



Westminster City Hall,
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0800 358 3783

Date: 20 April 2020

Ref: S159

Dear

Postponement of your building's planned works – Millbank Estate (project S159)

We understand the deep concern of residents about the coronavirus and are working with the Government, the NHS, our partners and a groundswell of fantastic local volunteers to help those most vulnerable in our communities and to slow down the spread of the virus.

We have plans in place to keep essential housing services running and are doing everything we can to ensure urgent requests are taken care of and prioritise those in most need. Find out more, stay up to date, volunteer and get help at www.westminster.gov.uk/coronavirus.

In line with government advice on social distancing as a result of coronavirus, we have postponed all planned works that were due to start in 2020 at Millbank Estate until further notice.

Some essential elements of building work may continue where it's safe to do so in line with government advice, to ensure safety and maintain vital services to homes.

At this stage we do not know when planned works will be rescheduled to start but we are reviewing the situation closely in line with government advice and will only carry out work onsite when it is safe to do so. We will continue to engage with you and involve you in future plans, offering support through online consultation and one-to-one calls.

Please find enclosed more information within our FAQ guide including advice and support for leaseholders about advance payments made to date or due. As your estate is managed by Millbank Estate office, please refer to them as normal regarding reporting any issues.

We continue to work with our contractor United Living on developing the major works project and will write to you separately with an update.



City of Westminster

You can contact us on 0800 358 3783 or email housing.enquiries@westminster.gov.uk if you have any questions and access the latest updates about your planned works project online at www.westminster.gov.uk/yourhousing/S159.

Westminster Connects links volunteers to those who need help. In the first instance, if you or anyone you know needs help as a result of coronavirus, please email us at westminsterconnects@westminster.gov.uk, call 020 7641 1222 or send us the details online at www.westminster.gov.uk/ask-help.

We hope our service can return to normal soon and thank you for your understanding and patience.

Yours sincerely,

Neil Wightman
Director of Housing
Growth, Planning and Housing