

Welcome to our monthly newsletter, we are still progressing well and getting closer to the end of the project which we now anticipate will be before our Christmas break.

Work Update

Gainsborough house

- Carpet installation– 100%
- Scaffold removal– 100%
- All ground floor windows will be attended to this month, your RLO Ahmed will contact you to arrange an internal appointment, appointments are not needed for external works.
- If you have outstanding window repairs please contact your RLO Ahmed
- Internal works to communal areas will be attended to in due course. Final window snagging has been reviewed by United Living and will be complete by the end of November.

Hogarth House

- All residents received a letter informing them of the colour change made to the carpets in Hogarth House. This change is due to the specified carpet being discontinued. However, works to fit new carpets has been completed with exception of Bull Nose ,Nosing Trim. We are currently engaging with our supply chain to resolve this asap.
- Ground floor (external) windows will be attended to this month, if you have any internal window faults, please contact RLO Ahmed

Reynold House

- Following a joint review with WCC of the Kiosk, the decision has been made to reduce the height of the kiosks. For all residents affected, we thank you for your patience in this matter. The compound left in the courtyard will remain until these works are finalised.
- The kiosk works in the courtyard of Reynolds House have been given approval from the Planning Authority to a 'Non-Material Amendment', this reflects that dimensional change (mentioned above) to the current Kiosks in lowering them. A final approval is pending from UKPN but we can expect this imminently. Once their confirmation is received, we will be in position to notify the residents of Reynolds House with a start date and duration of the Kiosk works.

Site Team



Frazer

Site Manager



Ahmed

Resident Liaison Officer

07803 509 946



Maria

Project Administrator

01322 612 320

**For out of hours emergencies
relating to our works**

Please call

01322 660 226

Work Update (continued)

- Carpet replacement works have commenced in the block and are ongoing. These works are expected to be completed by 17th November.
- Decorations to the internal communal areas will be attended to once the Kiosk, and associated electrical works have been completed.

Morland House

- Carpet fitting to the block is 90% complete. Ground floor hall carpet is to be fitted this month.
- Works to upgrade Coal bunkers is in planning, however these works have been put on hold due to supplier issues. We will contact you with a start date once the materials arrive on site.

Mulready House

- **Block 16-25:** Ceiling repair works were completed between 16-19 October. Decorations to the ceiling are partially complete but we will require to close the upper stairwell again (for a very short duration) to allow the 'cutting in' of the paintwork to finish. As before, a letter will be sent imminently to those properties affected notifying them of the works. We expect to be completed by 10 November.
- Carpet fitting to the block is 90% complete. Ground floor hall carpet is to be fitted this month.

Maclise House

- The carpet installation is expected to be complete by 17 November 2023.

Wilkie House

- Carpet fitting has commenced as of 26 October 2023, we are looking to have this completed by 10 November 2023. We apologize for any inconvenience caused and we thank you for your patience.
- Works to upgrade the coal bunkers (storage cupboards) is in planning. However, these works are now on hold due to supplier issues. As soon as we have an update we will write to you.
- A general inspection will be carried out followed by any remedial

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Work Update (continued)

Millais House

- Carpet renewal is due to commence 13 November and are expected to be completed by 17 November. Thank you all for your patience in this matter. No other works have been undertaken.

Loose Cables

During the removal of cables in the communal areas we unfortunately encountered a number of issues that has now stopped us from continuing with these works. A 6 week programme of works is expected to tidy up the appearance of the exposed cables which has been proposed for all blocks where loose telecoms/aerial cables are present. A date to commence is not yet confirmed. However, in the interim a short-term solution is planned to clip the loose cables to ceilings where possible. Please accept our sincerest apologies for any

Hogarth House

Tenant's new flat entrance doors have been completed.

Remedial decorations have started.

If you have any damages around your new front door caused during the installation please contact your RLO Ahmed.

Coffee Mornings



These coffee mornings have now been going on for over a month now, though attendance has been lower than expected.

These sessions are in place to offer a safe open place to ask any questions or discuss any issues you might have with both the United Living site team and Westminster City Council.

The sessions are held every Thursday at 10.30am in Merta Hall, above the MEMO office. Please feel free to come along.

Emergencies

Should you have an out of hours emergency relating to our work, please call:

013322 660 226

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Carpet fitting colour choice

We do understand that communication to some blocks was not received by residents where United Living should have highlighted to them that the ballot choice for the blocks carpet range, was no longer available. Please accept our sincerest apologies in this matter.



Court Yards

We will make sure to return the flower pots back to their original places. If any of the flower pots belong to you and you'd like assistance with moving them back, then please contact your RLO Ahmed who is happy to help.

Zero Harm

United Living place Health and Safety at the forefront of all we do, constantly monitoring and reviewing our procedures to ensure we are working in the safest possible ways.

All Site Management are responsible for ensuring that our contractors are working within the H & S requirements and regulations put in place.

Our Health and Safety Team (SHEQ—Safety, Health & Environmental, Quality) attend site regularly and keep the team updated with any new procedures and best working practices.

All our contractors working within any of our sites require as a minimum to the following:

CSCS (Construction Skills Certification Scheme) —CITB



ZeroHarm
United in safety - Safer together