

Lessons Learned Log for De Wint Court Redevelopment

APPENDIX 2

Name	Date	Description of lesson learned	Recommendation as to how to react in future	Action Taken with Lesson to disseminate learning
Housing Strategy Officer	May 2020	Omission of signature within the contract (Architects within the Novation Agreement)	Thorough checking of the document by the project/contract manager and management when signing contracts.	Discussed with Senior Management and DWC project team. As per the contract manager procedures, the responsibility of signing will remain with the project/contract manager.
Housing Strategy Officer	May 2020	Utility disconnection as a compensation event. Whilst the cost and time taken to complete this was not disproportionate to what it would have cost to complete the task outside of the contract, it would be preferable, in future, not to deal with disconnections as a compensation event/variation.	Ensure disconnections are complete prior to award of contract OR that it is clear within the tender information that the contractor should include time and cost for undertaking this work to prevent an inconsistent approach.	Ongoing discussions with other teams across the authority that are managing development works to share. Note in the PIR at the completion of the scheme.
Housing Strategy Officer	March 2021	Legal rights of access, which led to a change of layout of the car park and a loss of parking provision.	When obtaining title, double check any right of access across the land prior to design.	Share with other development colleagues for them to consider during the design stage of a development.

Name	Date	Description of lesson learned	Recommendation as to how to react in future	Action Taken with Lesson to disseminate learning
Housing Strategy Officer	September 2021	Carefully review metering strategy prior to tender to ensure the specification is fit for purpose.	Ensure all new build apartments have their own metered supplies and are not sub metered from a bulk supply requiring a service charge or invoice.	Lengthy discussions with the delivery team. Noted in the PIR at the completion of the scheme.
Housing Strategy Officer	February 2022	External Bin Storage location which created some ill feeling between local residents and the Council.	Have clear and open dialog with residents about issues that could impact them earlier in the process. Always consider the local residents when looking at making a decision that could impact their day to day lives.	Share with other development colleagues for them to consider during the design stage of a development.
Housing Strategy Officer	March 2022	Funding timescales. All Homes England funding had to be paid before end of financial year 21/22. As a result of slippage on this development programme due to covid / weather and supply delays this led to pressure to draw down the funding quickly and in advance of the end of March and agreement with developer for them to continue on site with some items. This impacted on the snagging and defects list and occupation did not start until June 22 due to ongoing works.	Clear project plan capturing slippage and increased contingency. Consider reasonable penalty clauses within future contracts to developers for delayed delivery. Regular dialogue with Home England on timescales and any movement on delivery.	Shared with senior management and development colleagues to ensure this forms part of delivery timescales and review processes.

Name	Date	Description of lesson learned	Recommendation as to how to react in future	Action Taken with Lesson to disseminate learning
Housing Strategy Officer	March 2022	Do not carry out Fire Risk Assessment prior to completion of snagging.	Ensure all snagging and compartmentation has been signed off prior to the FRA being carried out.	Discussion with Fire Safety Assurance Manager and Assistant Director.
Housing Strategy Officer	April 2022	Regulations around travel distances and self-evacuation in the event of a fire.	Ensure adequate fire compartments to not limit where residents with limited mobility are able to live.	Share with other development colleagues for them to consider during the design stage of a development.
Housing Strategy Officer	June 2022	The management of defects. No formal process had been agreed with developer for logging defects and tracking. This was all developer led when Andrea Ripley became involved with the scheme so formal process instigated in Oct 2022.	Formal process to be agreed prior to handover of the scheme. This includes forms and methods of communication, tracking and sign off of works as completed.	Shared with senior management and development colleagues to ensure this forms part of key handover actions within the contract/procurement documents.
Housing Strategy Officer	September 2022	Garden works and installations ongoing after handover of the building. This included the gym equipment which was problematic with supply but then was identified with tenants in situ / residents group that the location on plans and types would not be beneficial. This was then agreed with developer to amend the works required and the gym equipment not be installed.	To ensure supply chain issues are identified promptly with developer and consider locations fully of gym equipment to ensure that also does not impact on tenants in situ.	Shared with senior management and development colleagues to ensure this forms part of key handover actions within the contract/procurement documents.

