

To the Resident

24 January 2022

Dear Resident,

Re: Wharncliffe Gardens – start onsite (Project AC103)

United Living is working in partnership with Westminster City Council to carry out the planned works to your block.

This letter contains important information about the work that is planned and the timetable for the work.

What does the work include?

In summary, the work includes the following:

- Scaffold erection
- Communal door access system upgrades
- Estate wide external repairs, including asphalt repairs
- External fabric repairs (Brickwork and concrete)
- Fire compartmentation works
- Fire Risk Assessment works
- Upgrade of fire signage
- Full communal lighting system upgrade
- Lateral Mains Upgrade
- Low voltage power distribution system upgrade
- Replacement of movement, expansion, mastic seals
- Internal communal redecorations
- Replacement entrance doors (Tenanted properties with leaseholder opt-in)
- Replacement of communal entrance and service cupboard doors
- Roofing repairs and weatherproofing
- Upgrade to ventilation in kitchens and bathrooms (Tenanted properties only, with leaseholder opt-in)
- Replacement windows (With the exception of Winchelsea House and Pinner Court)
- Replacement flooring to all communal areas
- Repairs and redecorations to soffits, fascia and previously painted surfaces
- External grill replacements
- Balcony infill panel cleaning
- Asbestos removal works
- Drainage above and below ground repairs where the existing system has failed

Timetable for work

Works will start on site on 28 of February 2022, following the completion of our site setup which will include our office and welfare facilities, which are located in between Winchelsea House and Castleford Court. This area has worked well previously during past programmes.. Works are programmed for completion in autumn 2023.

Book your pre-start survey now

Before work starts it is important that we complete a survey of your property. The surveys should take no longer than 45 minutes. There may be up to three people at separate intervals during your scheduled appointment. We will take photographs and make notes, which will be stored securely during the project. On full completion of the project, they will be securely destroyed.

In order to speed up the appointment process, please contact Debra on 01322 612320 or 0800 023 1730, Monday - Thursday, between 8.30am - 5.30pm and Friday between 8.30am - 4.30pm, or email WCCenquiries@unitedliving.co.uk

We remain committed to protecting our clients, their residents, and our employees by safely completing all our work in line with Covid-19 Government guidelines.

Scaffold and scaffold safety

To enable us to carry out these works, scaffolding will need to be erected to your block. You will be contacted 14 days before works to construct the scaffold begins.

Meet the contractor drop-in and online sessions

United Living will be hosting two drop-in sessions at Wharncliffe Gardens Community Hall, Pollitt Drive, NW8 8JF on **Tuesday 8 February 2022, between 4pm – 7pm.**

We will also be holding an online 'Meet the Contractor' session on **Thursday 10 February 2022 between 6pm - 7:30pm.** There will be a short presentation followed by questions and answers. To register for the session please email WCCenquiries@unitedliving.co.uk.

Don't worry if you cannot join the online session, please contact Debra our Project Administrator, she will be happy to answer any questions you may have. Her contact details are telephone on 01322 612320 or 0800 023 1730 or WCCenquiries@unitedliving.co.uk.

Join the residents working group

To allow residents the opportunity to provide feedback on the works there will be a working group made up of residents, the Westminster Project Team, and United Living Site Team. The working group will meet once a month to discuss the progress of works and items arising from the work.

If you can spare an hour once a month and would like to be involved in the Working Group please email your name, address and contact number WCCenquiries@unitedliving.co.uk

We would like to take this opportunity to thank you in advance for your patience and co-operation and we look forward to working with you.

Please remember

Please note that all our staff and operatives will carry full-face identification cards. Should you have any doubts about the authenticity of the person(s), please contact me on 01322 612320 and I will confirm their identity.

More information

You can find information on this project including all correspondence on the Westminster website using the following link [Wharncliffe Gardens Repairs and Decorations Westminster City Council](#)

Yours sincerely



Debra
United Living Property Services

