

A guide for residents during major works at Wharncliffe Gardens Repairs and Decorations (Project AC103)



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Team Contact Details

Before works start, your first point of contact for all enquiries should be:

Debra

Project Administrator

01322 612 320 or 0800 023 1730

WCCenquiries@unitedliving.co.uk



After works have started

Following your pre-start survey, you will be issued with a project team card introducing your Resident Liaison Officer. Your Resident Liaison Officer will:

- Organise appointments with you for work to be carried out
- Help with any special needs you may have

How to contact us

If you need to contact us, our details are below:

By email: WCCenquiries@unitedliving.co.uk

Telephone: 01322 61232 or 0800 023 1730

United Living Site Office:
Wharncliffe Gardens
Henderson Drive
Westminster
London NW8 8UE

Website: www.westminster.gov.uk/Wharncliffe-gardens-repairs-and-decorations/outline/documents

Our working hours are:

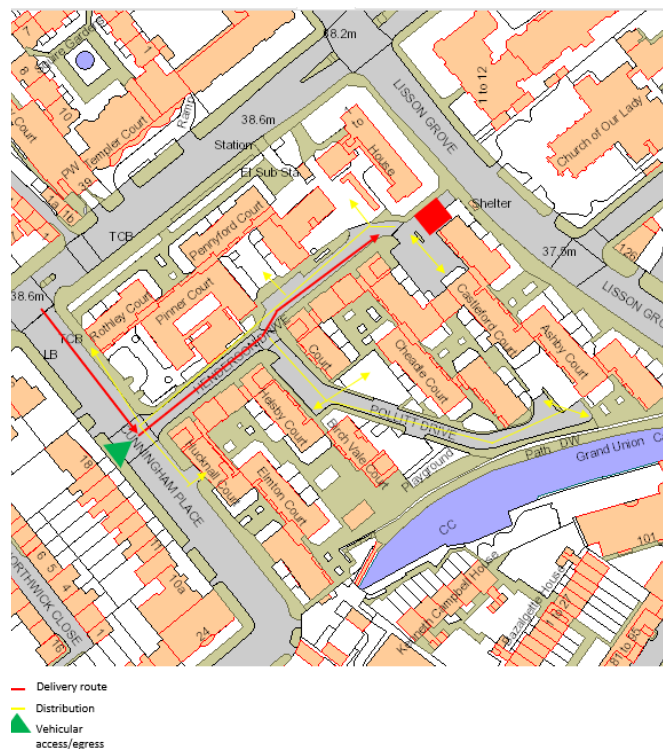
Monday – Thursday 08.30am – 17.30pm

Friday – 08.30am – 16.30pm

When you call us

We promise to...

- Call you back, if requested.
- Try and answer your query in one call.
- If not, explain what will happen next.



In an emergency

If you have an emergency relating to our works, please call 01322 660226.

Health and safety – COVID-19

The safety of your household is important and before any work starts in your home, we will speak to you about the work that is planned, your circumstances and how the work can be done safely.

We will agree with you how the work will be carried out inside your home and we will check to see if anyone in your home has COVID-19 symptoms, is self-isolating or is in a vulnerable or shielding category. If the answer is yes to any of these questions, United Living will not carry out the work and will discuss the options with you.

We remain committed to protecting the residents, our employees and contractors by safely completing all of our work in line with current government guidelines on COVID-19.



Asbestos Survey

Asbestos surveys will be carried out during your pre-condition survey appointment in line with Health and Safety Executive guidelines.

We are required to carry out asbestos surveys to any areas of planned works prior to any intrusive works.

This will be done by a specialist contractor who will carry out a visual inspection of any materials suspected of containing asbestos. The contractor may also take samples of the suspected material for analysis.

If asbestos is found, it will be removed under controlled conditions. This will be carried out by a specialist contractor. You may be required to leave your property for a short period of time to allow the removal work to be carried out. We will write to you giving at least 14 days notice of any asbestos removal works.

Scaffolding

There is little for you to do to get ready for this work. Please ensure to:

- Keep valuable and breakable possessions away from windows
- Keep windows closed during work and when you go out
- Keep your children and any pets away from open windows to avoid them getting onto the scaffolding

If you have any concerns, please call your Resident Liaison Officer immediately.

