

Resident Name  
Address  
Town  
County  
Postcode

Date 16/05/2023

Dear

**Re: Sullivan House – Replacement Roof (Project AC111)**

We would like to take this opportunity to introduce ourselves to you. We are United Living, the main contractor working with Westminster City Council to carry out roof work to your block.

**Scaffolding**

To enable us to carry out these works, scaffolding will need to be erected around your block.

We will be erecting the scaffold in the week commencing: **29<sup>th</sup> May 2023**

Debris netting will be fixed to the external side of the scaffold to prevent any debris falling; this may affect your natural light. An alarm will be added to the first floor of the scaffold to help prevent any unauthorised access from the ground floor upwards.

**Scaffold awareness**

As with many areas of construction, scaffolding comes with potential hazards. While it is in place on your building, please be aware of the following:

- We recommend that you advise your household insurer that scaffolding (alarmed) is in place and update them when it is removed.
- We will do everything we can to make the scaffolding as secure as possible. Ladders will be removed/locked at the end of the working day to prevent unauthorised access onto the scaffold. Any persons found on the scaffold without permission will be reported to the police.
- Keep windows closed when the property is unoccupied and overnight.
- Keep curtains and blinds closed during working hours, where privacy is wanted.
- Keep children away from open windows so they cannot climb onto any dangerous scaffolding.

- Only United Living personnel and contractors working on our behalf are allowed onto the scaffold. If you see anyone on the scaffold outside of working hours, please report them to the police.
- Do not climb or walk on a scaffold structure under any circumstances as this can be dangerous and **your health/life may be at risk**.
- We need access to all areas around the outside perimeter of the building, so please make sure there are no obstacles. If you have a vehicle, please ensure it is not parked where it could cause an obstruction or potentially be damaged.
- Please remove furniture, plants, pots, ornaments and/or personal belongings from all working areas, including balconies, to prevent damage or accidents.
- We will not be responsible for any loss or damage of valuable belongings kept around the working areas, including loss of TV/Satellite reception or breach of security while the scaffolding is in place.
- Please keep children and pets away from the work areas for their safety and to prevent accidents.

### **Site Office**

To facilitate this work, we will be using the existing ULPS site office, located between Sheraton House and Wilkins House.

The compound area will be in use during our working hours, which are Monday to Friday 8.00am to 5.00pm, and will be locked outside of our business hours and at weekends.

Some noise early in the morning and throughout the working day will also be unavoidable due to the nature of the structure. However, we will work with you and take necessary steps to reduce noise as far as practically possible.

### **Surveys**

There are ongoing technical surveys being carried out on the building. These surveys are essential to determine the full scope and programme for the project.

### **COVID-19**

Please be assured that we will be following all government safe working guidelines to ensure your wellbeing and that of our workforce and the wider community. If anyone in your household is shielding or isolating, please do make us aware so we can take any necessary additional precautions.

### **Communication**

We will be in regular communication to update you on the progress of the works, such as any changes to timelines. Your designated Resident Liaison Officer (RLO) will be your first point of contact to support you, before, during and after the project. Your RLO will visit you before any works commence to deliver the Resident Information Pack and to discuss any concerns or requirements you may have.

Full details of the United Living site team will be displayed locally for information and included in our newsletters, which will be posted to individual flats and placed in communal areas. If you would prefer newsletters by email or are a leaseholder with an alternative address for correspondence, please provide details to our RLO. If you need to report an 'emergency' outside of normal working hours, please call **01322 660266**.

## Working hours

Our working hours are Monday to Thursday 8.00am – 5.30pm, and 8.00am – 4.30pm on Fridays. We will not be working UK Bank Holidays or weekends unless this is with prior agreement with your landlord.

## Identification of staff

All site operatives and United Living staff carry photo identification, but if you have any doubts about the validity of anybody's ID, please close your door and call us on the number below to verify their identity.

## Noise and dust

Unfortunately, there will be some disruption to day-to-day activities while the work is carried out, including significant noise disruption at times. We apologise for any inconvenience this may cause and hope that you will bear with us while the work is under way.

Removing the existing cladding will cause a substantial amount of dust/debris. We will try to reduce this as much as we can, but we recommend that you keep windows and doors closed during working hours to reduce the amount of dust coming into your home.

## GDPR

As you're probably aware, data privacy laws have changed. We want to make sure that we fully comply with the General Data Protection Regulations.

You can view the full resident's privacy notice on our website at the following address <https://www.unitedliving.co.uk/legal/resident-privacy-notice>.

In summary our privacy notice includes information on:

- the types of personal data we collect about you
- how it is used
- the legal grounds for how we use your data
- your rights in relation to the data we hold about you.

If you have any concerns or queries regarding the content of this letter or the project, please contact us and we will be happy to assist. We look forward to working with you and thank you in advance for your continued co-operation throughout this planned programme.

## Further Information

If you have any queries or concerns regarding the works, please contact me on **01322 616687**, Monday - Thursday between 8.30am - 5.00pm, and Friday between 8.30am - 4.30pm, and I will be pleased to assist you. Please contact me via any of the options below and I will be pleased to assist you:



Phone



Text



Email: [WCCenquiries@unitedliving.co.uk](mailto:WCCenquiries@unitedliving.co.uk)

We would like to take this opportunity to thank you in advance for co-operation and look forward to working with you.

Yours sincerely

Heather  
Project Administrator  
United Living Property Services