



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

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



## Welcome

We would like to introduce and wish Andy our Site Manager a warm welcome to the Wharncliffe site team. Andy has joined us recently to work along side Paul and the Resident Liaison Officers. I'm sure a lot of you have already met Andy out on site.

Your main points of contact are Henrietta and Magid. They are here to support you and are your best point of contact for all queries and concerns about the work.

Please call them if you have any queries, using the details provided on the right.

## Works in progress

Application of the Bauder Liquid Coating system to the communal walkways

- We had some queries about the Bauder liquid coating system being applied to the steps outside each flat door. We want to advise you that all doorsteps are demised to the freeholder Westminster City Council. These works must be completed as the works will not meet the required British Standard without completion of these steps and the warranty to the entire walkway will be invalidated if not completed as per manufacturer specification.

## Site Team



Andy Site Manager  
07966581393



Paul  
Site Manager 07793 269 469



Henrietta  
Resident Liaison Officer  
07802 666 972



Magid  
Resident Liaison Officer  
07802 857 230



Ashleigh  
Project Administrator  
01322 612950

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

### Contact us

Your dedicated Resident Liaison Officer's (RLO) Henrietta and Magid are here to support you and is your best point of contact. During the works they will make sure that your home is being respected and will keep you well informed. You can contact Henrietta on 07802 666 972, or Magid 07802 857 230 on or email—WCCenquiries@unitedliving.co.uk

### Scaffolding

Update on currently scaffolded blocks are:

#### Rothley Court

- The scaffold dependent lateral main works is now complete. We will remove the last sections of scaffold week commencing 16 October, we would like to apologise for the delay in removing the scaffold and thank you for your patience while the remaining works were being finished.



**No unauthorised  
access onto  
scaffolding**



#### Pennyford Court

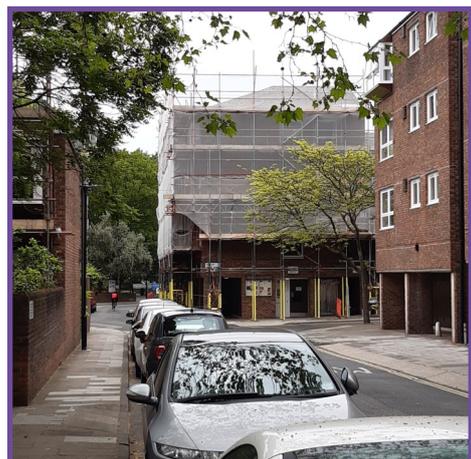
- Scaffold strike is now complete.
- Communal flooring to the internal stairwells will resume in 2 weeks as we have now appointed a new subcontractor.

#### Brackley Court

- Communal flooring still needs to be carried out and we will write to you again when we have a date for this.
- The outstanding flats have now been booked in for their window installations, scaffold removal is in progress.

#### Please read the following guidelines on scaffolding:

- If you see anyone on the scaffolding outside of our working hours of 8.00am- 5.30pm, Monday – Friday, or at the weekend, please contact the Police immediately on 999.
- Only employees of United Living and Westminster City Council are allowed on the scaffolding.
- Access to the scaffolding is strictly prohibited for anyone other than United Living and Westminster City Council anyone other than these representatives being on the scaffold are trespassing. Daily site walks and end of day checks are carried out by the Site Manager, please feel free to pop to the site office on Wharncliffe gardens, situated near the walkway near Castleford Court.





## Works in Progress

The following works are ongoing in various blocks, or completed awaiting inspection and final sign off.