Before the works start we would like to remind you to contact your contents insurance provider to inform them that works are being carried out and that there will be scaffolding around your home or block. This should not normally affect your premium.

Satellite dishes and aerials

We may need to relocate your satellite dish or aerial whilst the scaffold is in place. You may therefore experience some slight interference with your reception.

We will replace your satellite dish or aerial to its original location where appropriate once the scaffolding is ready to be taken down.

Estate wide external repairs

The work will include:

- Repairs to paved communal walkways
- Removal and replacement of life expired vertical and horizontal movement joints
- Repairs to brick planters
- External brickwork repairs
- Timber repairs
- Rain water goods and above ground drainage repairs where required
- External decorations
- Making good hard landscaping (external tarmac, asphalt, walkways and paths)
- Making good soft landscaping



External fabric repairs (brickwork and concrete)

The work will include:

- Soffit, fascia repairs and decorations, masonry, render, brickwork repairs and repointing
- Concrete repairs, external facade/grille cleaning

Replacement of movement, expansion and mastic seals

Replace sealant expansion joints in the concrete and brickwork which are subject to natural movement over time (after a while, the expansion joint can dry out and will not absorb the stress as well).

Underground drainage repairs

Drainage repairs to extensively damaged estate system. This will include re-lining and patch repairs.

Walkway flooring repairs

The existing asphalt will be overlaid with a new system which will prolong the walkway life cycle. This new system is a quick drying material. United Living will give plenty of notice of these works taking place.

Fire risk assessment works

Fire safety works will be carried out in line with recommendations to meet current fire safety regulations.

The work will include:

- Fire stopping (communal areas only). Fire stops are used to seal around openings and between joints in a fire resistant rated wall or floor, to help prevent the spread of fire
- Upgrade to emergency lighting to bring in line with current regulations
- Fire risk assessment works to include loft areas and riser cupboards
- Renewal of stairwell and communal landing doors

The objective of fire compartmentation is to prevent the rapid spread of smoke and fire to or from another part of the same building or an adjoining building.

Fire safety signs are designed to warn residents and visitors of any fire hazards, to provide an instruction or to give safety information.

We will be replacing the following service cupboard doors in your block:

- Riser cupboard doors
- Electrical intake doors
- Store doors (some blocks)

Full communal lighting system upgrade

A full lighting upgrade is designed to comply with luminescence levels and current legislation.

The works will include internal stairwells, walkways and external estate areas.

Lateral mains upgrade

Renewal of lateral mains. Rising lateral mains (RLM) is the name given to the electrical distribution system in multi-occupancy buildings. Electricity rises through the building on mains cables and laterally through service ducts to individual properties to provide them with power.

These works will require access to link new cable to the existing consumer unit. There will be a block switchover day that will temporarily turn off power for a brief period. We will provide notice of this to all affected properties.

A low voltage power distribution system will operate at a low voltage level, which is typically equal to the main voltage of electrical household appliances.

The benefits are:

- Cost effective
- Low volt lighting uses less energy/electrical current
- Environmentally friendly
- Parts are readily available

Communal door access system upgrades

The works will include replacement of the main door entry panel. The new door entry panel will include an 'LED Display' and a KMS reader (a KMS reader is a controlled communal door access system, which is compatible with all existing and new door entry systems). This applies to the following blocks:

- Brackley Court
- Cheadle Court
- Castleford Court
- Ashby Court
- Winchelsea Court
- Birch Vale Court

Communal entrance doors will be replaced on a like for like basis in the following blocks:

- Cheadle Court (back door)
- Winchelsea Court (front and rear doors)

The work will include:

- Strip out existing system, replace wiring and make good
- New handsets will be replaced in the current location where possible

We will require access to finalise the handset, test and commission the system.

Whilst work is being undertaken, there will be clear signage and barriers in place to ensure safe entrance and exit of the block.

Internal communal decorations

We will be carrying out repairs and redecorations to the internal communal areas. The work includes the redecoration of all previously painted surfaces, including woodwork, handrails, staircases and skirtings. Ceilings and walls will be painted with a class 'O' fire retardant paint.

