



City of Westminster



# Customer Information Booklet - Huguenot House

External

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# Translation facilities

Bengali	যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।
Cantonese	本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。
English	If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.
French	Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.
German	Sollten Sie dieses Material in einer anderen Sprache oder in einem anderen Format wünschen oder einen Dolmetscher benötigen, setzen Sie sich bitte mit uns in Verbindung.
Greek	Εάν θέλετε αυτό το έγγραφο σε άλλη γλώσσα ή σε άλλη μορφή, ή εάν χρειάζεστε διερμηνέα, επικοινωνήστε μαζί μας.
Gujarati	જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતી હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.
Italian	Siete pregati di contattarci se desiderate ricevere questo documento in un'altra lingua o se richiedete i servizi di un interprete.
Japanese	この文書を別の言語や形式でお受け取りになりたい場合、あるいは通訳が必要な場合は、どうぞご連絡ください。
Korean	너가 다른 언어 체제안에 이 문서를 좋아하나, 너가 해석자의 서비스를 요구하면, 우리들을 연락하십시오.
Kurdish	ئەگەر دەتەوی ئەم بەلگەبەت بە زمانیکی که یا بە فۆرمیکی که هەبێ، یا بیویستت بە موتهرجیم ههیه، تکایه به یوهێندیمان پیوه بکه
Mandarin	本文件可以翻译为另一语文本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。
Portuguese	Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.
Punjabi	ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।
Somali	Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.
Spanish	Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.
Turkish	Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.
Urdu	یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو ہمارے مہربانی ہم سے رابطہ کیجئے۔
Vietnamese	Nếu quý vị muốn có tài liệu này ấn hành bằng ngôn ngữ hoặc khuôn khổ khác, hoặc nếu quý vị cần một thông dịch viên giúp đỡ, xin liên lạc với chúng tôi.
Braille	Braille Translations are available in the following languages: Afrikaans, Bulgarian, Cymraeg (Welsh), Danish, Dutch, English, Finnish, French, German, Irish, Gaelic, Italian, Kiswahili, Latvian, Malay, Ndebele, Nguni, Norwegian, Polish, Portuguese, Romanian, Sotho, Spanish, Swedish.

# Introduction

Dear Customer

United Living Property Services (ULPS) will be carrying out improvement work to your home and block on behalf of Westminster City Council.

Before works begin we will need to carry out various surveys to determine the exact works required to each property and we will advise you accordingly.

Our customers are at the heart of everything we do and your needs are given the highest priority. ULPS is committed to working with Westminster City Council and their customers.

Prior to your work starting, your Resident Liaison Officer (RLO) will arrange to meet with you, to discuss the works and give you a team contact card.

If you have any concerns or questions, please contact us on 01322 612950. Alternatively, please email [WCCenquiries@unitedliving.co.uk](mailto:WCCenquiries@unitedliving.co.uk).

We hope that you find this booklet useful and informative and we would like to thank you in advance for your support while we work towards improving your home.

# Your link to ULPS and Westminster City Council

As the improvement works are being carried out in your home, your RLO will work closely with you, making sure you are kept informed and will always be on hand to answer any questions.

You can contact your RLO between 8.30am and 5.00pm on Monday - Thursday and 8.30am - 4.30pm on Friday. If you phone and your RLO is not available, please leave a message with your contact details, and they will call you back as soon as they can.

## EMERGENCY CONTACT

If have an emergency relating to our work after 5pm, on the weekend or on a Bank Holiday, please call 01322 660226.



# Resident Liaison Officer duties

Our aim is to deliver the work, causing you as little disruption as possible and your RLO will be on hand to support you before, during and after the works.

Before the work starts your Resident Liaison Officer (RLO) will go through this customer information pack and make sure you fully understand what is going to happen and when.

