

A guide for residents during major works at Millbank Estate (Project S159)



Team Contact Details

Before works start your first point of contact for all queries 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 (RLO). Your RLO 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 get hold of us our details are below:

By email: WCCenquiries@unitedliving.co.uk

United Living Site Office:
Gainsborough House
Erasmus Street
London SW1P 4HX

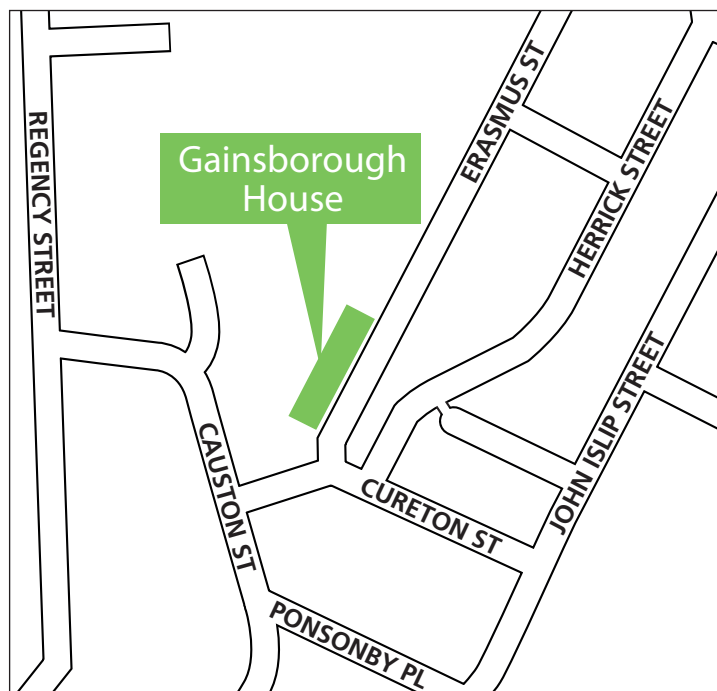
Website: www.westminster.gov.uk/yourhousing/S159

Day/times working hours
Monday – Thursday 08.00.am – 17.00pm
Friday – 08.00am – 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.

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Overview of planned works

- The work to be carried out to Millbank Estate includes:
- Asbestos Surveys.
- Scaffold (erect and strike scaffold).
- Window repairs and redecoration.
- Replacement flat front entrance doors (Leaseholder Opt-In).
- Replacement communal fire doors.
- Communal decorations and replacement flooring.
- External works (Repairs and re-pointing to brickwork/concrete surfaces, including cleaning of stained brickwork).
- Roof repairs.
- New door entry systems.
- Drainage (Repair and clean rainwater goods below ground drainage systems).
- Fire Risk Assessment (FRA) works.

Works are required following a recent fire risk assessment and fire door inspection.

Health and safety – COVID-19 Secure ways of working

Keeping you and the onsite teams safe during this time is our number one priority. To comply with the government guidelines, United Living has carried out a COVID-19 risk assessment and we confirm the work site and procedures are COVID-19 Secure.

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 done 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.

United Living has introduced a range of measures to keep you and our employees safe and can confirm that our approach is COVID-19 Secure. This includes steps for safer working together. United Living has:

- Carried out a COVID-19 risk assessment to comply with government guidelines.
- Introduced cleaning, handwashing and hygiene procedures (such as PPE) in line with guidance.
- Taken all reasonable steps to help people work from home where possible.

- Taken all reasonable steps to maintain social distancing whilst working.
- Where it is not possible to maintain social distancing, everything practical will be done to manage transmission risk.
- Mandatory social distancing, including distances marked out onsite.
- Signage and barriers will be put up to cordon off area of work.
- Appropriate personal protective equipment (PPE) for our teams.
- Enhanced cleaning in all work areas.
- Enhanced welfare and washing facilities at the site office.
- Staggered use of facilities, with a rota system for breaks to allow social distancing.
- Restrictions on travel to and from site, including managing deliveries of building materials.
- Additional welfare supervisors to manage social distancing.
- All initial surveys to be done over the phone or video call.
- Detailed safety checklist for any work due in your home.
- Individual discussion and agreement with you for any work planned in your home.

Please contact your dedicated RLO, if you have any questions or concerns.

