



Welcome to our newsletter which is intended to keep you informed on the progress of our major works programme on your estate.

United Living would like to thank all of you for your support, co-operation and patience whilst the works are ongoing.



### SITE TEAM UPDATE

We would like to advise there has been a change to the site team, due to this project coming to an end soon. Cliff has left the Wharncliffe Gardens team to continue to work on a new project in Westminster. We would like to thank Cliff for his help and wish him good luck on his new project.

We welcome Trevon, Senior Resident Liaison Officer to the team. Trevon will be covering RLO duties while Henrietta is away on leave from **Tuesday 6 February** returning to work **Monday 19 February 2024**.

Henrietta's phone has been diverted to him while he will be onsite every day to help you with any issues you may have, you can contact him on **07928 665 308**.

### WORK UPDATE

All work to the carparks and associated works is now complete, we would like to thank you for your co-operation while the works took place.

Over the coming weeks we will be laying tarmac to paths and again we would like to ask for your co-operation while these works are being done.

The communal flooring works are ongoing and are progressing well. The self levelling Latex is complete in all blocks.

The installation of the new communal stairwell flooring is complete in Elmton Court, Hucknall Court and Cheadle Court (staircase 1) is being snagged before Westminster City Council carry out their inspections.

Vinyl flooring is being laid in Cheadle Court (staircase 2 & 3) and in Brackley Court. Please be aware of any signage in place while the works are carried out.

### Site Team



**Andy Site Manager**  
07966581393



**Trevon**  
Senior Resident Liaison Officer  
07928 665 308



**Henrietta**  
Resident Liaison Officer  
07802 666 972



**Ashleigh**  
Project Administrator  
01322 612950

**For out of hours Emergencies  
relating to our work  
please call:  
01322 660226**

## Contact us

Trevon, Senior Resident Liaison Officer is here to support you and is your best point of contact. During the works Trevon will make sure that your home is being respected and will keep you well informed. You can contact Trevon on **07928 665 308** or email [WCCenquiries@unitedliving.co.uk](mailto:WCCenquiries@unitedliving.co.uk)



**No unauthorised  
access onto  
scaffolding**

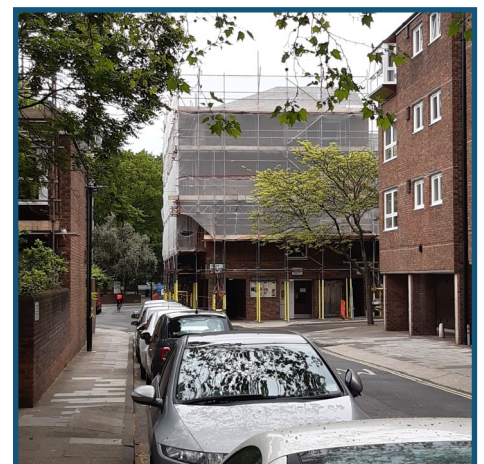
PR180

[www.vitalbd.co.uk](http://www.vitalbd.co.uk)

### **Please read the following guidelines on scaffolding:**

- If you see anyone on the scaffolding outside of our working hours of 8.00am- 5.30pm, Monday – Friday, or at the weekend, please contact the Police immediately on 999.
- Only employees of United Living and Westminster City Council are allowed on the scaffolding.
- Access to the scaffold is strictly prohibited for anyone other than United Living and Westminster City Council, anyone other than these representatives being on the scaffold are trespassing. Daily site walks and end of the day checks are carried out by the Site Manager, please feel free to pop into the site office on Wharncliffe Gardens, situated near the walkway near Castleford Court.

**Please keep reading for updates on each block**





## Works in Progress

The following works are ongoing in various blocks, or completed awaiting inspection and final sign off.

### Ashby Court

- Scaffold erection-100%
- External Surveys– 100%
- Roof repairs-100%
- Brickwork repairs-70%
- Internal & external decorations-25%
- Window installation– 95%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral mains installation– 50%
- Communal lighting-75%
- Communal flooring– 40%
- Liquid coating communal walkway– 30%
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold removal– 0%

### Brackley Court

- All scaffold dependent works are complete, the scaffold has been removed– 100%
- External surveys-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Internal & external decorations-100%
- Window Installations-100%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral mains installation-100%
- Communal Lighting-100%
- Communal flooring– 100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-95%

### Birchvale Court

- All scaffold dependent works are complete, the scaffold has been removed– 100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window Installations-100%
- Front entrance doors-100%
- Door entry handset-100%
- Internal & external decoration- 100%
- Lateral main Installations-100%
- Communal lighting-100%
- Communal flooring– 100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-95%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster City Council, any issues picked up will be rectified before its signed off.

