



**Ventilation and fire safety – major works (project X251)
Frequently Asked Questions – August 2020**

The work

Q: What properties are included in the project?

A: The project covers four blocks in the Pimlico area: Brunswick Court, Dalkeith Court, Hide Tower and Semley House.

Q: What does the work include?

A: In summary, the work includes:

- Replacing the existing communal extract fans, silencers, local ductwork, dampers and controls within the plant room.
- Cleaning of local ductwork and replacement of ventilation grilles within each flat.
- Upgrading emergency lighting to bring the block in line with current safety regulations.
- Fire stopping works to prevent the spread of smoke and fire (communal only).
- Replacement of tenants' front entrance doors, with an opt in for leaseholders.
- Replacement communal area ceiling (Semley House only).

Details can be found in the Project Information Booklet at www.westminster.gov.uk/yourhousing/x251
United Living will also provide you with a copy of the booklet.

Q: What work is planned for inside my home and how will this be done safely?

A: The project includes some work inside your home such as cleaning the local ventilation ductwork, replacing the ventilation vents, and replacing tenants front entrance doors (with an opt-in for leaseholders). United Living will also need to visit your home for two pre-work surveys to finalise the work needed within your home.

The safety of your household is important and before any work starts in your home, United Living will call you to speak to you about the work that is planned, your circumstances and how it can be done safely. They will agree with you how the work will be done inside your home. They will check to see if anyone in your home has COVID-19 symptoms, is self-isolating or is in a vulnerable or shielded 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.

See the safety section of the FAQ below for details on the safety measures.

Book your pre-start survey

Q: Is there anything residents need to do?

A: Yes, before any work can begin it is essential that two pre-works surveys are carried out inside your home. These should take up to 45 minutes each. At the survey United Living will discuss the work with you and give you the chance to ask questions. United Living will take photographs and make notes, which will be stored securely during the project.

Please book your survey now by calling 01322 612320 or 0800 023 1235, Monday - Thursday, between 8.30am - 5.30pm and Friday between 8.30am - 4.30pm, or email WCCenquiries@unitedliving.co.uk.



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United Living will also start contacting residents to discuss the project, how it may affect you and to start booking appointments. Your help in this is appreciated as it will help keep the project on schedule.

Project timetable and working hours

Q: What is the timetable for the work?

A: The work will start onsite from Monday 10 August 2020. On this date, United Living will be setting up their site office and welfare facilities on the left-hand side of the courtyard at Hide Tower.

The outline timetable for work in each block is below and United Living will keep you updated on progress and any changes to this timetable.

Block	Start work	Estimated completion
Brunswick Court	August 2020	December 2020
Dalkeith Court	August 2020	December 2020
Hide Tower	August 2020	December 2020
Semley House	November 2020	June 2021

Q: What are the working hours?

A: United Living's hours of work are Monday - Thursday between 8.30am - 5.30pm, and Friday between 8.30am - 4.30pm.

COVID-19 safety

Q: What new measures will be put in in place?

A: Keeping you and the onsite teams safe during this time is the number one priority. United Living has introduced a range of measures to keep you and their team safe and confirm that their approach is 'COVID-19 Secure'. This includes five steps for safer working together. United Living has:

- Carried out a COVID-19 risk assessment which is available to all workers and residents online at www.westminster.gov.uk/yourhousing/X251
- Introduced cleaning, handwashing and hygiene procedures (such as personal protective equipment 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 social distancing is not possible, taken practical measures to manage transmission risk.

Some examples of the safety measures to be taken by United Living are:

- Site compounds will have one-way systems, social distancing, shifts for start of works / breaks, and adaptations to existing containers to provide additional canteen facilities.
- All reasonable steps will be taken to maintain social distancing including signage and floor markings and limits to the number of people working where possible.
- There will be sanitising stations on any scaffold towers and at the base of access ladders.
- Restrictions on travel to and from site, with a booking system for deliveries.
- Operatives working in flats will operate a buddy system. These 'buddies' will not work with others to limit the possibility of transmission.
- Additional personal protective equipment (PPE) will be used during in-flat works.
- Where possible residents will be asked to stay in a different room while works are done.



Q: How will you ensure United Living is working safely?

