

By hand

28th May 2024

Dear Resident,

Re: Torrison House Major Works (project V107) – End of Works and Defects Reporting

We are pleased to let you know that the major works at Torrison House will be completed by Wednesday 5th June 2024.

To ensure high standards, we will then enter a 12-month defects liability period. During this time United Living are required to return and rectify any problems in relation to the works carried out.

If you have any problems with the works listed below, please report them as soon as possible.

The works included were:

- Replacement of the screen (new build elevation only).
- Installation of new windows.
- Installation of new flat entrance door.
- Associated fire safety works.
- Associated electrical works.
- Kitchen replacement (not all residents).
- Minor concrete repairs.

How to report a defect

To report a defect or give feedback in relation to these works, please use the contact details below:

- Call 01322 612 320, Monday to Thursday between 8.30am to 5.30pm and Friday between 8.30am to 4.30pm.
- Alternatively email WCCenquiries@unitedliving.co.uk and quote the project reference number V107 in the subject field, and give your name, address, issues which relate to the major works, and contact telephone number and/or e-mail address.
- If you have an out of hours emergency relating to our works between Monday - Friday 5pm and 8am, or at the weekend and on bank holidays, please contact us on 01322 660 226.

United Living will then arrange for the defect to be investigated and they will contact you to arrange an appointment.

If you would like a Westminster Council representative present at the appointment, let United Living know at the time you make the appointment, and they will ensure someone from the project team is present.

The defects liability period ends on 5 June 2025.

We would like to thank you for your patience and understanding while we undertook these essential major works at Torrington House.

We would also like to thank the TMO Chair and members for their support during these works.

Yours sincerely

Maria
Project Administrator
United Living Property Services