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Reply to:

Lindsay Jenkins
Communications co-ordinator
Property Services
21 Grosvenor Place
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Tel: 0800 358 3783

Email: LJenkins@cwH.org.uk

Date: 26 March 2018

Dear resident

Ventilation works and fire safety works planned for Brunswick Court, Dalkeith Court, Hide Tower and Semley House this year (major works project ref. X251)

We are writing to notify you that we are planning to carry out some ventilation and fire safety works this year at your block. CityWest Homes has previously carried out surveys of the ventilation system. The existing fans are at the end of their efficient working life expectancy and it is recommended that these be replaced. Some fire safety upgrade works have also been recommended.

The works proposed cover the following:

- Replace existing extract fans, silencers, local ductwork, dampers and controls within the plantroom.
- Works in-flat to include cleaning of local ductwork and replacement grilles
- Upgrade emergency lighting to bring the block in line with current safety regulations
- Fire safety works including review and upgrades of doors to fire rated doors where required

CityWest Homes has recently appointed a new contractor to carry out all major works in your area during the next 10 years. The contractor is United Living. We have passed details of these proposed works to United Living, who will now have a team finalise a project plan for the works.

We expect United Living to be ready to start these works later this year, but I will write to update you once more details are confirmed.

Additional information for leaseholders:

If you are a leaseholder, you will shortly be receiving your annual service charge bill for the coming year. Following a change to the way we bill for major works projects, your service charge bill this year will also include the estimate cost for any major works being done to your block in the next 12 months. You will notice that an

estimate cost for these fire safety works will be included in your April service charge bill. The Leasehold Operations team will be sending you correspondence that will explain the changes, and the options available to you.

As a leaseholder, we will still send you a formal Section 20 Notice of estimate costs (if your liability exceeds £250), once we have finalised the scope of works and agreed prices with our term contractor.

If you have any concerns or queries about the payment options, please contact our customer services team and ask to speak to a member of the leasehold operations team.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lindsay Jenkins', written in a cursive style.

Lindsay Jenkins
Communications co-ordinator, Property Services