



Westminster City Council
64 Victoria Street
London SW1V 6QP

Tel: 0800 3583783
residentadvocates@westminster.gov.uk

Date: Wednesday 13 September 2023

Ref: No access

Dear resident

Access to complete the major works – final chance before court referral

Please can you contact us before **Friday 22 September** to arrange a suitable time for us to do the ventilation works to your home.

Our contractor has written to you and tried in other ways to contact you, but our records indicate that the works are still outstanding in your home.

This is your **final chance** to make an appointment with us to carry out these works. If we do not hear from you or a representative by Friday 22 September, **we will refer this matter to the City Solicitor and start court proceedings to get access.**

Please note that the council we ask the courts to award costs associated with the court action and you will need to pay these.

How to make an appointment

Email **residentadvocates@westminster.gov.uk** and quote X251 appointment or call Phuong Doan on **0791026660**.

Reminder of the process

The first appointment should take no more than 30 minutes to complete, and some further visits may be needed to 'make good'.

The design of the works includes the installation of a 'fire damper' inside the ventilation system serving your flat.

This will greatly improve the fire safety where you live, and the design has been agreed with the council's building control team.



City of Westminster

If we delay completing the works it will increase the cost of the major works project and mean that the ventilation system will not work.

Thank you for your help and we look forward to hearing from you shortly.

Yours sincerely

A handwritten signature in black ink, consisting of a stylized 'P' and 'D' followed by a horizontal line.

Phuong Doan
Resident Advocate
Housing and commercial partnerships