



Welcome to our newsletter which is intended to keep you informed on the progress of our major works programme on your estate.

United Living would like to thank all of you for your support, co-operation and patience whilst the works are ongoing.



We would like to advise that there has been a change to the Site Management Team. Paul recently left United Living and we would like to wish Paul all the best for the future.

Cliff recently joined the team as a Site Manager and will work alongside Andy and the Resident Liaison Officers to ensure that works are completed as soon as possible. We wish Cliff a warm welcome. Your main points of contacts are Henrietta and Magid. They are here to support you and are your best point of contact for all queries and concerns about the work.

Working on Saturdays

Due to the delays experienced in completing the communal staircases in each block. We discussed and agreed with WCC that we will work over the next three Saturdays. All noisy works will take place between 10am and 1pm on Saturdays. The United Living site team will be available while the works are being carried out between 8.00am -13:30pm.

Communal flooring Important update

Following concerns regarding the quality of the communal flooring finish and change to contractor we have now completed the flooring to the stairwell at Helsby Court.

The stairwell has been inspected by the Resident Working Group and a final agreement has now been made on the finishing details. Works will now commence across all blocks and we will write to you to confirm when works to replace the flooring at your block will take place.

The installation of the new communal stairwell flooring works started in Elmton Court with the other blocks being worked on at the same time i.e. rip up the old flooring, to ensure the communal floor is even a self levelling latex will be used to repair/level the communal floor, once its fully dry the new floor will be laid. Please take note of any signage on the main entrance doors. A letter will be sent to you confirming each stage of the works. Please be aware of any signage in place while the works are carried out.

Access to your block will not be affected while the works are carried out over the weekend.

Site Team



Andy Site Manager
07966581393



Cliff
Site Manager 07392 093 510



Henrietta
Resident Liaison Officer
07802 666 972



Magid
Resident Liaison Officer
07802 857 230



Ashleigh
Project Administrator
01322 612950

**For out of hours Emergencies
relating to our work
please call:
01322 660226**

Contact us

Your dedicated Resident Liaison Officer's (RLO) Henrietta and Magid are here to support you and is your best point of contact. During the works they will make sure that your home is being respected and will keep you well informed. You can contact Henrietta on **07802 666 972**, or Magid **07802 857 230** on or email WCCenquiries@unitedliving.co.uk

Work update on scaffolded blocks currently subject to delays:



**No unauthorised
access onto
scaffolding**

Rothley Court

- The scaffold dependent lateral main works are still to be completed. There was a delay due to design issues which had stopped us removing the remaining scaffold. However a further site meeting was held with our Technical Manager and we now have a solution agreed to mitigate further design issues. We anticipate the scaffold strike will commence within 2 weeks subject to access.
- We would like to apologise for the delay in removing the scaffold and thank you for your patience while the remaining works was being finished.

Pennyford Court

- The main scaffold has been struck, and you may have noticed a separate tower which was erected for remedial work.

Brackley Court

- All outstanding flats are now booked for their window installations, we are pleased to advise the scaffold will be struck by the end of November.

Please read the following guidelines on scaffolding:

- If you see anyone on the scaffolding outside of our working hours of 8.00am- 5.30pm, Monday – Friday, or at the weekend, please contact the Police immediately on 999.
- Only employees of United Living and Westminster City Council are allowed on the scaffolding.
- Access to the scaffold is strictly prohibited for anyone other than United Living and Westminster City Council, anyone other than these representatives being on the scaffold are trespassing. Daily site walks and end of day checks are carried out by the Site Manager, please feel free to pop to the site office on Wharncliffe Gardens, situated near the walkway near Castleford Court.

Please keep reading for updates on each block





Works in Progress

The following works are ongoing in various blocks, or completed awaiting inspection and final sign off.