### Ashby Court

- Scaffold erection-80%
- External Surveys– 100%
- Internal & external decorations-0%
- Brickwork repairs-0%
- Window installation– date to be confirmed.
- Front entrance doors-100%
- Door entry handset-100%
- Lateral Mains– 60%
- Communal lighting-0%
- Liquid coating communal walkway– date to be confirmed
- Fire Risk Assessment (FRA) with associated works-0%
- Scaffold removal– 0%

### Brackley Court

- Scaffold erection– 100%
- Internal & external decorations-100%
- Brickwork repairs-100%
- Roof repairs-100%
- Window Installations-95%
- Lateral mains installation-100%
- Communal Lighting-100%
- Front entrance doors-100%
- Door entry handset-100%
- Liquid coating communal walkway- to be confirmed
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold removal-30%

### Birchvale Court

- Scaffold erection-100%
- Internal & external decoration- 100%
- Brickwork repairs-100%
- Roof repairs-100%
- Window Installations-95%
- Lateral main Installations-95%
- Communal lighting-100%
- Front entrance doors-100%
- Door entry handset-100%
- Scaffold removal-80%
- Liquid coating communal walkway– a date to be confirmed soon.
- Fire Risk Assessment (FRA) with associated works-50%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster Council, any issues picked up will be rectified before its signed off.

**Major works can be disruptive and intrusive, and we would like to thank you for your patience and cooperation while our works are ongoing.**



### **Castleford Court**

- Scaffold erection– 100%
- Internal decorations-0%
- External decorations– 15%
- Roof repairs- 0%
- Brickworks repairs– 50%
- Window installation-85%
- Front entrance doors-100%
- Door entry handset-100%
- Lateral Mains Installations-100%
- Communal lighting– 50%
- Liquid coating communal walkway– to be confirmed
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold removal– 10%

### **Cheadle Court**

- Scaffold erection-100%
- Internal decorations-75%
- External decorations-75%
- Brickwork repairs-100%
- Roof repairs-100%
- Window installations-95%
- Lateral Mains Installations-100%
- Front Entrance doors-100%
- Door entry handset– 100%
- Liquid coating communal walkway- to be confirmed
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold removal-10%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster Council, any issues picked up will be rectified before its signed off.



### **Elmton Court**

- Scaffold erection- 100%
- External Decorations-100%
- Brickwork repairs-100%
- Roof repairs-100%
- Window installation-100%
- Lateral main installation-100%
- Front entrance doors-100%
- Door entry handset– 100%
- Fire Risk Assessment (FRA) with associated works-50%
- Liquid coating communal walkway– 100%
- Scaffold removal—100%

### **Helsby Court**

- Scaffold erection-100%
- External decoration-100%
- Brickwork repairs-100%
- Roof repairs-100%
- Window installation-100%
- Lateral mains installation– 100%
- Communal lighting-100%
- Front entrance doors-100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-50%
- New communal flooring to the stairs– in progress
- Scaffold removal-100%

### **Hucknall Court**

- Scaffold erection- 100%
- External decoration-100%
- Brickwork repairs-100%
- Window installation-100%
- Lateral mains installation-100%
- Communal lighting—100%
- Front entrance doors-100%
- Liquid coating communal walkway– 100%
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold removal-100%

Where works are at 100% they are due for inspection ahead of final sign off by Westminster Council, any issues picked up they will be rectified before its signed off.



#### **Pennyford Court**

- Scaffold-100%
- Internal & external decorations-90%
- Brickwork repairs-100%
- Window installation– 95%
- Lateral mains installation-85%
- Front entrance doors-100%
- Door entry handset-100%
- Liquid coating communal walkway- to be confirmed
- Fire Risk Assessment (FRA) with associated works-50%
- Scaffold removal– 100%

#### **Rothley Court**

- Scaffold erections– 100%
- Internal & external decoration-95%
- Brickwork repairs-100%
- Window Installation-100%
- Lateral mains installation-90%
- Front entrance doors-100%
- Door entry handset-100%
- Fire Risk Assessment (FRA) with associated works-50%
- Liquid coating communal walkway- to be confirmed
- Scaffold removal– 80% removed apart sections to the first lift left up.

#### **Winchilsea House**

- Scaffold erection- 0%
- External decoration-0%
- Brickwork repairs-0%
- Window cleaning- 0%
- Lateral mains installation-90%
- Front entrance doors-90%
- Door entry handset-100%
- Fire Risk Assessment (FRA) with associated works-50%
- Liquid coating communal walkway– In progress
- Scaffold Removal

Where works are at 100% they are due for inspection ahead of final sign off by Westminster Council, any issues picked up will be rectified before its signed off.

