that residents were kept informed and engaged throughout the delivery stages. A satisfaction survey result of 95.8% was achieved.

Variation Review

9. Assessment of project against key milestones	The project was delayed by approximately six months due to the COVID pandemic. A small additional cost to the project of £2,721.08 was incurred to maintain the scaffold system during the necessary pause on the project. This was approved by Issues Report.
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10. Assessment of project against Scope	There were no significant changes to the scope, except the minor adjustment mentioned above concerning the requirement to remove and reinstate residents' fixtures and fittings. An issues report was submitted and approved granting an extra £35,900 to cover this change.
11. Risks and issues	Risks were fully mitigated and there were no unidentified risks or major issues. No CRP was utilised.
12. Transition to BAU	The deliverables were executed as planned and the out turn was that residents were satisfied with the works, and how the installations were carried out. Following the conclusion of the defect's liability period the ongoing maintenance of these units has been successfully transferred to the general R&M contractor.

Value Review

13. Budget	<table><tr><td>Estimated Outturn Cost (G2)</td><td>Estimated cost (including risk): £787,500 Estimated cost (excluding risk): £787,500</td></tr></table>		Estimated Outturn Cost (G2)	Estimated cost (including risk): £787,500 Estimated cost (excluding risk): £787,500													
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Final accounts have been subject to an independent verification check, undertaken by a suitably experienced officer within the relevant implementing department.																	
14. Investment	N/A																
15. Assessment of project against SMART objectives	<ol style="list-style-type: none">1. Balcony windows and doors have all been replaced with modern Rehau window system.2. The works were completed with a high resident satisfaction score (95.8%).3. The new window system has greatly improved the thermal and acoustic conditions for residents.																

16. Key benefits realised	Windows and doors were replaced with high performance units as planned.
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Lessons Learned and Recommendations

17. Positive reflections	Works were completed to a high standard, the contractor performed well under extremely challenging circumstances due to the COVID pandemic, and the necessity of additional PPE. The works were positively received by residents, resulting in a satisfaction score of 95.8%.
18. Improvement reflections	The original project scope missed the requirement for residents' fixtures and fittings to be removed and then reinstated following the new system installation. This should be an active consideration when developing future projects.
19. Sharing best practice	1. Dissemination of key information through team and project staff briefings. 2. Lessons learned have been logged and recorded on departmental SharePoint.
20. AOB	N/A

Appendices

Appendix 1	Project Coversheet
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Contact

Report Author	Neil Clutterbuck
Email Address	Neil.clutterbuck1@cityoflondon.gov.uk
Telephone Number	07712 234438