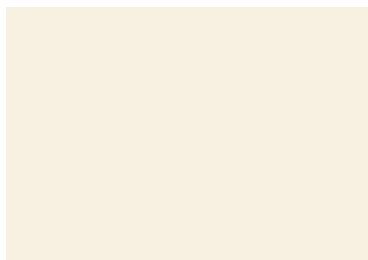
All internal communal flooring areas to be replaced with a vinyl floor covering.

Communal wall and floor colour choices

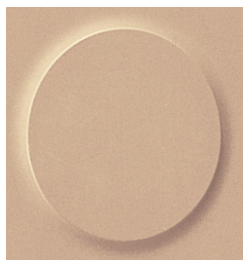
Residents will be invited to take part in a colour choice ballot. The winning colour will be determined by a majority vote to your block.

Please see below the colour choice combinations that are available. Ballot forms will be sent to all residents nearer the time of your block start date.

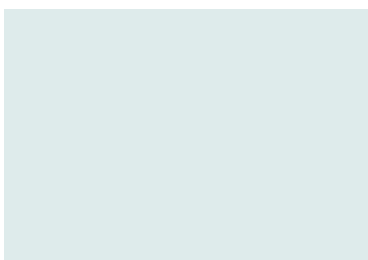
Colour choice combinations



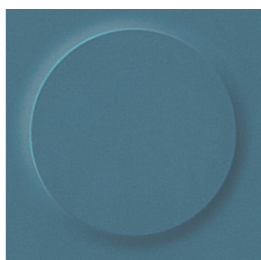
Walls - Cream



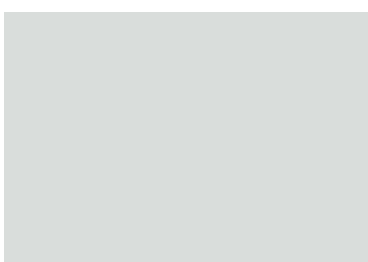
Floor - Sandstone



Walls - Cool Blue



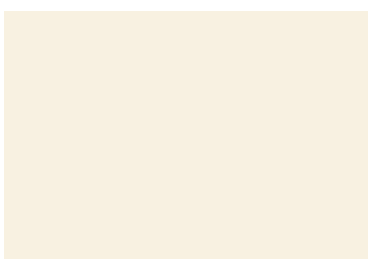
Floor - Cool Blue



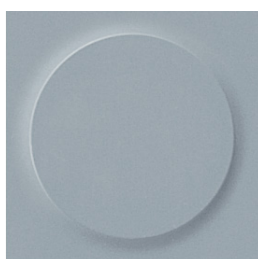
Walls - Grey



Floor - Mercury



Walls - Cream



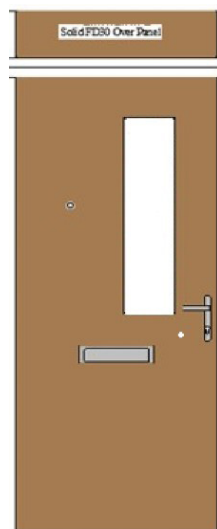
Floor - Mercury

Replacement front entrance doors (tenanted properties with leaseholder opt-in)

As part of the fire safety works being carried out in your block, we will be replacing tenant front entrance doors (leaseholders will be invited to opt-in). The door is a 30 minute fire rated door and meets 'Secure by Design' requirements which includes a multipoint locking system. Westminster City Council will write to leaseholders with the cost, door specification and details on how to opt-in.

You will be provided with three unique keys for your new front entrance door. Your door will be fitted with a silver aluminium letterbox, spyhole, door number, knocker and chain. Please ensure all security grilles are removed before installation of your new front entrance door. Security grilles will not be refitted by United Living.

Your new flat front entrance door will be replaced on a like for like basis, please see below.



Residents and those leaseholders that wish to opt-in will be offered a choice of five different colours. Please see below.

We will write to you and include a colour choice form for you to choose from, sign and return in the pre-paid envelope provided.



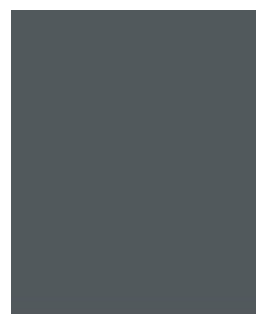
Oak Stain



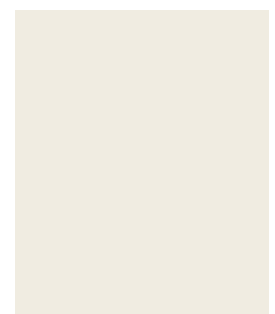
Dark Blue
RAL 5013



Dark Green
RAL 6012



Steel Grey
RAL 7011



White
RAL 9010

Roofing and weatherproofing

We will be surveying the roof and will carry out all necessary repairs.

