

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.



### **TEAM UPDATE**

We would like to introduce your new Senior Resident Liaison Officer Lauren, Please be aware that Trevon has now left the business and all queries will need to go to Lauren you can find her contact details under site team on the right.

### **WORK UPDATE**

We have now completed the Tarmac to the footpaths for Winchelsea Court and Pennyford Court again we would like to thank you for your co-operation while these works were completed.

Vinyl flooring is also complete in Cheadle Court (staircase 2 & 3) and in Brackley Court.

We are currently in the process of installing a new fire door to the entrance of Cheadle Court, we aim to have this completed by beginning of April.

The remaining scaffold on several blocks will be coming down over the next few weeks, we would like to thank you in advance for your co-operation during these works.

### **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.

### Site Team



Andy Site Manager  
07966581393



Lauren  
Senior Resident Liaison Officer  
07827 097 821



Henrietta  
Resident Liaison Officer  
07802 666 972



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 (RLO) Henrietta is here to support you and is your best point of contact. During the works Henrietta will make sure that your home is being respected and will keep you well informed. You can contact Henrietta on **07802 666 972** or email [WCCenquiries@unitedliving.co.uk](mailto:WCCenquiries@unitedliving.co.uk)

### 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-100%
- Brickwork repairs-100%
- Internal & external decorations-85%
- Window installation– 100%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral mains installation– 95%
- Communal lighting-70%
- Communal flooring– 100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-100%
- Scaffold removal– 95%

#### Brackley Court

- All scaffold dependant works are complete, the scaffold has been removed– 100%
- 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– 100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-100%
- Internal & external decoration- 100%
- Lateral main Installations-100%
- Communal lighting-100%
- Communal flooring– 100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-100%

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.



### **Birchvale Court**

- All scaffold dependant works are complete, the scaffold has been removed– 100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window Installations-90%
- Front entrance doors-100%
- Door entry handset-100%
- Internal & external decoration- 100%
- Lateral main Installations-100%
- Communal lighting-100%
- Communal flooring– 100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-100%

### **Castleford Court**

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

### **Cheadle Court**

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

**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.**

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



## Works in Progress

### Elmton Court

- All Scaffold dependent 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 - 100%
- Fire Risk Assessment (FRA) with associated works-100%

### Helsby Court

- All scaffold dependent 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-100%

### Hucknall Court

- All Scaffold dependent 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%
- Fire Risk Assessment (FRA) with associated works-100%

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



## **Works in Progress**

### **Pennyford Court**

- All scaffold dependent 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— 100% .
- Internal & external decoration-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window Installation-100%
- Lateral mains installation-85%
- Front entrance doors-100%
- Door entry handset-100%
- Fire Risk Assessment (FRA) with associated works-50%
- Communal flooring— 20%
- Liquid coating communal walkway— 90%

### **Winchilsea House**

- Scaffold erection— 100%
- External surveys-100%
- External decoration-90%
- Brickwork repairs-100%
- Lateral mains installation-0%
- Front entrance doors-90%
- Door entry handset-100%
- Liquid coating communal walkway— 100%
- Communal flooring— 100%
- Fire Risk Assessment (FRA) with associated works-100%
- 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 95%? **[CHECK WITH BEN FOR OTHER BLOCKS]** 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 twice a year to keep your windows operating smoothly.

