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Customer Reference (T168b)  
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Date: 22 February 2024

## **HAND DELIVERY**

Dear Resident

### **Major works update - window surveys**

Following consultation with residents on our initial major works proposals we have agreed to carry out further detailed surveys to establish the condition of each window in the block. These surveys will not be chargeable to leaseholders and will provide an up-to-date full picture of all of the windows.

The next steps are for United Living, our contractor, to carry out external window surveys, followed by internal window surveys for every window. When the surveys are complete, the council will be provided with a report which we will share with you.

#### External window surveys

The external window surveys are planned to start on **Monday 26 February** using abseilers.

Please note that these surveys could affect your privacy if you are at home. We do not need access to your property for these surveys.

#### Internal window surveys

We will start the internal window surveys in your home from **Monday 11 March**. United Living will write to you separately about this and tell you how you can schedule a convenient appointment for a visit.

Please contact Lindsay Jenkins, Resident Advocate, with any queries you may have. Thank you in advance for your cooperation.

Yours sincerely  
*Lindsay Jenkins*

Lindsay Jenkins  
**Resident Advocate**  
**Housing and Commercial Partnerships**