You will find their contact details on you team card which will be included in your resident information pack.

Before works start

Your RLO will contact you to go through the resident information pack and answer any questions you may have.

- Carry out an asbestos survey.
- Carry out a survey of your front entrance door.
- Carry out a window survey.
- Provide you with information on the works being carried out.
- Provide you with contact details of the site team and who to contact in an emergency.

To book your survey, please contact Debra on 01322 612 320 or 0800 023 1730. Alternatively you can email Debra at WCCenquiries@unitedliving.co.uk

Asbestos Survey

Asbestos surveys will be carried out during your precondition survey appointment in line with HSE guidelines.

We are required to carry out asbestos surveys to any areas of planned works prior to 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 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 but please:

- 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 into the scaffolding.

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

Satellite dishes and Aerial's

We may need to relocate your satellite dish or Aerial onto the scaffolding whilst the scaffolding 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 once the scaffolding is ready to be taken down.

Window repairs and decoration

As part of works we will be carrying out repairs to your windows.

The work includes:

- Ease and adjustment of existing windows (including repairs where required).
- Replacement of broken handles and hinges.
- Strip paint and remove any rotten or failed material. Sand Crittall sections. Brush with a wood stabiliser to provide a suitable key. Apply dry flex resin.
- Replace broken and/or defective glass.

Getting ready for window repairs

To allow our operatives space to work and 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. Ask us for assistance if you are unable to remove them. These will not be refitted by us.

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

Replacement tenant entrance doors

As part of the fire safety works being carried out in your block, we will be replacing tenant front entrance doors.

Leaseholders are invited to opt-in. Westminster City Council will write to leaseholders with the costs, door specification and details on how to opt-in.

You will be provided with three unique keys for your new front door. Your door will have a new letterbox, spy-hole, door number, knocker and chain.

Your new flat entrance door will be replaced on a like for like basis. 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 three colour combinations available. Ballot forms will be sent to all residents nearer the time of your block start date.



DOOR WALL CARPET



DOOR WALL CARPET



DOOR WALL CARPET

Replacement communal doors

We will be replacing the following communal fire doors in your block:

- Communal doors
- Riser cupboard doors
- Electrical Intake doors
- Store doors (some blocks)

Communal decorations

We will be carrying out decorations to the internal communal areas of your block.

The work includes:

Redecoration of all previously painted surfaces (ceilings, walls, woodwork, handrails staircases and skirtings) with fire resistant paint.

External works

Redecoration of all previously decorated external surfaces with fire resistant paint to masonry communal walkways. Repairs and re-pointing to brickwork/concrete surfaces, including cleaning of stained brickwork.

Roof repairs

This may include the following work:

- From all roof areas.
- Damaged/missing/slipped slates.
- Lead flashings: Cut out and replace defective flashing with new, to ensure that the roof elements are functioning correctly and not permitting water ingress.
- Cut out roof tiles and replace with new in-line ventilation.
- Insulation – To all roof areas accessible through the communal loft hatch, Upgrade the existing roof insulation between the joists to levels to meet current Building Regulation Standards.
- Installation of roof void compartmentation between party wall lines.

New door entry systems

The work will include:

- Strip out existing system, replace wiring and make good.
- Test system upon completion of works and ensure all components are left in good working order.
- MEMO programme training in order to access system.

Drainage

Works to clean and repair the drainage system will include:

- Re-lining of all drainage.
- CCTV survey of all pipework.
- Replacement of defective pipework.

Fire Risk Assessment (FRA) works

FRA works, including fire stopping, the replacement of communal cupboard doors and firebreak partitions in the roof spaces.

- Fire compartmentation.
- Fire signage.
- Fire stopping.
- Replacement of communal cupboards.
- Fire break partitions in the roof spaces.



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 particularly 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 and 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 are 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

Tel: 01322 665522

For information on United Living's translation service
please contact the Customer Satisfaction Team.

Form No 089 04/15

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 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'll make sure that 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.