Ashby Court

- Scaffold erection-100%
- External Surveys– 100%
- Roof repairs-0%
- Brickwork repairs-0%
- Internal & external decorations-0%
- Window installation– 50%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral mains installation– 60%
- Communal lighting-0%
- Communal flooring– 0%
- Liquid coating communal walkway– 0%
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold removal– 0%

Brackley Court

- Scaffold removal-50%
- External surveys-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Internal & external decorations-100%
- Window Installations-100%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral mains installation-100%
- Communal Lighting-100%
- Communal flooring– 20%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-50%

Birchvale Court

- All scaffold dependant works are complete, the scaffold has been removed– 100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window Installations-95%
- Front entrance doors-100%
- Door entry handset-100%
- Internal & external decoration- 100%
- Lateral main Installations-100%
- Communal lighting-100%
- Communal flooring– 20%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-50%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster Council, any issues picked up will be rectified before its signed off.

Major works can be disruptive and intrusive, and we would like to thank you for your patience and cooperation while our works are ongoing.



Castleford Court

- Scaffold removal is in progress - 0%
- External surveys-100%
- Roof repairs– 50%
- Brickworks repairs– 70%
- Window installation-90%
- Internal decorations– 15%
- External decorations– 15%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral Mains Installations-100%
- Communal lighting– 100%
- Communal flooring- 0%
- Liquid coating on the communal walkway– 10%
- Fire Risk Assessment (FRA) with associated works –50%

Cheadle Court

- Scaffold removal is in progress - 10%
- External surveys-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window installations-95%
- Internal decorations-75%
- External decorations-90%
- Front Entrance doors-100%
- Door entry handset– 100%
- Lateral Mains Installations-100%
- Communal lighting-100%
- Liquid coating communal walkway– 30%
- Communal flooring to the stairs- 0%
- Fire Risk Assessment (FRA) with associated works-50%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster Council, any issues picked up will be rectified before its signed off.



Elmton Court

- All Scaffold dependant works are 100% complete ,the scaffold has been removed.
- External surveys-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation-100%
- Front entrance doors-100%
- Door entry handset– 100%
- Internal and external decorations-100%
- Lateral main installation-100%
- Communal lighting-100%
- Liquid coating communal walkway– 100%
- Communal flooring - 20%
- Fire Risk Assessment (FRA) with associated works-50%

Helsby Court

- All scaffold dependant works are 100% complete, the scaffold has been removed.
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation-100%
- Front entrance doors-100%
- Door entry system-100%
- Internal and external decoration-100%
- Lateral mains installation– 100%
- Communal lighting-100%
- Liquid coating communal walkway– 100%
- Communal flooring – 100% including snags
- Fire Risk Assessment (FRA) with associated works-50%

Hucknall Court

- All Scaffold dependant works are 100% complete, the scaffold has been removed.
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation-100%
- Front entrance doors-100%
- Door entry system-100%
- Internal and External decoration-100%
- Lateral mains installation-100%
- Communal lighting— 100%
- Liquid coating communal walkway– 100%
- Communal flooring– 20%
- Fire Risk Assessment (FRA) with associated works-50%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster Council, any issues picked up they will be rectified before its signed off.



Pennyford Court

- All scaffold dependant works are complete, the scaffold has been removed– 100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation– 95%
- Front entrance doors-100%
- Door entry handset-100%
- Internal & external decorations-100%
- Lateral mains installation-85%
- Communal lighting-100%
- Liquid coating communal walkway– 100%
- Communal flooring– 20%
- Fire Risk Assessment (FRA) with associated works-50%

Rothley Court

- Scaffold removal– 80% removed 20% scaffold remaining to the first lift.
- Internal & external decoration-100%
- Asbestos roof tile removal-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window Installation-100%
- Lateral mains installation-69%
- Front entrance doors-100%
- Door entry handset-100%
- Fire Risk Assessment (FRA) with associated works-50%
- Communal flooring– 20%
- Liquid coating communal walkway– 80%

Winchilsea House

- Scaffold erection– 50%
- External surveys-100%
- External decoration-0%
- Brickwork repairs-0%
- Lateral mains installation-90%
- Front entrance doors-90%
- Door entry handset-100%
- Liquid coating communal walkway– 80%
- Communal flooring- 0%
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold Removal-0%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster City Council, any issues picked up will be rectified before its signed off.



