



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

United Living would like to thank all of you for your support, co-operation and patience whilst the works are ongoing.



### **Christmas working hours and site shut down**

Thank you for your patience and understanding in 2023. From all the Project Team we would like to wish you a Merry Christmas and a Happy New Year. Over the Christmas period our site will close down. This will be on **Friday 22 December** and we will reopen on **Tuesday 2 January 2024** at 8am.

If you have an emergency relating to our works over the festive period, please contact our out of hours emergency team on **01322 660 226**.

We would like to advise that there has been a change to the RLO Team. Magid has recently left the Wharncliffe Gardens project to start on a new project for us in Westminster. We would like to thank Magid for all of his help on this project.

Henrietta is on annual leave until 2 January 2024, if you have an urgent issue that needs to be rectified before the new year please contact Ashleigh on the details on the right she is happy to assist and will direct your call accordingly.

### **Communal flooring Important update**

The communal flooring works are ongoing and are progressing well, the self levelling Latex is now complete to all blocks now.

The installation of the new communal stairwell flooring is complete in Elmtown Court, Hucknall Court and Cheadle Court (staircase 1) is being snagged before Westminster City Council carry out their inspections.

Vinyl flooring is being laid in Cheadle Court (stair case 2 & 3) and Brackley Court. We will restart the remaining floor works in the new year from 3 January 2024.

Please take note of any signage on the main entrance doors. Please be aware of any signage in place while the works are carried out. The team will also door knock to remind residents of the works taking place.

**Access to your block will not be affected while the works are carried out on Saturdays. We will write to you to let you know if we need to work on any Saturdays in the new year.**

### **Site Team**



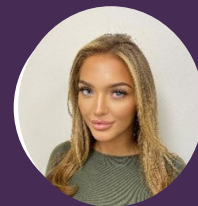
**Andy Site Manager**  
07966581393



**Cliff**  
Site Manager 07392 093 510



**Henrietta**  
Resident Liaison Officer  
07802 666 972



**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 (RLO) Henrietta is here to support you and is your best point of contact. During the works Henrietta will make sure that your home is being respected and will keep you well informed. You can contact Henrietta on **07802 666 972** or email [WCCenquiries@unitedliving.co.uk](mailto:WCCenquiries@unitedliving.co.uk)

### Work update on scaffolded blocks currently subject to delays:

#### Rothley Court

- The scaffold dependent lateral main works are still to be completed. There was a delay due to design issues which caused a delay with the removal of the scaffolding.
- However a further site meeting was held with our Technical Manager and we now have a solution agreed to mitigate further design issues.
- The section of scaffold in front of Rothley Court was removed on the 13 December. The remaining scaffold will be removed by Friday the 22 December 2023 after the last flat has their windows installed.
- We would like to apologise for the delay in removing the scaffold and thank you all again for your patience while the remaining works are being completed.



**No unauthorised  
access onto  
scaffolding**



#### Pennyford Court

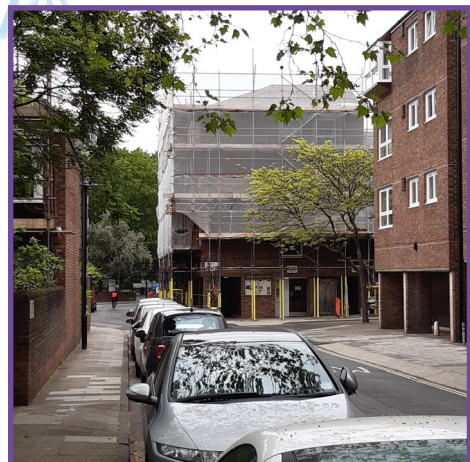
- The remedial works are now complete and the scaffold tower has been removed.

#### Brackley Court

- All scaffold dependent works are complete and the scaffolding has been removed.

### 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 the day checks are carried out by the Site Manager, please feel free to pop into the site office on Wharncliffe Gardens, situated near the walkway near Castleford Court.





## Works in Progress

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

### Ashby Court

- Scaffold erection-100%
- External Surveys– 100%
- Roof repairs-100%
- Brickwork repairs-70%
- Internal & external decorations-25%
- Window installation– 95%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral mains installation– 60%
- Communal lighting-50%
- Communal flooring– 25%
- Liquid coating communal walkway– 10%
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold removal– 0%

### Brackley Court

- All scaffold dependant works are complete, the scaffold has been removed– 100%
- External surveys-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Internal & external decorations-100%
- Window Installations-100%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral mains installation-100%
- Communal Lighting-100%
- Communal flooring– 25%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-50%