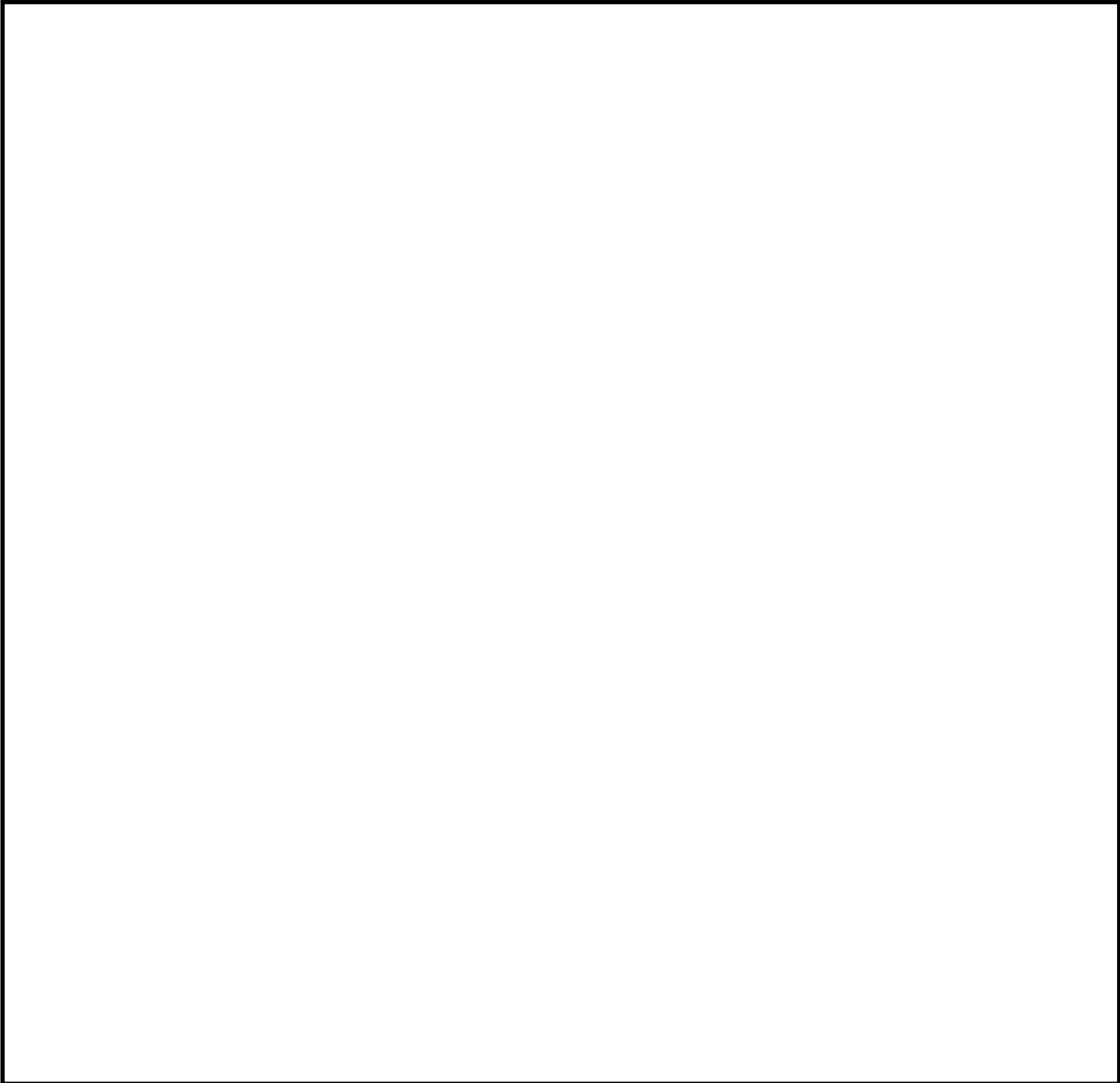


### Front entrance door installations

- 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
- We are in final drafts of our resident aftercare booklet once they are approved the site team will be issuing them.

### Completed & Upcoming works

- We are pleased to advise that all communal flooring works are now complete, ready for inspection by Westminster City Council.
- 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.



### Coffee Mornings

Coffee mornings are normally held on the 1<sup>st</sup> Tuesday of every month.

We are holding an afternoon tea on


**Tuesday 2 April 2024 between 2.15pm-3.15pm**

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



### Customer Satisfaction Survey

Our customer satisfaction survey allows residents to give us feedback on the works carried out by completing the four questions provided on the form. Henrietta posted some questionnaires through letterboxes where works are finished. We would be grateful if you would take the time to complete the survey questions and drop them into the site office or let us know when we can collect them from you if that is easier.

**CUSTOMER SATISFACTION SURVEY** 

Contract No/Name: .....

Address: .....

**WHAT DO YOU THINK ABOUT OUR WORK?**

	yes	probably yes	neither/ not	probably not	no
<b>Was it worth it?</b> Taking into account the disruption, was the work worthwhile?					
<b>Overall satisfaction with our Work</b> How satisfied or dissatisfied are you with quality of the work on your home?					

**WHAT DO YOU THINK ABOUT OUR SERVICE?**

	very satisfied	fairly satisfied	neither satisfied / not dissatisfied	fairly dissatisfied	very dissatisfied
<b>Condition when we finished?</b> How satisfied or dissatisfied were you with the condition of your home when we finished the work?					
<b>Overall satisfaction with our Service.</b> Overall, how satisfied or dissatisfied are you with the service provided by our staff?					

Is there anything else you would like to tell us? .....

Name (caps) ..... Signed ..... Date ..... Thank-you

### 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 **DO NOT LET THEM IN!** Please do not hesitate to contact your site team, to confirm the operatives identity.