Your RLO will also:

1. Carry out a customer profile (please see Data Protection Policy about what we do with your personal information)
  - This is to ensure your contact details are correct.
  - Identify any specific or special needs you may have such as health issues that could be affected by the work.
2. Carry out a photographic pre-condition survey
  - This is to make sure the condition of your home and possessions are recorded before any works start, this is to ensure we leave your home as we found it.
3. Pre-work surveys
  - An appointment will be made with you to carry out any required surveys before work start.
4. Discuss the extent of the works to your home and health and safety issues.
5. Establish points of contact.
6. One week before the work begins your RLO will give you a courtesy call to remind you of your start date and to check that the original arrangements are still ok. You will also get another courtesy call the day before the work is due to start.
7. Visit your home as required whilst work is in progress to make sure that there are no outstanding issues.

Your RLO will be based on site between 8.30am and 5.00pm, Monday to Thursday and 8.30am - 4.30pm on Friday.

# Health and safety

## HELP US TO KEEP YOU SAFE

Building work can some times attract opportunist crime, in particular bogus tradesmen trying to gain access to your home.

We try to take every precaution to keep you safe and ask you to please be aware of our security procedures:

- All ULPS staff wear photo identification card, as shown in the picture (right);
- ID cards will be shown on every visit;
- All of our staff and subcontractors wear ULPS branded uniform;
- Our Resident Liaison Officer will pre-book appointments to gain access to your property;



Do not allow anybody into your home without checking they have the correct identification. If you have any doubts about their identity, ask them to wait outside while you contact your RLO.

## KEEPING SAFE DURING THE WORKS

All ULPS operatives are fully trained in safe working practices and because of this we have an excellent safety record. Please take notice of any safety requests the operatives may make when working in and around your home and, in particular, we ask that you do not turn the electrical supply on or off without letting us know while we are carrying out the works.

We ask that whilst the work is being carried out, that you do not enter any of the work areas and that these areas are kept clear through out the work.

If you need access to any work area during the day, please ask one of our operatives first, or contact your RLO.

### KEY HOLDING PROCEDURE

We will install a key safe facility on site, and implement a key safe procedure which tracks and logs the movement of keys every time they are used.

### OTHER POINTS TO NOTE

Once work commences in your home we will require access until the work is completed. (Monday –Friday).

Works will be completed in stages and this will be fully explained to you during the pre condition survey carried out with you and the Resident Liaison Officer before any works commence.



## Before the work starts

In preparation for the work to begin, you may need to move some of your belongings away from the area we will be working in. If you need assistance in moving items then please let your RLO know and they will arrange for someone to help you. Please note that we cannot move any of your items without you being present. Valuables should always be moved to a safe and secure place.

Both parties should adhere to the agreed start date. However, should there be any delays, we will keep you informed. If you have any reason why work cannot start on the date given in the start letter or cannot continue on any given day, you must notify the RLO as soon as you know.



# Frequently asked questions

## How much notice will I get?

We will give you as much notice as possible before we carry out any work to your home. You will also receive a start date letter before work commences.

## Will the contractor need to visit me before the work starts?

Some things are unique to particular homes, so the contractor will need to visit you beforehand. They will make an appointment with you to come and look at the proposed work and discuss any concerns you may have.

## Will I have to move out?

No, we will carry out the work while you are still in your home. We will ensure that your water and electricity are working each evening, when we leave.

Should I notify my home insurance company that building work is going to take place?

You should notify your home insurer of the proposed building works.

What are the contractor's working hours?

Our contractors work from 8.00am – 5.00pm Monday to Thursday, and Friday 8.00am - 4.30pm. Exceptionally noisy work will be done between 9.00am – 5.00pm, wherever possible. If there is any need to work outside of these hours you will be consulted beforehand.

### Who can I contact about this?

Your Resident Liaison Officer will speak to you regularly during the improvements. You will be kept informed about access, choices and anything else you need to know to make sure that the work goes smoothly. Your Resident Liaison will be happy to discuss any concerns with you and answer any questions you may have.

### How will I know the person at my door is one of the Contractors?

All contractors' employees will carry identification. If you are at all worried, please call your Resident Liaison Officer. They will be able to confirm that the person at your door has been sent by one of our contractors.