We have completed the installation of the new windows to 80% of properties across the estate. If you have any outstanding issues with your new windows or have not had your windows installed yet, then please call Henrietta your Resident Liaison Officer on 07802 666 972 Monday—Thursday 9.00am— 5.30pm, and Friday between 9.00am— 4.30pm.

Henrietta will be happy to assist booking you an appointment, If you have any issues with the previously installed windows, Henrietta will arrange for an inspection and any issues will be rectified.

We had some enquiries from residents wanting to know what type of lubricant can be used on the hinges and joints of their windows we can confirm ONLY silicone based lubricant is suggested to be used once a year to keep your windows operating smoothly.



Front entrance door installations

- Winchilea House-90% complete the remaining doors had further design requirements that needed to be incorporated. The Building Control Officer will need to sign the designs off before we can proceed.
- Cheadle Court door installations are 100% complete.
- If you are having any difficulties with your new front door, please contact Henrietta so we can arrange an inspection.

Our contractors have been requested to give residents a leaflet with instructions on how to use your new door. If you have not received a leaflet let us know we will arrange one to be issued to you.

Communal Areas

Works are still ongoing in the communal areas, if there are certain areas that have not been completed yet, this is due to further works that must be carried out beforehand.



Upcoming works

- Liquid coatings to the communal walkways are ongoing. We will contact you by letter when your block is due to start so that you can make any arrangements on the specified date.
- As advised the Resident Liaison Officers will contact you to advise works are upcoming in your block giving you 7-14 days' notice where possible, so you have enough time to plan your day should these days/times affect you.
- **Please note:** the communal areas need to be fully clear prior to these works commencing, if you are elderly/disabled and need assistance; please contact Henrietta as soon as you can.
- **Please note:** these works are weather dependant, if it rains these works will be postponed until the weather is clear. We apologise if there is any inconvenience caused.
- Kitchen and bathroom fan installations are ongoing for all tenanted properties, It is necessary for the fans to be installed as they will help reduce condensation and damp. If access is not granted to allow these works to be carried out. We will refer your home back to Westminster City Council for them to take the necessary action under the terms of your tenancy. Your dedicated RLO will contact you to arrange a mutually convenient appointment.



Application of the Bauder Liquid Coating system to the communal walkways

We had some queries about the Bauder liquid coating system being applied to the steps outside each flat door. We want to advise you that all doorsteps are demised to the freeholder Westminster City Council.

These works must be completed as the works will not meet the required British Standard without completion of these steps and the warranty to the entire walkway will be invalidated if not completed as per manufacturer specification.

Resident Surgery

We held the resident surgery on the 15 November, we had Nine residents attend their appointment slots to speak with the UL and WCC Project Team, a representative from the Leasehold Services team was in attendance for any questions Leaseholders had.

We would like to thank everyone for attending our meeting and thank you to the WCC and UL project team for being there to answer any questions there was.

We won't be holding anymore resident surgery meetings until the new year or until we have a further request from the residents at Wharncliffe Gardens Estate to arrange another surgery.



Coffee Mornings

Coffee mornings are held on the 1st Tuesday of every month the next one being on **5 December between 11am-12pm.**

We look forward to meeting with you and answering questions that you may have regarding works being carried out!



Beware of Bogus Callers

We want to keep you safe when we are working in or near your homes. All United Living staff wear corporate Hi Visibility clothing, carry an identification card and only visit by appointment. PLEASE do not let anyone into your home without asking to see their ID Badge. If you are unsure about someone **DON'T LET THEM IN!** Please do not hesitate to contact your site team, to confirm the operatives identity.