We will check the condition of any other interfacing materials and underlay, in order to indicate the condition of the timber.

As part of the roof works we will be rectifying any existing roof leaks found or reported to us.

Ventilation upgrade in kitchens and bathrooms (tenanted properties only with leaseholder opt-in)

In leaseholder properties the works will be carried out if the area is accessible and feasible for the fan installation work. Once the installation has been completed, leaseholders only, will be supplied with an electrical Minor Works Certificate.

These works will be at an additional cost to leaseholders.

Westminster City Council will write to leaseholders with the cost, specification and details on how to opt-in.

In-flat work will include:

- Replacement extractor fans (kitchen and bathroom)
- External covers to fans

We may need to remove any wall cupboards, medicine cabinets or any other obstruction preventing installation of the new extractor fan.

Replacement windows (with exception of Winchelsea House)

Getting ready for replacement windows.

To allow our operatives space to work and to prevent accidental damage of your belongings:

- You will need to take down any curtains or blinds around the windows
- Move all items of furniture and belongings away from the window area
- Have a clear path through the room to the windows

If you have security grilles, these must be removed from windows before works can commence. We will be unable to refit the grilles as this will invalidate the warranty of the windows. Please ask us for assistance if you are unable to remove them.

If you require any assistance with moving furniture or taking down curtains or blinds, please ask your Resident Liaison Officer for help. You will find their contact details on your team card which will be included in your resident information pack.





OUR CODE OF CONDUCT

Incorporating our Considerate Contractors Policy
and Residents' Responsibilities



THE UNITED LIVING CONSIDERATE CONTRACTORS POLICY

We promise to:

- Be considerate to all residents affected by the works
- Be accountable and readily available to deal with concerns
- Promote high standards of consultation and involvement
- Ensure that the code is understood and implemented by everyone, especially its commitment to:-
 - Being safe
 - Keeping the site clean and well ordered
 - Promoting acceptable standards of behaviour and dress
 - Being environmentally aware
 - Measuring customer satisfaction.

THE UNITED LIVING CODE OF CONDUCT

United Living Managers and Resident Liaison Officers ensure that all staff and sub-contractors are aware of this code, that they understand its importance and work to it.

Considerate Behaviour

Everyone working on site will...

- Show respect to residents, their possessions and their home
- Respect different cultures and religions
- Minimise disruption to residents, the community and local businesses
- Give extra consideration and assistance to the elderly, disabled and to those with special needs
- Keep properties safe
- Restrict the use of mobile phones
- Clean and tidy up at the end of each working day
- Keep residents informed at the end of each day and notify of next access
- Never smoke, drink or eat food or use radios or personal stereos when in a resident's home
- Never ask to use a resident's phone
- Avoid using residents' toilets or bathrooms whenever possible and only then with the resident's permission – and leave clean after use
- Not leave tools in the home overnight
- Never use a resident's cleaning tools
- Maintain high standards of behaviour in and around people's homes
- Refrain from bad language and improper conduct

Accountability

United Living will...

- Provide residents with the names of those in charge and in particular the Resident Liaison Officer
- Display a company board with local contact details
- Be accessible to anyone who has a query or complaint
- Maintain a 24 hour emergency hotline
- Keep an incident and accident book
- Never pass the buck
- Strive to maintain high levels of customer satisfaction and learn from any mistakes
- Ensure that there is always a person responsible for customer satisfaction, usually a Resident Liaison Officer
- Monitor levels of satisfaction and complaints
- Minimise inconvenience to residents should breakages or accidents occur
- Record conditions in the home before and after work is undertaken
- Make and keep appointments for work to be carried out
- Advise residents promptly of the reasons for any delay

The Working Environment

Everyone working on site will...

