

Welcome to your January Newsletter. As we welcome a new year we would like to thank you for your patience and co-operation over the past year, while the major works have continued.

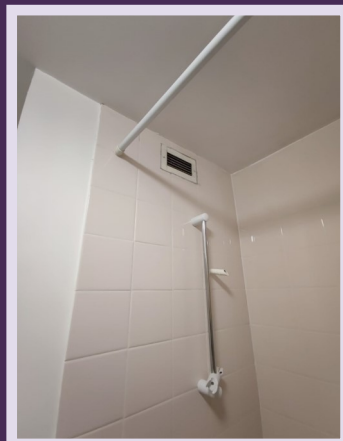
The newsletter is intended to keep you updated and we will continue to keep the noise and dust to a minimum.

Thank you again. Please see overleaf for a project update.

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.

Recent Works:



Site Team



Frazer

Site Manager

07703 835 820



Ahmed

07803 509 946



Deborah

Senior Resident Liaison
Officer

Works Update

Brunswick and Dalkeith Courts: The ventilation works are progressing well in Brunswick and Dalkeith Courts.

We have a few remaining ceilings to reinstate. These were previously opened to accommodate the installation of the ventilation duct and damper installations.

Service Hatches: New Service hatches fitted along the corridors will improve the general aesthetic look and give improved access to those requiring servicing and inspections of the equipment inside. The compartmentation and finishing works to decorate the surrounds of these are ongoing. Please accept our apologies for any inconvenience caused during these works.

Ventilation Works: All blocks: United Living continue to gain access to individual properties to clean ducting routes and install new valves (Or ventilation grills as appropriate). It is paramount that we gain access to each property to carry out the cleaning of the ventilation ducts. This is imperative in order for the whole system to balance. Lives can be adversely impacted by poor air quality, so it is essential for residents' health and wellbeing to provide a good indoor environment by maintaining an efficient, effective and hygienic ventilation system. Importantly, these works are required to improve the fire compartmentation to your block.

Please call our administration team to book an appointment on 01322 612 320, Monday - Thursday, between 8.30am - 5.30pm and Friday between 8.30am - 4.30pm, or email WCCenquiries@unitedliving.co.uk.

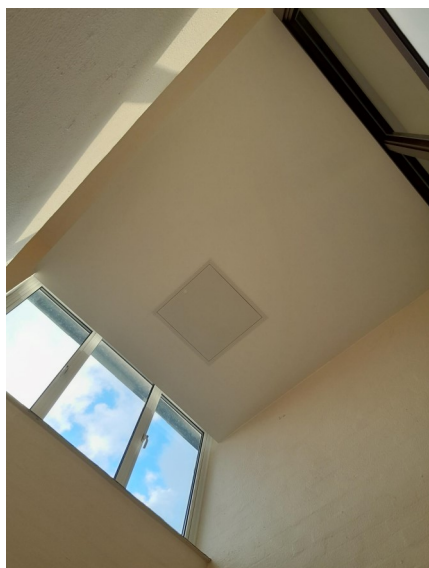
For those of you that have allowed us access to carry out this work, we would like to thank you for your cooperation.

Resident Feedback

Your feedback is very important to us in order to improve our services to you.

Recent feedback from a leaseholder, Semley House. He said " **I would like to confirm that UL engineers visited my flat today and replaced the extractor fans in the bathroom and toilet, with a minimum of fuss and very tidy. It made a refreshing change to what I had planned to expect**"

Thank you Danny, your compliments will be passed on to our operatives.



Just a thought

"If I had my way, I would remove January from the calendar altogether and have an extra July instead"

Roald Dahl