



City of Westminster

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Ref: S159

Millbank Estate major works - start onsite information (project S159)

I am writing to you with an update on the planned major works at the Millbank Estate. Since the last update we have been working with our contractor, United Living, on how to start the project safely using the government's COVID-19 Secure guidance.

Based on this guidance, we have agreed a start date of **Wednesday 7 October 2020**.

This letter contains important information about the scope of work; location of United Livings' site office; an outline programme of work; an invite to an online information session and how to get more information or help while the project is onsite.

Scope of work

The work involves external and internal repairs and decorations, including:

- Window repairs and decoration
- Roof repairs
- Timber repairs
- Brickwork repairs
- New door entry system
- Fire safety works
- Repairing and cleaning rainwater goods below ground drainage systems
- Leaseholder opt-in to purchase a flat entrance door
- Replacement of tenants' front entrance doors
- Replacing the lateral mains (electrical supply)
- Metalwork repairs
- External works
- Communal decorations and flooring
- Replacing communal doors

Location of site office

United Livings' site office, welfare facilities and storage containers will be located in the courtyard at Gainsborough House. They will start to prepare the area from 7 October and the containers will arrive from 8 October. The site area will be securely locked every night and noise will be kept to a minimum.

Outline timetable for work

The work is being done in phases. Work to the first blocks will start in October 2020 and complete on the final block in September 2022.



The timetable for work is below. If there are changes to these dates, United Living will update you.

Phase 1: Oct 20 – Sep 21	Phase 2: Apr21 – Mar 22	Phase 3: Dec 21 – Sep 22
Morland House	Wilkie House	Hogarth House
Maclise House	Gainsborough House	Reynolds House
Mulready House		
Millais House		

As the project progresses, United Living will write to you directly with details of the works planned and timetable for your block. This will include advance notice about scaffold being put up, appointments for surveys or work within your property, and notification of any disruption to services such as electricity or water.

United Living’ Resident Liaison Officer, Residents’ Guide and updates

Your dedicated Resident Liaison Officer (RLO), Leon, will answer any questions or concerns you may have. He will also provide you with a Residents’ Guide which contains comprehensive information about the project.

Leon is your first point of contact while the work is on site and he will provide you with any updates. You can contact Leon on 0800 023 1735 / 07718 566 900 or WCCenquiries@unitedliving.co.uk.

Online information session – Thursday 1 October 2020 6.30pm – 7.30pm

Although we cannot meet in the usual way, please join our project team and United Living at an online information session. We will talk about the work, COVID-19 safety measures and how it may affect you. If you would like to join the session, please contact Leon, using the details above, and he will send you details of how to join the session.

Pilot property

United Living will carry out work to a pilot property, which will be inspected by the Councils’ Quality Manager before works are agreed. If you would like to be considered as the pilot property, please contact me on the details below.

More information and help

More information, including the latest Q&A Guide and COVID-19 safety measures, is on the project website at www.westminster.gov.uk/yourhousing/S159.

Thank you for your understanding during the works. If you have any other questions please contact me on 0800 358 3783 or email housing.enquiries@westminster.gov.uk.

Yours sincerely

Lindsay Jenkins
Communications Coordinator
Growth, Planning and Housing