### What happens at a post-completion inspection/sign off?

These will be carried out jointly with Westminster City Council to ensure both you and Westminster City Council are completely happy with the work carried out.

### What happens if I have a problem after the work is finished?

After the work in your home is finished, if you have any problems in the first 12 months please contact your project administrator on 01322 612950.

# Customers' responsibilities

- Please allow us access as requested and agreed to enable us to complete the works to your home without delay.
- Please give us 24 hours' notice if you have to cancel an appointment to avoid delay in the works for you and your neighbours.
- Please treat all of our staff and subcontractors with respect and consideration.
- Please keep children and pets away from the work area for their own safety and to allow us to work effectively.
- Please do not leave children under the age of 16 alone in your home without adult supervision while we are working there\*.
- Please let us know immediately if you have special health or medical problems that may be affected by the proposed work.
- Please keep all work areas free from obstruction.

\*Our staff will not continue to work in your home when children are left unaccompanied as this may void our public liability insurance.

# Health and Safety

At United Living all our operatives are fully trained in safe working practices and because of this we have an excellent safety record. Please take notice of any safety requests the operatives may make when working in and around your home and in particular we ask that you do not turn the electrical supply on or off without letting us know while we are carrying out the works. for your safety please:

- Consider the area we are working in
- Let any visitors to your home know about the work we are doing
- Tell children the area we are working in can be dangerous and ask them to stay away from it
- keep pets away from the area we are working in
- try to keep access to the work area clear of obstacles.

# Asbestos

We will be checking each property for asbestos before any works start by firstly reviewing the existing asbestos register in place for your property if it has one. We will also carry out a specialist Asbestos Refurbishment and Demolition Survey.

If there is asbestos in your home, it will not pose a risk unless it has been damaged or disturbed. Only by drilling or cutting asbestos are potentially harmful fibre released into the air.

Any asbestos removal works we carry out will be undertaken by experts and safe methods of removal will be agreed before starting any work. Our RLO will provide you with more information if we need to carry out any asbestos removal work.

Our RLO will contact you to let you know when these works will be taking place. We will ask you to move any fixtures or items that may be attached to or close to the fence to avoid any potential damage.

# Scaffolding

There is little for you to do to get ready for this work. Please ensure to:

- Keep valuable and breakable possessions away from windows.
- Keep windows closed during work and when you go out.
- Keep your children and any pets away from opens windows to avoid them getting onto the scaffolding.

If you have any concerns, please call your RLO immediately.

Before the works start, we would like to remind you to contact your contents insurance provider to inform them that works are being carried out and that there will be scaffolding around your home or block. This should not normally affect your premium.

## Satellite dishes and aerials

We may need to relocate your satellite dish or aerial whilst the scaffold is in place. You may therefore experience some slight interference with your reception.

We will replace your satellite dish or aerial to its original location where appropriate once the scaffolding is ready to be taken down.



# External Repairs

External works may vary greatly. Your RLO will let you know what work is proposed, but typically it might include any of the following:

- External render repairs
- replacement guard rail system on flat roof
- concrete repairs on flat roof
- Roof membrane work

To undertake the work safely and efficiently it's usually necessary to erect a full scaffold around the building. With a flat roof it may be possible to reduce the scaffold to a smaller access tower, providing we can install a temporary safety guardrail around the roof, to protect the workers.

## Clearing work areas

To help us, please ensure areas where the work is being done are cleared of your personal items, i.e. hanging baskets, flower pots, before the start. Any items that are not removed may delay the works.

Please do not try and move heavy or items alone. If this is likely to cause a problem (for example if you are elderly or disabled), please contact your RLO - we'll be happy to help.

These works will unavoidably create some dust and noise. We will do our best to keep both levels down and will clean up each day.

## Concrete and brick repairs

To help us, please ensure areas where the work is being done are cleared of your personal items, i.e. hanging baskets, flower pots, before the start. Any items that are not removed may delay the works. These works will unavoidably create some dust and noise. We will do our best to keep both levels down and will clean up each day.

