

The united Living team is looking forward to seeing you at our resident drop-in event detailed below. It will be a good opportunity to meet you and answer any questions or concerns that you may have.

We recently held an on-line session with the residents of Reynolds House, answering questions before the works started in there block. Going forward, this is something that we will be arranging for each block. Again, it is an opportunity for you to ask questions.

COVID-19 SAFE WORKING PRACTICES ON SITE

Keeping you and our teams safe during these uncertain times is our top priority. Our new systems of work will ensure we take every step possible to ensure the health and safety of every person we come into contact within the course of our daily work including staff, clients, residents, supply chain and general public.

Resident Drop-in Event 2nd September 2021

Please join us at Morland House Courtyard

between the hours of 2pm-4pm

Come along, get involved and tell us what is important to you.

Urban Growth

Transforming spaces, transforming lives

Urban growth is a social enterprise that sets out to improve Londoners well being by collaborating with them to create beautiful bio diverse spaces.

Volunteers and Workshops: Enabling people to participate in shared activities which improve community assets.

Planting trees for the future: Creating community orchards in London.

Sustainable gardens for people and wildlife: Designing spaces which are sustainable, beautiful & biodiverse.

By engaging volunteers, communities and organisations, Urban Growth can teach valuable skills, encourage green thinking and create and maintain therapeutic green spaces were people and nature can thrive.

If you would like to find out more about the workshops and volunteering, please Email: INFO@URBANGROWTH.LONDON

Site Team



Costi

Senior Site Manager



Paul

Site Manager



Leon

Resident Liaison Officer

07718 566 900

Or

0800 023 1735

Work Update

Morland House: External window repairs are ongoing. These are 50% complete. Windows are required to be open in order to carry out the redecorations.

Minor roof repairs have started to replace ridge and hip tiles. This will take approximately 3 weeks to complete.

Communal Lateral Mains Installation is now 100% complete.

In-flat lateral mains are ongoing. These works are noisy and may cause you some disruption but we will do our best to keep this to a minimum. Leon will contact you to make an AM/PM appointment to complete the works.

Mulready House: Window surveys have been carried out to identify and record repairs/window replacements. These are now 100% complete. We will be contacting you to carry out internal window surveys and repairs.

Maclise House: Window repairs to face fill all window and door frames exhibiting holes, cracks etc. Windows are required to be open in order to carry out external redecorations. These are 80% complete.

Minor roof repairs have started to replace damaged ridge and hip tiles as required. This will take approximately 3 weeks to complete.

Millais House: Roof surveys were carried out to identify and record works required. These are 100% complete.

Brickwork surveys have now started, again to identify bricks that need to be replaced. We will let you know when the remedial work starts. This work can be noisy, although we will endeavour to keep this to a minimum.

Reynold, Hogarth, Gainsborough and Wilkie Houses: Due to the proximity of these blocks and the location of the blocks that we are currently working in, there has been a change in the programme, to enable us to keep the work as localised as possible.

For this reason, we have started to erect the scaffold to Reynolds House earlier than proposed. This should take approximately 12 weeks to erect. Once all works at Reynold House are completed, we will commence blocks in the following order: **Hogarth, Gainsborough and Wilkie Houses.**

We will be holding regular resident on-line sessions, for each block, prior to scaffold erection. This will be a good opportunity for you to ask questions or voice any concerns about the works related to your block.

Window Repairs: Broken Glass

Further to our window survey or subsequent visit to carry out repairs to your window/windows. Please be advised that, if upon survey, or during our window repair visit, replacement glass is required, your resident liaison officer Leon, will contact you, in order to make another appointment to replace the glass.

From a safety perspective it is considered most prudent, to adopt this process.

Please contact Leon if you wish to discuss this further on 07718 566 900 or 0800 023 1735, alternatively email WCCenquiries@unitedliving.co.uk.

Thank you

United Living would like to thank you for your continued support and cooperation whilst the major works are completed.

Some of the works can be noisy and dusty, but we will do our best to keep this to a minimum.

Top Resident Questions

Q. How much notice will be given prior to in-flat appointments?

A. A minimum of 1 weeks notice will be provided, but we aim to provide 2 weeks notice, where possible.

Q. How will any delays to the works affect leaseholder costs?

A. We would advise leaseholders to contact WCC to discuss the cost implications, if there are delays to the programme of works. Alternatively, speak to a member of our team and we will ask someone to call you back to discuss this.

Q. Are windows being replaced?

A. When the windows are surveyed we will repair (repair elements exhibiting holes or cracks) and replace components where necessary. If upon survey the extent of the repair is more than 80%, we will replace the window.

Q. Are the carpets being replaced with carpet or lino ?

A. The flooring will be replaced with new carpet, once all communal redecorations are completed.

Q. How long will the works last?

A. As it stands, we expect all works to be completed by August/September 2022. If residents would like information, relating to their individual blocks, please contact Leon on 07718 566 1735 or 0800 023 1735, alternatively email WCCenquiries@unitedliving.co.uk.

Q. What are the colour choice results for front entrance doors and communal areas?

A. Ballot results are displayed, in poster form, within each block.

Q. In terms of the lateral mains, what in-flat works are required?

A. Every flat will be accessed and discussed with the resident as to where the cable/trunking will be run. Some flats have suspended ceilings and we may be able to run the cable above the ceiling in this instance. If a resident is unhappy about the cable run we can review this with Westminster City Council.

Q. Will the new intercom system include video/cam?

A. The new intercom system will not have a camera, it will be voice only.

If you have any questions, please speak with a member of the site team and they will be happy to help.

Feedback

Your feedback is very important to us.

Please let us know how we are doing by emailing:

WCCenquiries@unitedliving.co.uk



Work in Progress