A: Alongside the United Living site management team, we will visit the site regularly to inspect their work and will monitor work to ensure all agreed COVID-19 secure methods are adhered to. Any breaches of this will be escalated to the Health and Safety Executive (HSE) as required.

If you have any concerns about the safety measures or how they are being implemented, please contact us on 0800 358 3783 or housing.enquiries@westminster.gov.uk.

Scaffold tower and hoist - at Brunswick Court and Dalkeith Court only

Q: Is scaffold being used for the project?

A: A mobile scaffold tower and a goods hoist will be used at Brunswick Court and Dalkeith Court. Please note this is not a full scaffold.

At Brunswick Court the tower will be put up from 24 August and is expected to be up for two months. At Dalkeith Court the tower will be put up from 1 September and is expected to be up for two months.

There will be some restrictions to access around the blocks whilst the scaffold tower is in place. We apologise for any inconvenience. Access to your home will not be affected during the works and all equipment including ladders, will be secured at the end of each workday.

To ensure your safety while the scaffold tower is up, please:

- Ensure children do not play beneath or attempt to climb the scaffold tower or hoist.
- Close your windows when you are not home.
- Tell your home insurance company about the work and that there will be a scaffold tower to your building, as it may affect your cover in the event of a claim.
- Call the police if you notice any intruders on the scaffold.

Leaseholder queries

Q: I am a leaseholder and I want to opt-in to purchase a new flat entrance door – what do I need to do?

A: Details of the opt-in, including price and timescales, will be discussed with you at your prestart survey. Please book your survey by calling 01322 612320 or 0800 023 1235, Monday - Thursday, between 8.30am - 5.30pm and Friday between 8.30am - 4.30pm, or email WCCenquiries@unitedliving.co.uk.

Q: Have the costs recharged to leaseholders changed or increased because of COVID-19?

A: Costs may change for several reasons including increased resources for safe working measures, supply chain and staffing issues – all affected by COVID-19. This will be assessed project by project as we agree plans to restart works. Rest assured we are reviewing the situation closely with our contractors and will ensure all proposed work will be of high quality and good value. In the event there are unavoidable changes to costs, we will follow the formal consultation process with leaseholders, so they have the opportunity to make observations and have their say on work to their building.



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Q: I stopped my direct debit while the works were paused, do I need to start paying again?

A: If possible, we would encourage any paused payment plans to be restarted. Please contact our leasehold team to discuss your specific circumstances and agree the best option for you. Please contact them on 0800 358 3783 or housing.enquiries@westminster.gov.uk

Information, help and advice – including online information session on Wednesday 19 August

Q: Who should I contact if I have any queries about the project?

A: Your first point of contact is Sue, your dedicated resident liaison officer (RLO). Sue is based onsite and can help with queries about the project, her details are below:

Sue – resident liaison officer
Telephone: 0800 023 1745 or 07388 944 861
E-mail: WCCenquiries@unitedliving.co.uk.

Q: Are you holding a residents' meeting?

A: Yes, we are holding an online information session with our project team and the United Livings' onsite team will be answering questions about the work, the COVID-19 safety measures and how it may affect you.

There are 2 sessions on Wednesday 19 August 2020. The sessions will start at 10am and 6pm with a short presentation followed by questions and answers.

The sessions will be using Microsoft TEAMS. To register for a session and receive an online link please contact Sue your Resident Liaison Officer, on the details above. Don't worry if you cannot make the session, you can contact Sue and she will be happy to answer any queries you may have.

Q: Can I visit the United Living site office if I have questions?

A: Please do not to visit the site office without a pre-arranged appointment. Please contact Sue, your Resident Liaison Officer, on the details below and she will be happy to answer any queries you may have and set up an appointment if needed.

Q: Who do I contact and how can I get more information, and will you keep me updated on progress with the major works?

A: We will continue to engage with you, providing regular updates. Although we cannot meet and discuss face to face at this time, there are a number of ways to keep updated:

- Contact your Resident Liaison Officer, Sue on 0800 023 1745 or 07388 944 861
WCCenquiries@unitedliving.co.uk.
- Visit the project webpage: www.westminster.gov.uk/yourhousing/X251
- United Living will regularly update your resident representatives (residents' association or tenant management organisation).
- Monthly updates will be posted in the communal notice boards.