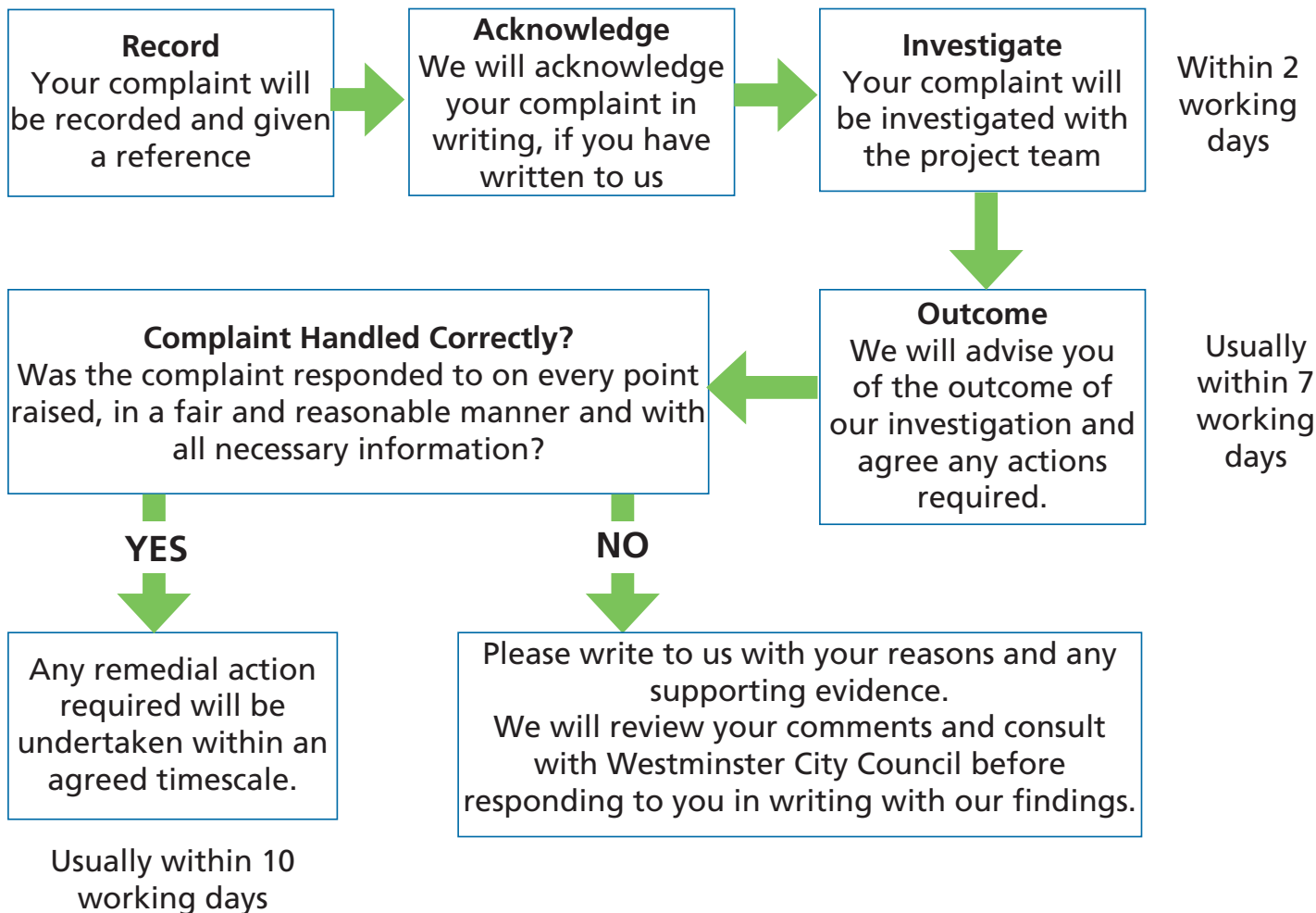
Alternatively write, with full details and any supporting evidence, to:

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

By Email
WCCenquiries@
unitedliving.co.uk

By Phone
01322 665522

If we get it wrong



End of works

Once works are completed, these will be inspected by a representative from Westminster City Council 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

We inspect your home and if you are happy it meets the agreed specification we will sign the works off.

After the works are finished

Twelve months after works have been finished, your home is in a 'defects' period. During this time, if something goes wrong please call us and we will come and carry out the necessary repairs.





United Living, Media House,
Azalea Drive, Swanley
Kent, BR8 8HU
Switchboard: 01322 665522
www.unitedliving.co.uk