## During the work

The work we are carrying out may be dependent upon weather conditions. We will be unable to carry out some work if it is very cold, windy, or if raining. We may also have to allow time for materials to dry out, so you may not see worker on site every day.

There will be some disruption during these works, particularly within the first few days, but we will try to keep this to a absolute minimum, and we will clear up as much as possible during the work and afterwards.

Please note: Occasionally we have to arrange for overhead power cables that are fixed to the building to be temporarily relocated during the work. This work can only be done by the local electricity distribution company and may delay the work. We'll certainly chase them up until the work is completed, but sometimes the delay is beyond our control.

# Window replacement

All windows to flats are included. No allowances has been made for replacement main entrance doors to the property, flat entrance doors or internal fire doors.

Where possible, we usually replace windows using low maintenance white UPVC, because it's typically far more energy efficient and secure compared to the old ones. However, if your home is a listed building, or within a conservation area, we will normally be required to stick to the existing window material.

Depending on the type of property and what we are planning to replace, the windows will typically take between one to two days to install. Your RLO will discuss this with you.

## Taking measurements before installation

We will need access to your home to measure up for the replacement windows.

## Cleaning work areas

You will be asked to clear furniture and your personal belongings from the areas where we will be working, and store them away safely in another area before we arrive. This may include removing pictures and mirrors from the walls in the immediate area where we will be working.

Please make sure that you look after your valuables and put them somewhere safe. This is also applicable to the route from your door to the area we will be working in.

### Installation

We will usually work on a room by room basis, removing the old window and installing the new window, including the glazing, before moving to the next room.

We will minimise damage to your decorations immediately next to the window frames by using white plastic trim. Very occasionally it may be necessary to carry out some plastering work, but we will leave it in a suitable condition ready for you to decorate. In most cases no decorating work is necessary at all, after the new windows have been fitted.



## Finishing

- We will need to make a return visit to fit trims and window sills as well as window 'furniture' such as handles and catches. We will test them and provide you with the keys for all locks
- Complete associated concrete repairs following removal and reinstatement of balcony screens
- Window replacement normally takes a couple of days per home
- All new windows are UPVC double glazed
- If you are due to have new windows or doors, we will visit you before work to your home starts to carry out a window or door survey. We will measure your windows to make sure that your new UPVC windows are made to the correct size.

# Roofline work

This will include the replacement of the soffits, fascias and rainwater goods. This will also include gutters and downpipes. We will remove all of the existing fascia boards, soffits, and guttering. We will also repair any damage to the rafter feet to ensure a solid fixing for the new products.

An eaves protection system will then be installed where applicable. This is a rigid plastic tray that sits under the first row of tiles and bends down outside the tiles to guide rainwater into your new guttering.

## What are rainwater goods?

Rainwater goods relates to all products installed on the exterior of a building to protect it from the rain. This includes downpipes and guttering.

Rainwater goods protect the building from rainwater damage.



# OUR CODE OF CONDUCT

Incorporating our Considerate Contractors Policy  
and Residents' Responsibilities



The graphic features the United Living logo at the top left. Below it, six circular icons are arranged in two rows of three. Each icon is accompanied by a label: Excellence (green circle with a star and ribbon), Agility (yellow circle with a circular arrow and checkmark), Collaboration (blue circle with two hands shaking), Integrity (purple circle with a heart and hand), Legacy (red circle with a heart and hand), and Inclusion (dark blue circle with four hands forming a circle). At the bottom of the graphic, the text 'Together we achieve more' is written in white.

united living

Excellence Agility Collaboration

Integrity Legacy Inclusion

Together we achieve more

## English

## THE UNITED LIVING CONSIDERATE CONTRACTORS POLICY

We promise to:

- Be considerate to all residents affected by the works
- Be accountable and readily available to deal with concerns
- Promote high standards of consultation and involvement
- Ensure that the code is understood and implemented by everyone, especially its commitment to:-
  - Being safe
  - Keeping the site clean and well ordered
  - Promoting acceptable standards of behaviour and dress
  - Being environmentally aware
  - Measuring customer satisfaction.

