

7 October 2024

Dear

Re: Millbank Estate Major Works (project S159) – End of works and defects reporting

We are writing to let you know that the major works on Millbank Estate are now complete.

Over the last few months, we have been completing the snagging works picked up during our walkabout with residents. The list of snagging items will be published on the dedicated webpage here <https://www.westminster.gov.uk/millbank-estate-major-works-project-s159>.

As you may be aware we spent longer than expected attempting to communicate with the various providers that had installed cabling in the blocks. This caused a delay in ensuring the cables are housed safely in trunking, this is now complete where possible. We have also completed the remedial decoration works to all ten blocks.

Therefore, we have now entered the 12-month defects liability period. During this time, we are required to return and rectify any problems in relation to the works listed below.

The works included:

- Roof repairs
- External repairs and decorations
- Window repairs and decorations
- Repair and clean rainwater goods below ground drainage systems
- External lighting, new communal and emergency lighting
- Communal decorations and flooring
- Replace flat entrance doors tenants and leaseholder opt in
- New electrical intake cupboards
- New lateral mains with the exception to both blocks at Gainsborough House and Wilkie House 1-10.

Registered Office:

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Registered in England 00817560

- New door entry system
- New incoming electrical mains to Reynolds House and enclosures blocks 14 to 26, 27 to 39 and 40 to 52.

How to report a defect

To report a defect or give feedback in relation to these works, please use the contact details below:

- Call 01322 612 320 Monday to Thursday between 8.30am to 5.30pm and Friday between 8.30am to 4.30pm.
- Alternatively email WCCenquiries@unitedliving.co.uk and quote the project reference number S159 in the subject field, and give your name, address, issues which relate to the major works, and contact telephone number and/or e-mail address.
- To report a defect out of hours, please call 01322 660 226.

We will then arrange for the defect to be investigated and will contact you to arrange an appointment.

If you would like a Westminster Council representative present at the appointment, let us know at the time you make the appointment, and we will try to ensure someone from the project team is present.

The defects liability period ends on 3 October 2025.

We would like to thank you for your patience and understanding while we undertook the major works on the Millbank Estate.

We would also like to thank the Tenant Management Organisation chair and members for their support during these works.

Yours sincerely

Maria
Project Administrator
United Living Property Services