



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

United Living would like to thank all of our neighbours for their support, co-operation and patience whilst works are ongoing.



## Welcome

We would like to advise there has been a change to the Resident Liaison Officer on your project as Mellissa has left the business. There are two new RLOs on site and we would like to welcome Henrietta and Magid to the team.

If you have any queries, please call them using the details provided. They are both here to support you and are your best point of contact for all queries and concerns about the work.

During the work, they will make sure your home is being respected and keep you informed of how the works are progressing. If you have any queries, please call them using the details on the right.

## Works in progress

### Bauder Liquid Coating to the communal walkways

- 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.
- A Bauder representative will be attending site to check each block before they are signed off to ensure works are completed to the agreed specification, certify, and give us our guarantee. In addition, further quality inspections will be completed by United Living and Westminster City Council.

## Site Team



Andy Site Manager  
07966581393



Paul  
Site Manager 07793 269 469



Henrietta  
Resident Liaison Officer  
07802666972



Magid  
Resident Liaison Officer  
07802 857 320



Ashleigh  
Project Administrator  
01322 612950

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

### Contact us

Your dedicated Resident Liaison Officer's (RLO) Henrietta and Magid are here to support you and is your best point of contact. During the work they will make sure that your home is being respected and will keep you well informed. You can contact Henrietta on 07802 666 972, Magid 07802 857 320 on or email—WCCenquiries@unitedliving.co.uk

### Scaffolding

Update on current scaffolded blocks are:

#### Rothley Court

- Scaffold removed with sections left on 1<sup>st</sup> lift for lateral main works to be carried out safely.
- We had to redesign the trunking for the lateral mains which has resulted in a delay removing the remaining section of scaffold. We apologise for this and will remove the residual scaffolding as soon as these works have been completed and signed off. We will tell you when the scaffold is due to be removed.



**No unauthorised  
access onto  
scaffolding**



#### Pennyford Court

- Scaffold strike started on Monday 21 August, the scaffolders started on the West and North elevations along St Johns wood Road, and is progressing well.
- Communal flooring to the internal stairwells will resume in 2 weeks as we have now appointed a new subcontractor.



#### Brackley Court

- Awaiting final external inspection ahead of the scaffold strike
- Communal flooring still needs to be carried out and we will write to you again when we have a date for this.

For further updates on scaffolding on each block keep reading below.

#### 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 day checks are carried out by the Site Manager, please feel free to pop to the site office on Wharncliffe





### Works in Progress

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

#### Ashby Court

- Scaffold erection-15%
- External decorations-0%
- Brickwork repairs-0%
- Window installation– date to be confirmed.
- Front entrance doors-100%
- Door entry handset-100%
- Lateral Mains-0%
- Communal lighting-0%
- Liquid coating communal walkway– date to be confirmed
- Fire Risk Assessment (FRA) with associated works-0%
- Scaffold removal– 0%

#### Brackley Court

- Scaffold erection– 100%
- Internal & external decorations-100%
- Brickwork repairs-100%
- Roof repairs-90%
- Window Installations-90%
- Lateral mains installation-100%
- Communal Lighting-100%
- Front entrance doors-100%
- Door entry handset-100%
- Liquid coating communal walkway- to be confirmed
- Fire Risk Assessment (FRA) with associated works-0%
- Scaffold removal-20%

#### Birchvale Court

- Scaffold erection-100%
- Internal & external decoration- 100%
- Brickwork repairs-100%
- Roof repairs-100%
- Window Installations-90%
- Lateral main Installations-95%
- Communal lighting-100%
- Front entrance doors-100%
- Door entry handset-100%
- Scaffold removal-80%
- Liquid coating communal walkway– 0%
- Fire Risk Assessment (FRA) with associated works-0%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster Council, any issues picked up they 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.**



### Castleford Court

- Scaffold erection– 100%
- Internal & external decorations– 0%
- Roof repairs- 0%
- Brickworks repairs– 0%
- Window installation-25%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral Mains Installations-25%
- Communal lighting– 0%
- Liquid coating communal walkway– to be confirmed
- Fire Risk Assessment (FRA) with associated works-0%
- Scaffold removal– 0%

### Cheadle Court

- Scaffold erection-100%
- Internal & external decorations-50%
- Brickwork repairs-75%
- Roof repairs-100%
- Window installations-80%
- Lateral Mains Installations-100%
- Front Entrance doors-100%
- Door entry handset– 100%
- Liquid coating communal walkway- to be confirmed
- Fire Risk Assessment (FRA) with associated works-0%
- Scaffold removal-0%

