

Welcome to this month's newsletter.

We are progressing with the major works across the estate and have provided an update on the status of work to each block. We would like to apologise if any of the works have inconvenienced you, but we are doing our best to keep this to a minimum and would like to thank you for your understanding during these works.

Work Update

Front entrance door installation will begin in June 2023 and carpet installation will begin immediately after. We will contact you shortly to book individual appointments. Any decoration touch ups will be undertaken as part of the final works.

Gainsborough House Block 1-30

- All external works completed down to first floor. Ground floor repairs to windows will start in late May. These works could not be completed whilst the scaffold was in-situ.
- Internal repairs to windows are taking place now and we will be in contact with you to book further appointments if needed.

Gainsborough House Block 31-60

- This block is currently on hold, works will commence following Westminster City Council's instruction to do so. A separate letter will go to Gainsborough House residents about this.

Morland House

- All external works have been completed.
- Front Entrance Doors and carpet installation still need to be carried out. These works are scheduled to start in July.

Maclise House

- All external repairs have been completed.
- The remaining hanging cables in communal areas are currently being removed by our third party contractors—United Living will make good and decorate damaged areas after the cable removal.
- Front Entrance Doors and carpet installation works are scheduled to start in July.

Mulready and Milais House

- All external works have been completed.
- The remaining hanging cables in communal areas are currently in the process of being removed by third party contractors—United Living will make good and decorate damaged areas after the cable removal.

Site Team



Michael

Snr. Site Manager



Shirajul

Site Manager



Ahmed

Resident Liaison Officer

07803 509 946

Or

alternatively email:

WCCenquiries@unitedliving.co.uk

Mulready and Milais House continued

- Front Entrance Doors and carpet installation works are scheduled to start in July.

Reynolds House (1-26 and 27-52)

- All external works have been completed.
- Lateral Mains Cables to be connected in each property, we are waiting for UK Power Networks to complete works their end before these can be completed. The works also involve the installation of electrical 'kiosk boxes' externally next to the staircase. Once all this has been completed we will contact residents with a change over date.
- Following the completion of the lateral cables (electrical cables) we will remove all redundant cables from the communal area and carry out any associated redecoration. Unfortunately we cannot give a date for this at the present time but we will keep you updated on progress in further monthly newsletters.
- Front entrance door installation will start in July.
- Carpet installation will start once all the decoration has been completed.

Hogarth House

- Scaffolding dismantling completed.
- All external works completed down to the first floor.
- Ground Floor window repairs to start before the end of May 2023.
- Internal window repairs to start before the end of May 2023 we will contact you individually to make convenient appointments.
- The remaining hanging cables in communal areas are currently in the process of being removed by third party contractors—United Living will make good and decorate damaged areas after the cable removal.
- Front Entrance Doors and carpet installation are scheduled for July.

Wilkie House

- Top floor scaffolding has now been dismantled and removed from site.
- Remaining scaffolding will be removed early June.
- Internal window repairs will start this month and residents will be contacted individually to book their preferred appointments day and time. Alternatively you can call Ahmed (RLO) to book yours now.
- Front Entrance Door installation will start in August with the carpets to follow immediately after.

Communications update—We are re-starting the Coffee Mornings

Previous coffee morning sessions ended as residents stopped coming to them.

We will relaunch them again in June and residents will be notified of a time and place when this has been confirmed.

The coffee morning are an opportunity to raise any concerns or queries that you have about the works, so that we can sort them out quickly. We also use them, with other information, to help shape the communications that we send you.



Delays — an explanation and apology

We would like to apologise for the length of time it has taken to complete the works. We encountered initial delays from the Conservation Officer that have had a knock on effect to the programme.

There are many blocks that have had the scaffold dismantled from their blocks for a number of months with internal works remaining. The issue with this has been the need to agree a suitable Flat Entrance Door (FED) to be fitted. This took much longer than expected. We needed to find a door that would fit with the historic nature of the estate but at the same time meet current security and safety requirements, which included testing it for fire safety. This has had a severe knock on effect to the internal programme along with the cabling. Decoration works will follow on from this.

We also need to comply with a lengthy process for approval to the Conservation Officer to each entity of works:

- ⇒ Works surveys
- ⇒ Roof repairs / replacement to isolated areas. Also window repairs
- ⇒ Brickwork repairs / replacement
- ⇒ Rainwater goods / repairs / replacement

Some additional works have also been instructed as works have proceeded, which will be beneficial for future maintenance.

We have also experienced delays due to 'non-access' to some properties which have impacted the lateral mains and door entry system change overs.

Please be assured that , even though works have not progressed as quickly as we would like, we have been working closely with our colleagues in the Housing Department to resolve these matters to everyone's satisfaction and we will continue to do so.

Other Business

We are aware of some blocks experiencing water leaks due to a recent heavy rain down pour. As these leaks are not related to current major works, a tower scaffold will be installed by week commencing 29th May 2023, for furthered investigation. We are working with the council in regards to this to find a solution and will tell you more in future newsletters.