



CODE OF CONDUCT COMPLIANCE

Please see below advise relating to the Code of Conduct issued by Homes England in their capacity of funding partner for the Cladding Safety Scheme.

Regular Leaseholder Communication

As part of the Code of Conduct, it is imperative that leaseholders are advised of progress on a regular basis. To achieve this, weekly updates are sent to the leaseholders and residents of the building.

Our weekly updates will include the following information.

1. Project name and URN
2. Link to DHLUC residents' portal
[GOV.UK - BSF Leaseholder and Resident Service \(communities.gov.uk\)](https://gov.uk-bsf-leaseholder-and-resident-service-communities.gov.uk)
3. Building code to access the residents' portal
4. Itemise actions that have been closed out since the previous week
5. Explain what actions have yet to be completed and why
6. New actions that have emerged in the past week
7. LEASE contact details
[Home - The Leasehold Advisory Service \(lease-advice.org\)](https://lease-advice.org)

Complaints procedure.

The Code of Conduct requires for complaints procedure to be available for all projects. Please see the details of the procedure set out for your building below.

1. Please contact the office on Oliver Sampson-Bancroft on 0203 987 5050 or oliver@wb19.co.uk
2. We aim to respond to queries within 7 working days but where we are waiting for a response from government agencies or third parties, this deadline will be at least 14 working days.
3. If complaints cannot be responded to within 7 days, we will advise and respond within 28 days.
4. To respond to your complaint, the managing agent may be required to share your complaint with third parties appointed to work on the project.
5. If your complaint cannot be dealt with by the team working on the project, please see the details of government agencies appointed to assist with cladding remediation projects who may be able to provide guidance or assistance.
[Home - The Leasehold Advisory Service \(lease-advice.org\)](https://lease-advice.org)

Contractor report

Prior to works starting on site, the contractor will be required to report on the following items and identify how they will manage the following issues.

1. Include how noise will be mitigated.
2. Include how reduction of light will be mitigated.
3. Include how access to apartments and use of amenities will be mitigated.
4. Include how security will be maintained.



Vulnerable residents report

As part of the commitment to ensuring that residents are at the centre of the works being carried out, the managing agent may need to provide details of any vulnerable leaseholders.

The managing agent will need to report on the following.

1. Are there any residents with mobility or health considerations that need to be considered
2. Are there any residents and leaseholders that need to be communicated with using a specific method to ensure that all residents and leaseholders receive the information in a format that is helpful to them.

Schedule of residents and leaseholder meetings

Along with the weekly updates, we propose to hold leaseholder meetings online as key project milestones are reached. We propose to hold these meetings at the following stages of the project.

1. Project kick off
2. Tender return to discuss costs
3. FAB approval
4. Receipt of funds/commencement of project
5. Project PC

Residents Feedback

We encourage leaseholders to provide feedback on the projects as they progress. This can be based on the following questions.

1. Do you receive regular communications?
2. Are communications clear and helpful?
3. Are you aware of the complaints' procedure?
4. Are regular residents' meetings held? Are they accessible and are minutes and agenda provided?
5. Have you had reason to utilise the complaints procedure? If so, did you receive a full response to the complaint?