## THE UNITED LIVING CODE OF CONDUCT

**United Living Managers and Resident Liaison Officers ensure that all staff and sub-contractors are aware of this code, that they understand its importance and work to it.**

### Considerate Behaviour

Everyone working on site will...

- Show respect to residents, their possessions and their home
- Respect different cultures and religions
- Minimise disruption to residents, the community and local businesses
- Give extra consideration and assistance to the elderly, disabled and to those with special needs
- Keep properties safe
- Restrict the use of mobile phones
- Clean and tidy up at the end of each working day
- Keep residents informed at the end of each day and notify of next access
- Never smoke, drink or eat food or use radios or personal stereos when in a resident's home
- Never ask to use a resident's phone
- Avoid using residents' toilets or bathrooms whenever possible and only then with the resident's permission – and leave clean after use
- Not leave tools in the home overnight
- Never use a resident's cleaning tools
- Maintain high standards of behaviour in and around people's homes
- Refrain from bad language and improper conduct

### Accountability

United Living will...

- Provide residents with the names of those in charge and in particular the Resident Liaison Officer
- Display a company board with local contact details
- Be accessible to anyone who has a query or complaint
- Maintain a 24 hour emergency hotline
- Keep an incident and accident book
- Never pass the buck
- Strive to maintain high levels of customer satisfaction and learn from any mistakes
- Ensure that there is always a person responsible for customer satisfaction, usually a Resident Liaison Officer
- Monitor levels of satisfaction and complaints
- Minimise inconvenience to residents should breakages or accidents occur
- Record conditions in the home before and after work is undertaken
- Make and keep appointments for work to be carried out
- Advise residents promptly of the reasons for any delay

## The Working Environment

### Everyone working on site will...

- Protect the route to the working area with floor coverings
- Use clean dust sheets to protect floors and furniture
- Ensure materials are stacked neatly and safely
- Ensure services are re-instated at the end of each working day
- Keep the local area, its roads and footpaths clean and tidy
- Cover skips where dust could be a nuisance and not to allow skips to overflow
- Park in allotted areas
- Keep scaffold rubbish free, clean and safe
- Keep materials and plant within site boundaries
- Avoid pollution and minimise wastage at all times
- Recycle materials where possible
- Keep down noise of operatives, vehicles, plant and works in progress
- Minimise on-site storage and assembly of materials

## Consultation & Communication

### United Living will...

- Attend resident meetings and consult properly
- Supply all residents with the Code of Conduct and an information pack before work commences
- Provide daytime contact numbers and emergency numbers for out-of-hours
- Keep residents informed through letters, notice boards and/or newsletters
- Get to know resident representatives and others involved in the local community

## Safety & Security

### United Living will...

- Follow all health and safety procedures and never compromise on safety
- Advise residents on general site safety
- Conduct regular safety visits and audits
- Store materials and equipment safely
- Carry out safety assessments and guarantee that public & operative safety is given priority
- Provide ramps, or signed diversions, for wheelchairs and prams where we have disturbed the pavement
- Ensure pedestrian access around the site is kept safe and clean
- Ensure that any keys provided to occupied properties are held by a nominated person
- Treat any details about residents or their home in strict confidence and will never discuss such information with other residents

### Everyone working on site will...

- Keep a resident's home secure while work is being undertaken and close the front door when the property is left unattended
- Ensure ground floor ladders are removed overnight
- Restrict access to scaffolding to minimise risk to security and safety
- Exercise particular care when children are present
- Never enter or remain in a resident's home with unaccompanied children under 16
- Always wear or carry an Identity Card and be happy to show it to a resident when we call
- Wear clean United Living corporate clothing with a clearly visible logo

# RESIDENTS' RESPONSIBILITIES

**While this document deals primarily with the conduct of United Living and everyone working on our site, residents also have responsibilities. Only by respecting and cooperating with each other can we deliver, and residents receive, the high quality of work and service we all expect.**