**Major works can be disruptive and intrusive, and we would like to thank you for your patience and cooperation while our works are ongoing.**



## Works in Progress

### Castleford Court

- Scaffold removal is in progress - 50%
- External surveys-100%
- Roof repairs– 100%
- Brickworks repairs– 80%
- Window installation-90%
- Internal decorations– 50%
- External decorations– 90%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral Mains Installations-100%
- Communal lighting– 100%
- Communal flooring– 50%
- Liquid coating on the communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works –50%

### Cheadle Court

- Scaffold removal is in progress - 50%
- External surveys-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window installations-95%
- Internal decorations-60%
- External decorations-95%
- Front Entrance doors-100%
- Door entry handset– 100%
- Lateral Mains Installations-100%
- Communal lighting-100%
- Liquid coating communal walkway– 100%
- Communal flooring to the stairs– 75%
- Fire Risk Assessment (FRA) with associated works-95%

**Where works are at 100% they are due for inspection ahead of final sign off by Westminster City Council, any issues picked up will be rectified before its signed off.**



## **Works in Progress**

### **Elmton Court**

- All Scaffold dependent works are 100% complete, the scaffold has been removed.
- External surveys-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation-100%
- Front entrance doors-100%
- Door entry handset– 100%
- Internal and external decorations-100%
- Lateral main installation-100%
- Communal lighting-100%
- Liquid coating communal walkway– 100%
- Communal flooring - 95%
- Fire Risk Assessment (FRA) with associated works-50%

### **Helsby Court**

- All scaffold dependent works are 100% complete, the scaffold has been removed.
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation-100%
- Front entrance doors-100%
- Door entry system-100%
- Internal and external decoration-100%
- Lateral mains installation– 100%
- Communal lighting-100%
- Liquid coating communal walkway– 100%
- Communal flooring – 100% including snags
- Fire Risk Assessment (FRA) with associated works-50%

### **Hucknall Court**

- All Scaffold dependent works are 100% complete, the scaffold has been removed.
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation-100%
- Front entrance doors-100%
- Door entry system-100%
- Internal and External decoration-100%
- Lateral mains installation-100%
- Communal lighting—100%
- Liquid coating communal walkway– 100%
- Communal flooring– 95%
- Fire Risk Assessment (FRA) with associated works-50%

**Where works are at 100% they are due for inspection ahead of final sign off by Westminster City Council, any issues picked up they will be rectified before its signed off.**



### Works in Progress

#### Pennyford Court

- All scaffold dependent works are complete, the scaffold has been removed— 100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation— 95%
- Front entrance doors-100%
- Door entry handset-100%
- Internal & external decorations-100%
- Lateral mains installation-85%
- Communal lighting-100%
- Liquid coating communal walkway— 100%
- Communal flooring— 20%
- Fire Risk Assessment (FRA) with associated works-50%

#### Rothley Court

- Scaffold removal— 100% .
- Internal & external decoration-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window Installation-100%
- Lateral mains installation-85%
- Front entrance doors-100%
- Door entry handset-100%
- Fire Risk Assessment (FRA) with associated works-50%
- Communal flooring— 20%
- Liquid coating communal walkway— 90%

#### Winchilsea House

- Scaffold erection— 100%
- External surveys-100%
- External decoration-10%
- Brickwork repairs-0%
- Lateral mains installation-45%
- Front entrance doors-90%
- Door entry handset-100%
- Liquid coating communal walkway— 95%
- Communal flooring- 0%
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold Removal-0%

**Where works are at 100% they are due for inspection ahead of final sign off by Westminster City Council, any issues picked up will be rectified before its signed off.**

**We now have a revised programme with a completion date 27 March 2024 weather dependent and subject to further work instructions, we will keep you updated if there are any further changes.**



We have completed the installation of the new windows to 95% of properties across the estate. If you have any outstanding issues with your new windows or have not had your windows installed yet, then please call Trevon your Senior Resident Liaison Officer on 07928 665 308 Monday—Thursday 9.00am— 5.30pm, and Friday between 9.00am— 4.30pm.

