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**Ref: X251**

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### **Ventilation and fire safety works - start onsite Monday 10 August (project X251)**

In April we suspended all major works, including the planned ventilation and fire safety work at Hide Tower because of COVID-19. Thank you for your understanding during this time while we focused on helping our most vulnerable residents including those with emergencies.

As restrictions have been eased, we have worked with our contractor, United Living, to agree how to start works safely using the governments' new COVID-19 secure' guidance.

In line with this guidance, we have agreed that the project will start on Monday 10 August 2020. This includes setting up their site office on the left-hand side of the courtyard of Hide Tower.

We understand that you may have questions about the project and have enclosed a frequently asked question (FAQ) guide. The guide includes important information about the planned work, the timetable for the work, and the safety measures that United Living is taking to keep you and their team safe.

Although we cannot meet in the usual way, please join our project team and United Living at an online information session on Wednesday 19 August. There are 2 sessions and they will start at 10am and 6pm with a short presentation followed by questions and answers. Full details are in the enclosed FAQ guide.

We hope this information is useful. Further information is also available on the project webpage at [www.westminster.gov.uk/yourhousing/x251](http://www.westminster.gov.uk/yourhousing/x251). If you have any other questions about your housing service please contact us on 0800 358 3783 or [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk) and we will be happy to help.

Yours sincerely,

**Neil Wightman**  
Director of Housing