

Resident  
Address  
Town  
Count  
Postcode

15 February 2024

Dear Residents,

**Re: Huguenot House major works – scaffold notification**

As you know, United Living is working with Westminster City Council to carry out maintenance works to Huguenot House. To carry out these works, scaffolding will need to be erected around the building.

We will start erecting the scaffolding week commencing **Monday 19 February 2024**. It will remain in place until the end of October 2024. The scaffold will start on the podium deck level going up to the seventh floor and will take approximately 8 weeks to be put up around the building.

Access to your private balcony will not be affected by the scaffold, however there will be times during the maintenance works where access to your balcony will be limited so that works can be carried out safely. We will contact you separately to confirm when these works will take place.

Once the scaffold is in place, it will be covered by netting which may reduce natural light coming into your home by 20 per cent. This netting is a health and safety requirement – we apologise for any inconvenience this may cause.

Please be aware that while the scaffold is being erected, altered, or dismantled you may have restricted access to the opening of some windows. Please remember to close all windows when leaving your home.

The scaffolding will be alarmed and can only be accessed by United Living and Westminster City Council staff. Please ensure pets and children do not play beneath or attempt to climb the scaffold, as this could result in serious injury. If you see any suspicious behaviors outside of our working hours of 8am-5pm, please call the police immediately.

Our systems ensure that resident and staff health and safety is always prioritised. We will ensure our access ladders will be lifted at the end of each day, or a security plate will be installed over the rungs to prevent access, as well as implementing other safety measures.

Before the works start, please contact your content insurance provider to inform them that works are being carried out and there will be scaffolding around your building. This does not normally affect your premium.

If you have any queries or concerns about the work we are doing, please call your Resident Liaison Officer **Abdul on 07817 163 522**, Monday - Thursday between 8.00am - 5.00pm, and Friday between 8.00am - 4.30pm. Alternatively, please email [WCCenquiries@unitedliving.co.uk](mailto:WCCenquiries@unitedliving.co.uk)

All United Living staff will carry photo identification cards. Should you have any doubts about the authenticity of the person(s) on site, please contact me on 01322 612 320.

We would like to apologise for any inconvenience and thank you in advance for your co-operation.

Yours faithfully,

Maria  
Project Administrator  
United Living (South) Ltd