Henrietta or Trevon will be happy to assist booking you an appointment. If you have any issues with the previously installed windows, Henrietta or Trevon will arrange for an inspection and any issues will be rectified.

We had some enquiries from residents wanting to know what type of lubricant can be used on the hinges and joints of their windows we can confirm ONLY silicone based lubricant is suggested to be used twice a year to keep your windows operating smoothly.



### Front entrance door installations

- If you are having any difficulties with your new front door, please contact Trevon so we can arrange an inspection
- Our contractors have been requested to give residents a leaflet with instructions on how to use your new door. If you have not received a leaflet let us know we will arrange one to be issued to you
- We are in final drafts of our resident aftercare booklet once they are approved the site team will be issuing them.

### Communal Areas

- Works are still ongoing in the communal areas, if there are certain areas that have not been completed yet, this is due to further works that must be carried out beforehand.



### Completed & Upcoming works

- We had some queries about the Bauder liquid coating system being applied to the steps outside each flat door. We want to advise you that all doorsteps are demised to the freeholder Westminster City Council.
- These works must be completed as the works will not meet the required British Standard without completion of these steps and the warranty to the entire walkway will be invalidated if not completed as per manufacturer specification.
- As advised the Resident Liaison Officer will contact you to advise works are upcoming in your block giving you 7-14 days' notice where possible, so you have enough time to plan your day should these days/times affect you.
- **Please note:** The communal areas need to be fully clear prior to these works commencing, if you are elderly/disabled and need assistance; please contact the team as soon as you can.
- **Please note:** These works are weather dependent, if it rains these works will be postponed until the weather is clear. We apologise if there is any inconvenience caused.
- Kitchen and bathroom fan installations are ongoing for all tenanted properties, it is necessary for the fans to be installed as they will help reduce condensation and damp. If access is not granted to allow these works to be carried out. We will refer your home back to Westminster City Council for them to take the necessary action under the terms of your tenancy. Your dedicated RLO will contact you to arrange a mutually convenient appointment.





### Coffee Mornings

Coffee mornings are normally held on the 1<sup>st</sup> Tuesday of every month.

We are holding an afternoon tea on


**Tuesday 5 March 2024 between 2.15pm-3.15pm**

We look forward to meeting with you and answering questions that you may have regarding the works being carried out.



### Customer Satisfaction Survey

Our customer satisfaction survey allows residents to give us feedback on the works carried out by completing the four questions provided on the form. We would be grateful if you would take the time to complete the survey questions and drop them into the site office or let us know when we can collect them from you if that is easier.

**CUSTOMER SATISFACTION SURVEY** 

Contract No/Name: .....

Address: .....

**WHAT DO YOU THINK ABOUT OUR WORK?**

	yes	probably yes	neither/ not	probably not	no
<b>Was it worth it?</b> Taking into account the disruption, was the work worthwhile?					
<b>Overall satisfaction with our Work</b> How satisfied or dissatisfied are you with quality of the work on your home?					

**WHAT DO YOU THINK ABOUT OUR SERVICE?**

	very satisfied	fairly satisfied	neither satisfied / not dissatisfied	fairly dissatisfied	very dissatisfied
<b>Condition when we finished?</b> How satisfied or dissatisfied were you with the condition of your home when we finished the work?					
<b>Overall satisfaction with our Service.</b> Overall, how satisfied or dissatisfied are you with the service provided by our staff?					

Is there anything else you would like to tell us? .....

Name (caps) ..... Signed ..... Date ..... Thank-you

### Beware of Bogus Callers

We want to keep you safe when we are working in or near your homes. All United Living staff wear corporate Hi Visibility clothing, carry an identification card and only visit by appointment. PLEASE do not let anyone into your home without asking to see their ID Badge. If you are unsure about someone **DO NOT LET THEM IN!** Please do not hesitate to contact your site team, to confirm the operatives identity.