

Address

8 November 2024

Dear Resident,

Re: Distributed Street Properties

We write to introduce ourselves and advise that maintenance works will soon begin. Westminster City Council has appointed United Living as the main contractor for these works, which are due to begin in November 2024.

Our site-based Management Team will consist of the following:

Project Manager: Charlie

Resident Liaison Officer: Wayne

Mobile Number: 07386 969 153

Your main point of contact will be Wayne, Resident Liaison Officer, who you can contact if you have any queries relating to the construction works.

Charlie and Wayne will both be based in the site office located at

Sullivan House, Pimlico, London, SW1V 3BP

You can contact Maria, Project Administrator on 01322 612 320 or at WCCenquiries@unitedliving.co.uk

The Resident Liaison Officer will also check in with you regularly while works are in progress. Overall, the current project is estimated to take **26 weeks** to complete. Elements of works to be undertaken will include the following:

- Scaffolding going to front, over the roof and at rear of the property
- Fabric repairs and decoration to front and rear of the properties
- Windows repairs/replacements (subject to surveys) & decorations to front and rear of the properties
- Roof repairs/replacements (subject to surveys)
- Internal decorations
- Front Entrance Door (FED) replacements
- Fire Risk Assessments (FRA)
- Rainwater goods repairs (subject to surveys)
- Fan installation
- Door entry system upgrades
- Internal flooring repairs
- Front steps repairs and waterproofing

The Resident Liaison Officer (RLO) will need to visit your home, at a time that is suitable for you. This visit will include photographic precondition surveys of your property and the completion of a prestart checklist before the works begin, which will include replacing your windows. Please get in touch to arrange a visit at your convenience. If you have any questions about this visit, please contact Wayne on the number above.

We understand that it is not always possible for residents to be at home during the day. To minimise disruption to residents, United Living offer a secure key policy system, where residents can leave keys to their homes with Wayne, Resident Liaison Officer or Charlie, Site Manager to enable the works to be carried out in your absence, should that be easier for you.

All United Living staff and operatives will carry photo identification cards. Should you have any doubts about the authenticity of the person(s) who are calling at your home, please contact Wayne on 07386 969 153.

We apologise for any inconvenience that may be caused by the works and thank you in advance for your co-operation.

Yours sincerely,

Maria
Project Administrator
United Living Property Services