

Reply to:

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Dear

Major works update - Churchill Gardens and Russell House (project T168)

Thank you to those residents that attended the meeting held this week to discuss the planned major works to your home.

I am sorry that the meeting did not go as planned and that many people left feeling their questions were not answered. I appreciate the frustration that this has caused and want to reassure you that CityWest Homes and our term partnering contractor for major works, United Living, will work with you to deliver a successful project.

At the meeting held this week we agreed to hold additional residents' meetings. We plan to hold one for Churchill Gardens residents and one for residents of Russell House. Residents have asked that these meetings happen in September. I will write to you with the details, including the agenda and CityWest Homes attendees, once the dates have been confirmed.

The purpose of the meetings is to outline the new major works process, set out the scope of the work, explain how the scope has been developed by CityWest Homes, the next steps and opportunities for you to get involved between now and work starting onsite.

At the meetings there will be representatives from the CityWest teams that drafted the scope of work; that will be responsible for monitoring delivery of the work; the Leasehold team for any billing or payment queries; and United Living, who will be delivering the work on-site.

I look forward to seeing as many of you as possible in September. In the meantime, please find enclosed a Q&A sheet from the questions that have been raised by residents. I hope you find this helpful. The Q&A sheet will be updated throughout the project.

CityWest Homes understands that getting engagement right on major works projects is crucial to the success of any project, and we look forward to working with you throughout the project to make this happen.

If you have any questions or concerns, please let me know and I will be happy to help.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'LJenkins', is positioned below the text 'Yours sincerely'.

Lindsay Jenkins
Property Services Team