- Protect the route to the working area with floor coverings
- Use clean dust sheets to protect floors and furniture
- Ensure materials are stacked neatly and safely
- Ensure services are re-instated at the end of each working day
- Keep the local area, its roads and footpaths clean and tidy
- Cover skips where dust could be a nuisance and not to allow skips to overflow
- Park in allotted areas
- Keep scaffold rubbish free, clean and safe
- Keep materials and plant within site boundaries
- Avoid pollution and minimise wastage at all times
- Recycle materials where possible
- Keep down noise of operatives, vehicles, plant and works in progress
- Minimise on-site storage and assembly of materials

Consultation & Communication

United Living will...

- Attend resident meetings and consult properly
- Supply all residents with the Code of Conduct and an information pack before work commences
- Provide daytime contact numbers and emergency numbers for out-of-hours
- Keep residents informed through letters, notice boards and/or newsletters
- Get to know resident representatives and others involved in the local community

Safety & Security

United Living will...

- Follow all health and safety procedures and never compromise on safety
- Advise residents on general site safety
- Conduct regular safety visits and audits
- Store materials and equipment safely
- Carry out safety assessments and guarantee that public & operative safety is given priority
- Provide ramps, or signed diversions, for wheelchairs and prams where we have disturbed the pavement
- Ensure pedestrian access around the site is kept safe and clean
- Ensure that any keys provided to occupied properties are held by a nominated person
- Treat any details about residents or their home in strict confidence and will never discuss such information with other residents

Everyone working on site will...

- Keep a resident's home secure while work is being undertaken and close the front door when the property is left unattended
- Ensure ground floor ladders are removed overnight
- Restrict access to scaffolding to minimise risk to security and safety
- Exercise particular care when children are present
- Never enter or remain in a resident's home with unaccompanied children under 16
- Always wear or carry an Identity Card and be happy to show it to a resident when we call
- Wear clean United Living corporate clothing with a clearly visible logo

RESIDENTS' RESPONSIBILITIES

While this document deals primarily with the conduct of United Living and everyone working on our site, residents also have responsibilities. Only by respecting and cooperating with each other can we deliver, and residents receive, the high quality of work and service we all expect.

- Treat our staff, operatives and sub-contractors with the same respect and consideration you rightly expect from them
- Give our staff and sub-contractors access at the agreed times and dates
- Give us 24 hours notice if you need to cancel any appointment
- Keep children and pets away from the work area, tools and materials
- Do not leave young children alone while work is in progress. We will not enter or stay working in any property with unaccompanied children under 16
- Maintain clear safe access for our staff through to the areas of work, for the duration of the work
- Pack away all breakable and valuable items
- Completely clear out rooms to be refurbished. Packing boxes will be provided
- Do not tamper with or endeavour to undertake yourself any of the work we are carrying out
- Do not start your own project including decorating while we are still working in your home

All our staff must adhere to our Code of Conduct while working in and around your home. If you have any concerns about the conduct of our staff please contact your Resident Liaison Officer straight away.



For further information please visit

www.unitedliving.co.uk

United Living, Media House,

Azalea Drive, Swanley,

Kent BR8 8HU

01322 665522

Compliments, comments and complaints

We always aim to offer a great service but like any organisation we can make mistakes. We are always pleased to hear when we do a great job and welcome your compliments, comments and complaints. We welcome your feedback so that we can learn from our mistakes and improve our service to you.

When we go the extra mile

If a member of staff has offered great customer service and was particularly helpful or supportive, or did something that made things easier, we would love to hear about it.

We will make sure that the member of staff is recognised.

If we get it wrong

If you are unhappy with the service you receive from us, please let us know. Your Resident Liaison Officer is the best person to speak to. They will investigate it thoroughly, quickly and fairly, keeping you informed throughout. Please give them as much information as possible and they will do their utmost to support you through the process.

We try to keep things simple and sort things out on the spot, but if things take longer than we hoped, we will keep you informed of progress and any delays.