- Treat our staff, operatives and sub-contractors with the same respect and consideration you rightly expect from them
- Give our staff and sub-contractors access at the agreed times and dates
- Give us 24 hours notice if you need to cancel any appointment
- Keep children and pets away from the work area, tools and materials
- Do not leave young children alone while work is in progress. We will not enter or stay working in any property with unaccompanied children under 16
- Maintain clear safe access for our staff through to the areas of work, for the duration of the work
- Pack away all breakable and valuable items
- Completely clear out rooms to be refurbished. Packing boxes will be provided
- Do not tamper with or endeavour to undertake yourself any of the work we are carrying out
- Do not start your own project including decorating while we are still working in your home

## We expect all our staff to:

- Treat you and your home with respect;
- Always show a photographic identification card and ask permission to enter your home;
- Work in a safe manner and ensure the safety of you and your family;
- Be polite, courteous and compassionate at all times;
- Provide you with a list of contacts should you have any queries or concerns;
- Keep customers informed of their actions;
- Ensure equality and fairness by being sensitive to different cultural needs and the needs of vulnerable groups such as the elderly or disabled;
- Use appropriate covers and screening in work areas and clean up at the end of each day;
- Treat your information as confidential, ensuring your safety and privacy is a priority;
- Behave as they would expect others to behave in their house;
- Explain what they have come to do, approximately how long it will take and how it will affect you;
- Ensure all services are restored at the end of each working day;
- Inform the customer when they are leaving the property;
- Maintain a safe means of exit at all times;
- We will always try to keep our appointments but if we are unable to attend we will give you 24 hours notice and then arrange a new appointment.

## And not to:

- Work before 8.00am and finish after 5.00pm or work at weekends unless you agree otherwise;
- Use or move customers' belongings without express permission at any time;
- Smoke in a customers home;
- Use radio's or personal stereos on site;
- Use a customer's toilet or washing facilities (unless arrangements have been made);
- Use ( or ask to use) a customers' telephone;
- Leave tools, loose materials or gas bottles in a property overnight;
- Use a customer's property for lunch or tea breaks;
- Use the customer's gas or electricity without express permission.

It is our duty to be aware of and work in accordance with United Living Property Services' Equal Opportunity Policy. We will not tolerate acts of unlawful discrimination, derogatory, racist or sexual remarks, innuendoes or racial and sexual harassment towards customers, members of the public or site personnel.



# Diversity & Equality

Any discrimination against a person on the basis of disability, age, gender, sexual orientation, race, colour, or belief is unacceptable to us as we strive to provide the best possible services to all our customers regardless.

We respect an individual's culture and circumstances and, where appropriate, endeavour to identify and support customers with special needs.

We would really appreciate it if you would bring to our attention any special needs we may not have been aware of so that we can make every effort, where possible, to accommodate you.

In return we politely ask that customers respect the diverse and multicultural workforce we employ.

## SUPPORTING RESIDENTS WITH ADDITIONAL NEEDS

Because people are different, people have different things that they need help with. We want to make sure this help and support meets your individual or personal needs.

If you are vulnerable or have a disability we will be able to offer you:

- One-to-one consultations
- Help with packing, moving and covering furniture and belongings
- Daily RLO visits
- Language or translation support (in the case of non-English speaking households).

## QUERIES

If you are unsure about any of the works being carried out - or have any special needs that we should be aware of, please let your RLO know.

## COMPLAINTS

If you wish to make a complaint, please contact your RLO in the first instance. We will keep your landlord fully informed as to our actions.

## LETTING US KNOW HOW WE'RE DOING

We appreciate your feedback as it helps us make ongoing improvements. Please take the time to fill in the satisfaction survey form provided at the end of the work.

## CUSTOMER DROP INS

If you have a query or concern that you would like to discuss in person, a member of our team will be available for consultation between 8am and 5pm, Monday to Thursday and



# Compliments, comments & complaints

We always aim to offer a great service but like any organisation we can make mistakes. We are always pleased to hear when we do a great job and welcome your compliments, comments and complaints. We welcome your feedback so we can learn from our mistakes and improve our service to you.