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



### **Elmton Court**

- Scaffold erection- 100%
- External Decorations-100%
- Brickwork repairs-100%
- Roof repairs-100%
- Window installation-100%
- Lateral main installation-100%
- Front entrance doors-100%
- Door entry handset– 100%
- Fire Risk Assessment (FRA) with associated works-0%
- Liquid coating communal walkway– 100%
- Scaffold removal—100%

### **Helsby Court**

- Scaffold erection-100%
- External decoration-100%
- Brickwork repairs-100%
- Roof repairs-100%
- Window installation-100%
- Lateral mains installation– 100%
- Communal lighting-100%
- Front entrance doors-100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-0%
- Scaffold removal-100%

### **Hucknell Court**

- Scaffold erection- 100%
- External decoration-100%
- Brickwork repairs-100%
- Window installation-100%
- Lateral mains installation-100%
- Communal lighting— 100%
- Front entrance doors-100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-0%
- Scaffold removal-100%

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



### **Pennyford Court**

- Scaffold-100%
- Internal & external decorations-90%
- Brickwork repairs-100%
- Window installation– 90%
- Lateral mains installation-100%
- Front entrance doors-100%
- Door entry handset-100%
- Liquid coating communal walkway- to be confirmed
- Fire Risk Assessment (FRA) with associated works-0%
- Scaffold removal– 90%

### **Rothley Court**

- Scaffold- sections left up
- Internal & external decoration-90%
- Brickwork repairs-100%
- Window Installation-100%
- Lateral mains installation-90%
- Front entrance doors-100%
- Door entry handset-100%
- Fire Risk Assessment (FRA) with associated works-0%
- Liquid coating communal walkway- to be confirmed

### **Winchilsea House**

- Scaffold erection- 0%
- External decoration-0%
- Brickwork repairs-0%
- Window cleaning- 0%
- Lateral mains installation-90%
- Front entrance doors-90%
- Door entry handset-100%
- Fire Risk Assessment (FRA) with associated works-0%
- Liquid coating communal walkway- to be confirmed

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

As soon as all properties have had their new electrical cables installed, we will be contacting EDF to arrange for them to carry out a changeover from the old to new cables. A full electrical shut down is required to carry out these works safely. We will advise you when the changeover is due to happen as soon as the dates have been confirmed.

We now have a revised programme with a completion date of **January 2024**, we will keep you updated if there are any further changes.

We have completed installation of new windows to 60% 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 Henrietta your Resident Liaison Officer on 07802 666 972 Monday—Thursday 9.00am— 5.30pm, and Friday between 9.00am—4.30pm.

Henrietta will be happy to assist booking you an appointment, If you have any issues with the previously installed windows, she 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 it is suggested that you use this once a year to keep your windows operating smoothly.



### Front entrance door installations

- Winchelsea House- 90% complete the remaining doors have further design requirements which have now been designed and is with the building control officer for sign off before we can proceed.
- Cheadle Court door installations are 100% complete.
- If you are having any difficulties with your new front door, please contact Henrietta 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 for you. We will provide you an aftercare booklet which will include this information.

### Communal Areas

Works are still ongoing in the communal areas, if there are certain areas that have not been done yet, it is because there are other works that must be carried out before they can be completed.



### Upcoming works

- Liquid coatings to communal walkways are ongoing with Brackley Court being the next block due to start. We will contact you by letter when your block is due to start so that you can make any arrangements on the specified date.
- As advised the Resident Liaison Officers 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 Henrietta as soon as you can.
- **Please note:** these works are weather dependant , if it rains these works will be postponed until the weather is clear. We apologise if there is any inconvenience caused. A gentle reminder to residents to ensure all personal items are removed from the communal areas while these works are carried out.
- We have started replacing fans in kitchens and bathrooms these works are mandatory 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.





### Update

It has been noted that a resident has been obtaining CCTV/video footage of our staff and contractors working on site this was without their knowledge or consent which is illegal. If any residents are found to be recording our staff or contractors again without their [knowledge or permission](#), we will have no other option than to take formal action.

If you have any enquires or concerns regarding any aspect of our works, please contact Henrietta or Magid your Resident Liaison Officers or our Site Managers they are here to help. **Please do not approach our Operatives.**

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



### Coffee Mornings

Coffee mornings are held on the 1<sup>st</sup> Tuesday every month the next one being on 3 October between 11am-12pm.

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

We will be holding a resident surgery in October so you can come speak to us on a 1-2-1 basis to raise any queries or concerns, residents will need to contact Henrietta to book an appointment slot.

We will write to all residents shortly with details of dates and times which will include an evening slot.



### 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 **DON'T LET THEM IN!** Please do not hesitate to contact your site team, to confirm the operatives identity.