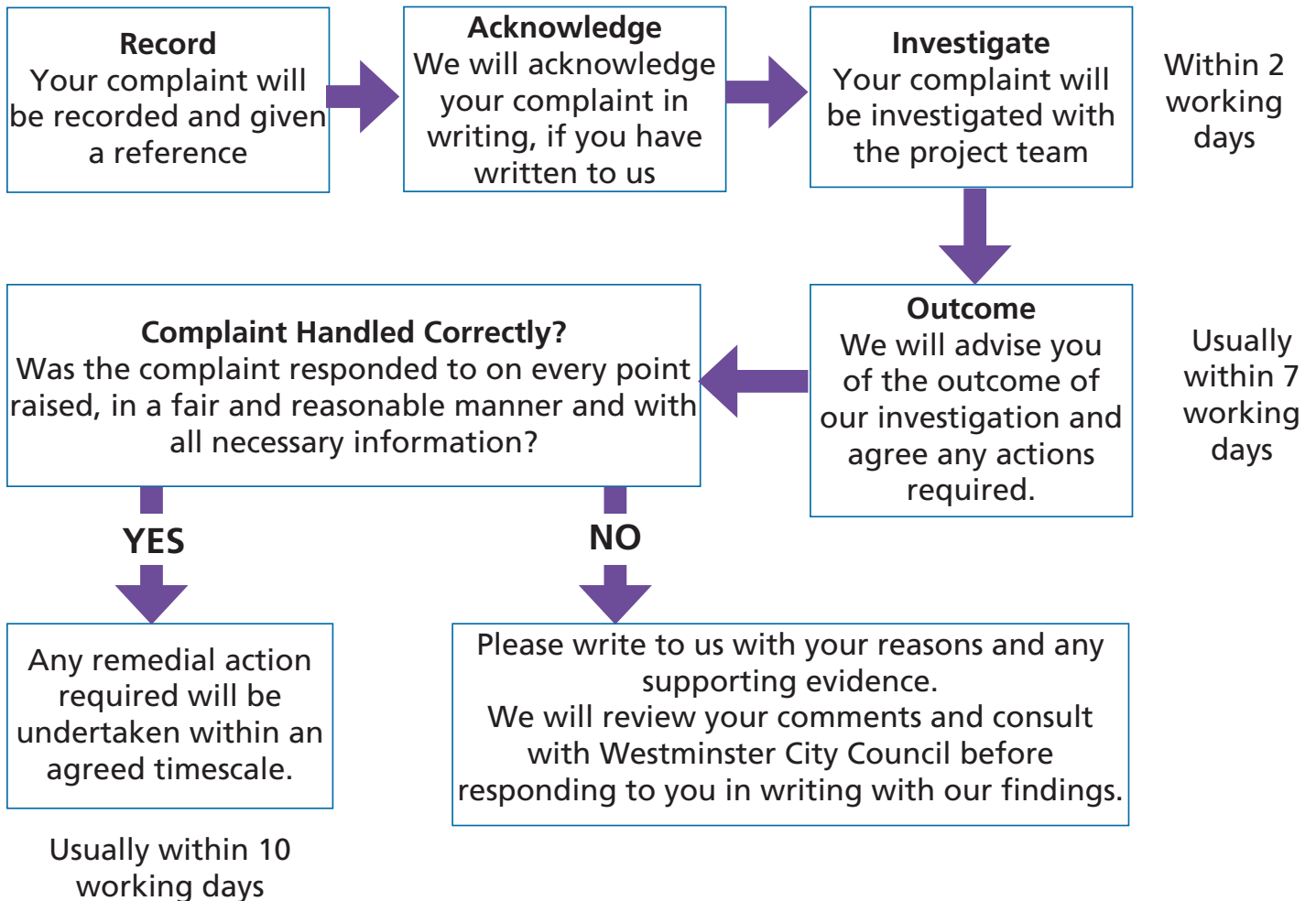
Alternatively

Please write with full details and any supporting evidence, to:

The Customer Satisfaction Coordinator
United Living
Media House
Azalea Drive
Swanley
Kent BR8 8HU



If we get it wrong



End of works

Once works are completed, these will be inspected by a United Living representative who will ensure the work has been carried out to the agreed specification. This is called 'snagging'. If any additional works need to be carried out, we will come back to put it right.

Approval and handover

A joint visit with United Living and a representative of Westminster City Council will be carried out to inspect and sign off the works, ensuring quality control is adhered to.

After the works are finished

After completion of the works, your home is in a 'defects' period of 12 months. During this time, if something goes wrong, please call us on 01322 612350 or email d1aftercare@unitedliving.co.uk and we will make contact to inspect and carry out the necessary repairs.



United Living, Media House,
Azalea Drive, Swanley
Kent, BR8 8HU

www.unitedliving.co.uk