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Dear resident

Lakeview cladding replacement works: Next phase

Thank you for your continued patience and cooperation as we work towards improving the exterior of your home.

I apologise for what feels like a long time between the completion of the weatherproofing and the start of the next phase of works.

As you know, we originally planned to replace the cladding with a similar system, however, with the cladding removed, and having had the opportunity to survey each building on the estate in more detail, we are now planning to undertake a full exterior refurbishment of each block.

The refurbishment of your building, which could potentially include new windows and doors, will improve the condition, appearance and energy efficiency of your home. The wider refurbishment project will also reduce disruption in future years.

This planned investment follows the recent adoption of our Housing Revenue Account 30 Year Business Plan, which prioritises fire safety works and improvements to the building fabric. We have already begun working with Bailey Partnership to produce designs and plan the works that will improve the standard and quality of your home.

Planning consent is generally required when significant changes to a building's appearance are proposed.

The following table shows the stages involved in the planned refurbishment works and indicative timings:

May 2025	Additional surveys to support development of appropriate design details
June 2025	Leaseholder consultation commences Planning application submitted
September 2025	Planning decision and anticipated commencement of procurement
December 2025	Contractor selection
April 2026	Work starts

Increasing the scope and complexity of the works increases the length of the project and it may take several years for all blocks to be refurbished.

We will work with the appointed contractor to establish the order in which blocks will be refurbished, which will be shared with you well in advance of work starting.

In the meantime

The Rockwool insulation and Photonwrap waterproofing shouldn't need replacing prior to refurbishments works starting. We will, however, continue to regularly inspect and monitor the condition of these coverings and deal with any repairs promptly.

Further information

I will write to you again when I can share our proposed designs with you, and let you know the outcome of any important council meetings relating to these works.

You can also talk to a housing officer at the following local events:

- 9 May 2025, Tenant and Leaseholder summer drop-in, Salvation Army Hall (Sythwood), between 1pm and 7pm
- 19 July 2025, Lakeview Community Fun Day, between 11am and 3pm

We will also keep our **[woking.gov.uk/lakeviewcladding](https://www.woking.gov.uk/lakeviewcladding)** webpage up to date, and you can email **residentengagement@woking.gov.uk** to be added to our Lakeview Cladding subscriber list.

Report an issue with the works

If you need to speak to someone about the works, please contact Housing Services:

- email **housingfiresafety@woking.gov.uk**
- call **0300 373 0373** (Option 4)

Yours sincerely.

Louise Strongitharm
Strategic Director - Communities