As soon as all properties have had their new electrical cables installed, we will be contacting EDF to arrange for them to carry out a changeover from the old to new cables. A full electrical shut down is required to carry out these works safely. We will advise you when the changeover is due to happen as soon as the dates have been confirmed.

We want to apologise for the inconvenience caused. We thank you for your continued support and patience while our works are ongoing. We will keep you informed monthly of our progress.



We have completed the installation of the new windows to 80% of properties across the estate. If you have any outstanding issues with your new windows or have not had your windows installed yet, then please call Henrietta your Resident Liaison Officer on 07802 666 972 Monday—Thursday 9.00am— 5.30pm, and Friday between 9.00am—4.30pm.

Henrietta will be happy to assist booking you an appointment, If you have any issues with the previously installed windows, Henrietta will arrange for an inspection and any issues will be rectified.

We had some enquiries from residents wanting to know what type of lubricant can be used on the hinges and joints of their windows we can confirm ONLY silicone based lubricant is suggested to be used once a year to keep your windows operating smoothly.



### Front entrance door installations

- Winchelsea House- 90% complete the remaining doors have further design requirements which have now been designed and is with the Building Control Officer for sign off before we can proceed.
- Cheadle Court door installations are 100% complete.
- If you are having any difficulties with your new front door, please contact Henrietta so we can arrange an inspection.

Our contractors have been requested to give residents a leaflet with instructions on how to use your new door. If you have not received a leaflet let us know we will arrange one for you. We will provide you with an aftercare booklet which will include this information.

### Communal Areas

Works are still ongoing in the communal areas, if there are certain areas that have not been completed yet, it is because there are other works that must be carried out before they can be completed.



### Upcoming works

- Liquid coatings to the communal walkways are ongoing. We will contact you by letter when your block is due to start so that you can make any arrangements on the specified date.
- As advised the Resident Liaison Officers will contact you to advise works are upcoming in your block giving you 7-14 days' notice where possible, so you have enough time to plan your day should these days/ times affect you. **Please note:** the communal areas need to be fully clear prior to these works commencing if you are elderly/disabled and need assistance; please contact Henrietta as soon as you can.
- **Please note:** these works are weather dependant , if it rains these works will be postponed until the weather is clear. We apologise if there is any inconvenience caused. A gentle reminder to residents to ensure all personal items are removed from the communal areas while these works are carried out.
- Kitchen and bathroom fan installations are ongoing for all tenanted properties, It is necessary for the fans to be installed as they will help reduce condensation and damp. If access is not granted to allow these works to be carried out. We will refer your home back to Westminster City Council for them to take the necessary action under the terms of your tenancy. Your dedicated RLO will contact you to arrange a mutually convenient appointment.





## Update

It has been noted that a resident has been obtaining CCTV/video footage of our staff and contractors working on site this was without their knowledge or consent which is illegal. If any residents are found to be recording our staff or contractors again without their [knowledge or permission](#), we will have no other option than to take formal action.

If you have any enquires or concerns regarding any aspect of our works, please contact Henrietta or Magid your Resident Liaison Officers or our Site Managers they are here to help. **Please do not approach our Operatives.**

Major works can be disruptive and intrusive, and we would like to thank you for your patience and co-operation while our works are ongoing.

## Resident Surgery

We wrote to you recently advising you we are holding a surgery for residents to come to speak to a members of the project team regarding the ongoing works.

The meeting will be held in the Wharncliffe Gardens Community Centre on the estate.

The meeting will be on Wednesday 18 October 2023 between 3.00-7.30pm.

Don't forget to book your appointment slot!



## Coffee Mornings

Coffee mornings are been held on the 1<sup>st</sup> Tuesday every month the next one being on 7 November between 11am-12pm.

We look forward to meeting with you and answering questions that you may have regarding works being carried out!



## Beware of Bogus Callers

We want to keep you safe when we are working in or near your homes. All United Living staff wear corporate Hi Visibility clothing, carry an identification card and only visit by appointment. PLEASE do not let anyone into your home without asking to see their ID Badge. If you are unsure about someone **DON'T LET THEM IN!** Please do not hesitate to contact your site team, to confirm the operatives identity.