

Knowle Green West Wing Lessons Learnt Summary

Project Issues	Completion, handover and occupation	Council / Political	COVID / Brexit
3 rd floor roof	Earlier engagement with the Residential team		Covid impacted some of the workers
Water leak – clear communication between teams	Unfamiliarity with the building		
Heating & hot water - Heating interface units (HIU's)	Welcome pack		
Adaptations – Disability Discrimination Act compliant (DDA) wet room	Operation & Maintenance Manuals (O&Ms)		
Meters and access	White Goods		
Separation of the contractors	Handover action plan		
	Planned Preventative Maintenance (PPM) schedule		
	Blinds		
	Privacy & Screening		
	Bins & Rubbish		
	Utilities		
	Handover delay		
	Defects		
	Parking (signage)		
	External & Internal Signage		
	Cleaning Contract		
	Lettings		

Black – Lesson Learnt

Blue – Positive

Red – Lesson Learnt alert