

## Engagement Process for Capital Works Projects

### Introduction

Camden Council wishes to engage with residents and take account of their views about any project that affects them. The Council has a rolling programme of works updated monthly which can be seen at (address, telephone or URL), and would welcome any feedback (address, telephone or email) on individual projects.

Most projects come from the Council's rolling stock condition survey which can be seen at (address, telephone or URL), but some arise from residents reporting necessary repairs, or by investigating resident observations.

Once we have agreed with residents the project's scope, we would then consider how best to achieve value for money through a large or small company and identify appropriate contractors accordingly. Leaseholder Services will then consult with leaseholders on their share of the costs, and the Council would then appoint the contractor who put in the lowest bid. The quality of the work will be ensured through onsite inspection during the work. Any contract will include consultation with residents to identify feedback for further action at each stage of the work.

### Before work starts

#### (a) Once the Project Manager has been appointed

1. Initial engagement, giving all residents a written overview explaining the works clearly.

- Invitation to a public meeting (usually Zoom).
- Invitation to make comments or put questions, preferably in writing; an online form will be available.
- Project Manager contact details will be given for residents to contact direct and offline.

2. Initial Engagement Meeting – Usually 1-2 hours.

- Slides/presentation from Project Manager/surveyor/architect depending on the project (aim for this to be no more than half the session).
- Questions and answers, comments, and suggestions from residents.
- Depending on what exactly residents say, an onsite meeting may be appropriate to deal with points raised and explain in detail the scope of the proposed work.

3. Project Manager reviews and finalises the scope of the project– Depending on extent of the changes & project specifics, option to hold another public meeting and repeat previous steps.

#### (b) Once the contractor has been appointed

4. Meet the contractor session – All residents invited, usually held via Zoom but can be on site, depending on the project. For especially large or complex projects we would offer both.

- Introductions to contractor and Resident Liaison Officer, who is the residents' first point of contact for a large project, being based on site and always available to carry out and

support with all sorts of face-to-face engagement. If a resident sees a problem but is not sure how they will be received they should get in touch directly (address, telephone or email), or complain the same way if they feel a point they raised has not been addressed. A first point of contact (address, telephone or email) will be given to residents in case something urgent arises out of office hours or if there is no Resident Liaison Officer.

- Project Manager & contractor go into more detail with programme of works, location of materials storage & welfare facilities, etc (aim for this to be no more than half the session).
- Questions and answers, comments, and suggestions from residents.

5. Project Manager makes any further required changes to the programme, and informs the residents of the changes made. At this point, works will start on site.

#### Quality of the work

6. Quality inspection – A clerk of works appointed by the Council checks that works have been completed to standard, whether by an iterative review or checking as different elements are completed.

- Any snagging is attended to.
- Where safe & practical, residents may join Project Manager reviewing the works on site.

7. Continuing engagement in conjunction with contractor. This is often the part of the engagement process which varies most between projects, depending on the project & the impact of the works on residents. It could include:

- Regular newsletters (from Camden, or from contractor & reviewed by Camden);
- Drop-in sessions with contractor and/or Project Manager;
- Regular catch-ups with contractors, project team and Tenants and Residents Associations.

At this point, works start to finish up on site.

8. Defect liability period. For a period after project completion (often 12 months), the contractor will return at no further charge to rectify any faults arising from their work.

- During this period we contact all residents asking them to report any issues which may have surfaced, and the contractor returns to rectify as needed.

9. Resident satisfaction survey, an independent survey during the defect liability period asking questions about project communications, contractor performance, and the quality of work.

- The Project Manager reviews feedback and takes any action needed, including following up with contractors as necessary.

#### Conclusion

The Council engagement processes are intended to foster a “get it right first time culture”, so that snagging and after the event rectifications are minimised. The Council values all resident input.