Westminster City Council

64 Victoria Street

 London SW1V 6QP

 Tel: 0800 3583783

 housing.enquiries@westminster.gov.uk

 Date: 28th June 2023

**Ref: Major Works AB801b**

Dear Resident,

**Re: Lift Replacement Hardy House (project AB801b)**

As many of you may already be aware, we are planning to replace the lift in your building, Hardy House.

My name is Sarah McCarthy and I am part of the Resident Advocacy Team for this project. My job is to liaise between residents and contractors to ensure that all work is carried out with the minimum of disruption and upset for residents.

We now expect to start the work on your new lift later this year and we expect the work to take between 8-10 weeks.

**Why are we replacing your lift**

As part of our commitment to building safety and to improve our service to residents, the new lift will enhance fire safety, the overall speed and lift reliability. The lift work will be carried out by our long-term lift contractor, Precision Lifts.

**Problems with Using the Stairs**

While the lift is being replaced, residents will have to use the stairs. We know that this maybe a problem for some residents in Hardy House.

While we plan for the work and while the work is in progress, we will maintain contact with all residents and with your Scheme Manager, Jennifer Finnegan, to come up with the best solution for you. The main thing is to not worry at this stage, we have replaced lots of lifts across the City and we always manage to find a solution that works for residents!

**Find out more**

We would really like to meet residents at Hardy House to explain more about the lift work and how we can support you while the work is taking place.

We are planning to have a meeting/s , for you to meet the Lift project manager and myself and , to raise any concerns and ask any questions you may have . We would love to see you there.

**Wednesday 5 July 11am**

In the meantime, if you have any questions or comments, please do not hesitate to contact me on 0800 358 3783 or housing.enquiries@westminster.gov.uk.

Yours sincerely

Sarah McCarthy

Resident Engagement and Advocacy Manager