### Birchvale Court

- All scaffold dependant works are complete, the scaffold has been removed– 100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window Installations-95%
- Front entrance doors-100%
- Door entry handset-100%
- Internal & external decoration- 100%
- Lateral main Installations-100%
- Communal lighting-100%
- Communal flooring– 25%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-50%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster City Council, any issues picked up 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 removal is in progress - 5%
- External surveys-100%
- Roof repairs– 100%
- Brickworks repairs– 80%
- Window installation-95%
- Internal decorations– 25%
- External decorations– 20%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral Mains Installations-100%
- Communal lighting– 100%
- Communal flooring– 25%
- Liquid coating on the communal walkway– 20%
- Fire Risk Assessment (FRA) with associated works –50%

### Cheadle Court

- Scaffold removal is in progress - 10%
- External surveys-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window installations-95%
- Internal decorations-75%
- External decorations-90%
- Front Entrance doors-100%
- Door entry handset– 100%
- Lateral Mains Installations-100%
- Communal lighting-100%
- Liquid coating communal walkway– 30%
- Communal flooring to the stairs– 30%
- Fire Risk Assessment (FRA) with associated works-50%



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



### Elmton Court

- All Scaffold dependant works are 100% complete, the scaffold has been removed.
- External surveys-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation-100%
- Front entrance doors-100%
- Door entry handset– 100%
- Internal and external decorations-100%
- Lateral main installation-100%
- Communal lighting-100%
- Liquid coating communal walkway– 100%
- Communal flooring - 95%
- Fire Risk Assessment (FRA) with associated works-50%



### Helsby Court

- All scaffold dependant works are 100% complete, the scaffold has been removed.
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation-100%
- Front entrance doors-100%
- Door entry system-100%
- Internal and external decoration-100%
- Lateral mains installation– 100%
- Communal lighting-100%
- Liquid coating communal walkway– 100%
- Communal flooring – 100% including snags
- Fire Risk Assessment (FRA) with associated works-50%

### Hucknall Court

- All Scaffold dependant works are 100% complete, the scaffold has been removed.
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation-100%
- Front entrance doors-100%
- Door entry system-100%
- Internal and External decoration-100%
- Lateral mains installation-100%
- Communal lighting— 100%
- Liquid coating communal walkway– 100%
- Communal flooring– 95%
- Fire Risk Assessment (FRA) with associated works-50%

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



### **Pennyford Court**

- All scaffold dependant works are complete, the scaffold has been removed– 100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window installation– 95%
- Front entrance doors-100%
- Door entry handset-100%
- Internal & external decorations-100%
- Lateral mains installation-85%
- Communal lighting-100%
- Liquid coating communal walkway– 100%
- Communal flooring– 20%
- Fire Risk Assessment (FRA) with associated works-50%

### **Rothley Court**

- Scaffold removal– 90% removed 10% scaffold remaining to the first lift.
- Internal & external decoration-100%
- Roof repairs-100%
- Brickwork repairs-100%
- Window Installation-100%
- Lateral mains installation-85%
- Front entrance doors-100%
- Door entry handset-100%
- Fire Risk Assessment (FRA) with associated works-50%
- Communal flooring– 20%
- Liquid coating communal walkway– 90%

### **Winchilsea House**

- Scaffold erection– 100%
- External surveys-100%
- External decoration-10%
- Brickwork repairs-0%
- Lateral mains installation-90%
- Front entrance doors-90%
- Door entry handset-100%
- Liquid coating communal walkway– 95%
- Communal flooring- 0%
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold Removal-0%



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

**We now have a revised programme with a completion date mid to end of February 2024 weather dependant and subject to further work instructions, we will keep you updated if there are any further changes.**



We have completed the installation of the new windows to 95% 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, Henrietta 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 is suggested to be used once a year to keep your windows operating smoothly.



### Front entrance door installations

- 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 to be issued to you.
- We are in final drafts of our resident aftercare booklet once they are approved the site team will be issuing them.

### Communal Areas

- Works are still ongoing in the communal areas, if there are certain areas that have not been completed yet, this is due to further works that must be carried out beforehand.



### Upcoming works

- Liquid coatings to the communal walkways are ongoing. 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 Officer 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.
- Kitchen and bathroom fan installations are ongoing 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.







**Application of the Bauder Liquid Coating system 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.

**Christmas Shut Down**

***All United Living sites are closing from Friday 22 December 2023 and reopening at 8.00am on Tuesday 2 January 2024.***

***If you have an emergency relating to our works over the festive period, please contact our out of hours emergency team on 01322 660 226.***

***We would like to say thank you for all your continued support and cooperation while the works are ongoing we are starting to make noticeable progress now. We are still on track to finish the works by February 2024.***

***We wish you a Happy Christmas and wish you a happy and healthy New Year.***

***The United Living Site Team***



***Coffee Mornings***

Coffee mornings are normally held on the 1<sup>st</sup> Tuesday of every month but due to us returning to work on the 1st Tuesday of January. We are holding an afternoon tea on

**Tuesday 16 January 2024**

**between 2.15pm-3.15pm**

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



**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 **DO NOT LET THEM IN!** Please do not hesitate to contact your site team, to confirm the operatives identity.