

Resident Name
Address
County
Postcode
Country

[Insert date]

Dear (Resident name),

Re: Huguenot House- building maintenance works

We write to introduce ourselves and advise that maintenance works will soon begin on Huguenot House. Westminster City Council has appointed United Living as the main contractor for these works, which are due to begin in February 2024.

United Living is currently carrying out surveys to the podium roofs. This is to allow us to put up scaffolding on the main building.

Once we have carried out these surveys and other checks, we expect to begin putting up scaffolding in February ahead of the maintenance works beginning. We will contact you separately to confirm the start date for construction works.

We are also in contact with the highways about the temporary road closures around Huguenot House which are due to take place in early March and likely to last for one day. We will update you on the timings for these temporary closures once highways provide approval.

Our site-based Management Team will consist of the following:

Site Manager: Harry
Mobile Number: 07392 094 301

Resident Liaison Officer: Abdul
Mobile Number: 07817 163 522

Your main point of contact will be **Abdul**, Resident Liaison Officer, who you can contact with any queries relating to the construction works.

Harry and Abdul will both be based in the site office initially located at Vale Royal, 36 Newport Court, WC2H 7PZ until we have our site office set up in place below the podium roof on Orange Street. We will send a further update when the new site office is established. You can also contact United Living on 01322 612 320 or at WCCenquiries@unitedliving.co.uk

The Resident Liaison Officer will also check in with you regularly while works are in progress. Overall, the current project is estimated to take 30 weeks to complete. Elements of works to be undertaken will include the following:

- Scaffold erection
- Replace roof membrane and repairs
- External repairs to parapet walls
- Concrete repairs on main flat roof
- Installation of guard rail system on main flat roof
- External render repairs to building envelope
- Window overhaul work together with replacement of sash windows.

The Resident Liaison Officer (RLO) will need to visit your home, at a time that is suitable for you, to survey your windows. This visit will include photographic precondition surveys of your property and the completion of a prestart checklist before the works begin, which will include replacing your windows. Please get in touch to arrange a visit at your convenience. If you have any questions about this visit, please contact Abdul on the number above.

We will send monthly newsletters to keep you informed of the works progress, which will include details of monthly coffee mornings for residents where you can ask questions and learn more about the works.

We understand that it is not always possible for residents to be at home during the day. To minimise disruption to residents, United Living offers a secure key policy system, where residents can leave keys to their homes with Abdul or Harry the Site Manager to enable works to be carried out in your absence, should that be preferable for you.

All United Living staff and operatives will carry photo identification cards. Should you have any doubts about the authenticity of the person(s) who are calling at your home, please contact us on 01322 612 320.

We apologise for any inconvenience that may be caused by the works and thank you in advance for your co-operation.

Yours sincerely,

Maria
Project Administrator
United Living Property Services