



Westminster City Hall,
Victoria Street
LONDON SW1E 6QP

Phuong Doan
Tel: 0800 358 3783

Housing.enquiries@westminster.gov.uk

Date: 30 May 2023

Ref: X251 no access

Dear

Access to complete the major works

Please can you contact us so that we can arrange a suitable time to complete the ventilation work to your home.

Good progress has been made in connecting flats to the communal ventilation systems but we need a few more properties to allow us to get the system operational.

Our records indicate that your property has not been connected and we are writing to you to arrange this as quickly as possible.

Our contractor, United Living, has been trying to arrange access to your home but not had any response and they have asked us to help arrange this.

Please can you contact us to give us some dates and time periods that are convenient for our engineers to visit your home.

The first appointment should take no more than 30 minutes to complete, and some further visits may be needed to make good.

The design of the works includes the installation of a 'fire damper' inside the ventilation system serving your flat.

This will greatly improve the fire safety where you live, and the design has been agreed with the council's building control team.



City of Westminster

If we delay completing the work it will increase the cost of the major works project and mean that the ventilation system will not work.

How to contact us

Please contact the Resident Advocacy Team on

- Telephone: **0800 358 3783** or
- Email: residentadvocates@westminster.gov.uk

Thank you for your help and we look forward to hearing from you shortly.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Phuong Doan', with a horizontal dashed line extending to the right.

Phuong Doan
Resident Advocate
Growth Housing and Planning