

Welcome to our newsletter which is intended to keep all residents informed on the progress of major works on your estate.

United Living would like to thank all of our neighbours for their support, co-operation and patience whilst works are ongoing.

## COVID-19 SAFE WORKING PRACTICES ON SITE

United Living have implemented safe ways of working to combat the spread of the COVID-19. Measures include;

- Mandatory social distancing, including distances marked out onsite.
- Signage and barriers will be put up to cordon off area of work.
- Appropriate personal protective equipment (PPE) for our teams.
- Enhanced cleaning in all work areas.
- Enhanced welfare and washing facilities at the site office.
- Staggered use of facilities, with a rota system for breaks to allow social distancing.
- Restrictions on travel to and from site, including managing deliveries of building materials.
- Additional welfare supervisors to manage social distancing.
- All initial surveys to be done over the phone or video call.
- Detailed safety checklist for any work due in your home.
- Individual discussion and agreement with you for any work planned in your home.

### Site Team



**Romeo**  
Site Manager



**Shirajul**  
Resident Liaison Officer



**Bayazid**  
Resident Liaison Officer  
07500 082 380 or  
0800 988 257

### Contact us

Your Resident Liaison Officer (RLO) Bayazid is here to support you and is your best point of contact. During the work he will make sure that your home is being respected and keep you well informed.

If you have any questions, call Bayazid on  
**0800 988 257** or alternatively **07388 944 881**,  
email: **Bayazid.Miah@unitedliving.co.uk**.

**For out of hours  
emergencies  
relating to our work  
please call:  
01322 660226**

## Works last month

Blocks	Prestart surveys	Communal decorations	Lighting	Flat doors	Window repairs	Ventilation
Estate Wide	✓				✓	
Tickford			✓	✓		
Simpson						
Padbury		✓				✓
Olney						✓
Linslade						✓
Lavendon			✓			
Horwood						
Kimble						
Hardwick						
Risborough						
Fulmer						
Dinton						
Fingest			✓			
Swanbourne						
Jordon						
Wycombe						
Turville						
Verney						
Cottesloe						
Gayhurst						



Ventilation Works



## Works this month

Blocks	Pre start surveys	Loft Insulation	Communal decorations	Lighting	Flat doors	Window repairs	Ventilation
Estate Wide	✓					✓	
Tickford				✓	✓		
Simpson				✓	✓		
Padbury			✓				
Olney			✓				✓
Linslade							✓
Lavendon							✓
Horwood				✓			
Kimble							
Hardwick							
Risborough							
Fulmer							
Dinton							
Fingest							
Swanbourne							
Jordon							
Wycombe							
Turville							
Verney							
Cottesloe							
Gayhurst							

## BEWARE OF BOGUS CALLERS

All United Living staff wear corporate Hi Vis clothing, carry an identification card and only visit by appointment.

If you are unsure about someone **DON'T LET THEM IN!** A bonafide caller will not mind your caution. Please do not hesitate to contact your Resident Liaison Officer, to confirm the operatives visit.



## Pre-start Surveys

Pre-start surveys continue for those who have made appointments. If you do not have an appointment please contact Bayazid on **0800 988 257**, email **Bayazid.Miah@unitedliving.co.uk** and he will arrange this for you.

## 106 years young

Having just fitted the resident's new front entrance door, we thought that it would be a great opportunity to present her with a small gift of flowers to celebrate her 106 years.



### More information

You can find details of the project including all correspondence on the Westminster website using the following link:  
[www.westminster.gov.uk/yourhousing/V120](http://www.westminster.gov.uk/yourhousing/V120)

We really welcome your feedback on how we are doing and we would love it if you would take the time to tell us what you think. Good or bad – we want to hear it!

This will help us deliver the best service we can. Drop us a note into the suggestion box, which is placed in the ground floor lobby area, or talk to one of the site team when you see them.

**Your  
Feedback**

## Help is at hand

If you are feeling worried or isolated during this extremely stressful time. The following numbers may help you;

**NHS Helpline if you are worried about health issues – phone 111**

**Covid-19 Helpline if you are worried you have Corona Symptoms – phone 119 for advice on how to book a coronavirus test**

**Samaritans – 116 123 help is available 24 hours**

**Police for non-emergency calls 101  
for all emergencies 999**