

\$(order contact.Salutation) \$(order contact.Firstname) \$(order contact.Lastname)
\${Address.Address1}
\${Address.Address2}
\${Address.PostalCode}

\$(date)

Dear \${order.contact.Salutation} \${order.contact.Lastname}

Re: Wharncliffe Gardens Major Works (project AC103) – End of works and defects reporting

We are pleased to let you know that the major works on Wharncliffe Gardens Estate are now complete, and the 12-month defects liability period has started. During this time, we are required to return and rectify any problems in relation to the works carried out.

If you have any problems with the works listed below, please report them as soon as possible.

- Window replacements
- Internal communal decorations
- Lateral mains upgrade
- Extractor fan upgrades/installations
- Fire risk assessment works
- Fire stopping
- Front entrance door replacements
- Clean and repair rainwater goods
- Roof repairs
- External fabric repairs
- External decorations
- Landscaping to estate gardens, car parks and footpaths
- Communal lighting upgrade
- Consumer unit upgrades
- Communal door replacements
- Block entrance door replacements paired with intercom upgrades
- Liquid coating to the asphalt on the communal walkways.

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 AC103 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.

The defects liability period ends on 11 November 2025.

We would like to thank you for your patience and understanding while we undertook the major works on Wharnccliffe Gardens Estate and like to thank the working group members and Residents' Association for their support during these works.

We would like to advise you that we will be using the site set up on Wharnccliffe Gardens for another project working on behalf of Westminster City Council. Please note that there will be no site team in place in relation to AC103, all defects should be reported as outlined above.

Yours sincerely

Maria
Project Administrator
United Living Property Services