Name	Date	Description of lesson learned	Recommendation as to how to react in future	Action Taken with Lesson to disseminate learning
Housing Strategy Officer	June 2022	Issue with main door system installation and not being able to let visitors in from a flat. This is also linked to the LinCare/Jontek operating system to be able to allow access if required out of hours.	Ensure that any future installations enables tenants / LinCare/ lifeline call handlers to let visitors into the scheme when required out of hours without reliance of staff member.	Shared with senior management and development colleagues to ensure this forms part of key handover actions within the contract/procurement documents.
Andrea Ripley	October 2022	Automatic internal opening doors within the ground floor communal area. These were not captured within the design for the building so had to be retrospectively installed. Due to the nature of the scheme type and tenants in situ being unable to open some doors on their own, this should have been considered and captured as part of the design.	Ensure if another extra care scheme is developed by CoLC this is captured within the design specification for the contract	Shared with senior management and development colleagues to ensure this forms part of key handover actions within the contract/procurement documents.
Andrea Ripley	October 2022	Snagging management, agreement and process for practical completion/handover of the building from the developer. Due to the pressure to complete within a set timescale to draw down funding from Homes England, all flats were not inspected for final snagging lists prior to the day of practical completion.	Ensure that the final snagging lists for mechanical and electrical and building handover are logged formally, completed or agreed with developer and a clerk of works prior to accepting completion of a scheme.	Shared with project team and strategic leads to ensure this is captured fully on future developments.

Name	Date	Description of lesson learned	Recommendation as to how to react in future	Action Taken with Lesson to disseminate learning
Andrea Ripley	November 2022	Utilities contracts not been set up properly to enable ease of handover/change of owner and supplier. This included water, gas and electric. As a result, billing was delayed.	Ensure this is captured specifically within the developer contract as part of the procurement process to register all meters in their company name as installed. At handover of the building and responsibility of CoLC, contract negotiations with the utility companies should commence to reduce delays.	Shared with project team and strategic leads to ensure this is captured fully on future developments.
Andrea Ripley	November 2022	Bathrooms in scheme not designed to wet room standards. Some bathrooms have had ponding to floor areas where shower curtains were not long enough or closing curtains fully. Tenants believed the rooms are wet rooms however they are level access showers which only have a drain area for the water around where the shower curtain sits above. This has caused some damage to units and walls where they have become wet.	All bathrooms in these type of schemes should consider having wet room facilities, flooring gradient and drain areas. Communications with tenants should include clearer information on level access shower area use to provide clarity on the accessibility of this space.	Update with development and project colleagues, to ensure this is captured / considered fully before and future architecture designs.
Andrea Ripley	December 2022	Locks to flats specialist and delay in receiving replacements	Specify the types of door locks required to ensure standardised with CoLC suppliers / types to ensure internal flat locks are easy to replace or change at void.	Shared with senior management and development colleagues to ensure this forms part of the contract/procurement documents.

Name	Date	Description of lesson learned	Recommendation as to how to react in future	Action Taken with Lesson to disseminate learning
Andrea Ripley	November 2022 and ongoing	Hairdressing salon design and layout has limited use. The design of the salon looks good but is not necessarily practical for a hairdresser. This was built as designed and signed off by CoLC. Involvement from a hairdresser on the best layout of the room would have been beneficial. This has delayed letting the salon and some changes are being made, before the lease is signed by the incoming hairdresser.	Consider layout fully and practicalities at design stage before capturing within the scope.	Shared with senior management and development colleagues to ensure this forms part of the contract/procurement documents.
Andrea Ripley	November 2022	Car park electric car parking charging units not compatible with the existing Council car parking charges. Rolec system installed which needs a separate contract.	Check existing type the council install or partner installs and capture specification within the contract documents.	Shared with senior management and development colleagues to ensure this forms part of the contract/procurement documents.
Andrea Ripley	November 2022	Kitchen layout did not capture commercial microwave electrical socket which had to be installed retrospectively. Number of fridges for this type of commercial unit did not suffice and limited space.	Ensure any future commercial kitchens enables an extra high power socket for this type of facility and increased area for fridge / freezer area where possible	Shared with senior management and development colleagues to ensure this forms part of the fit out/contract/procurement documents.