## WHEN WE GO THE EXTRA MILE

If a member of staff has offered great customer service and was particularly helpful or supportive, or did something that made things easier – we would love to hear about it.

We'll make sure that member of staff is recognised.

## IF WE GET IT WRONG

If you are unhappy with the service you receive from us please let us know – Your RLO is the best person to speak to. They will investigate it thoroughly, quickly and fairly, keeping you informed throughout. Please give them as much information as possible and they will do their utmost to support you through the process.

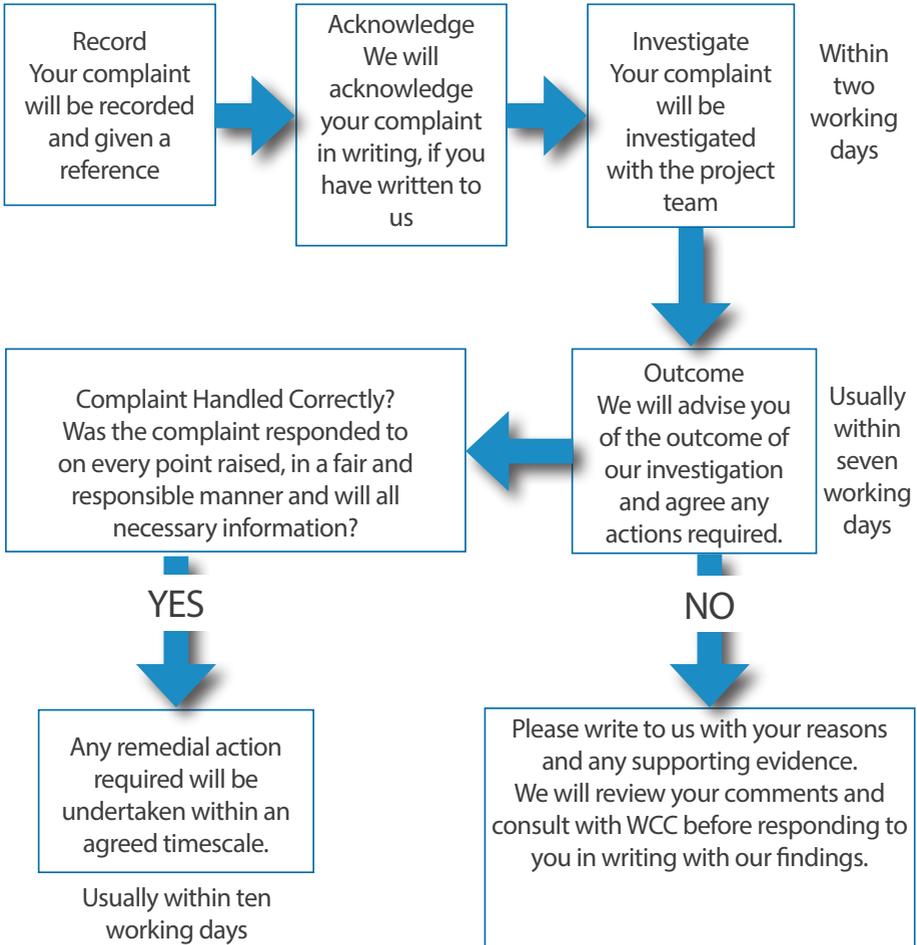
We try to keep things simple and sort things out on the spot, but if things take longer than we hoped, we will keep you informed of progress and any delays.

Should you feel your RLO has not been able to deal with your complaint, your Westminster City Council Customer Care Officer will be able to assist.

Alternatively, write, with full details and any supporting evidence, to:

The Customer Satisfaction Coordinator  
United Living Property Services  
Media House  
Azalea Drive  
Swanley  
Kent  
BR8 8HU

# If we get it wrong



# Notes

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# Notes

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# Notes

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UNITED LIVING PROPERTY SERVICES  
MEDIA HOUSE  
AZALEA DRIVE  
SWANLEY  
KENT BR8 8HU



[Unitedliving.co.uk](http://Unitedliving.co.uk)