



**Cladding replacement and fire safety – major works (project Z251b)
Frequently Asked Questions – August 2020**

The work

Q: What does the work include?

A: The work includes:

- Replacing the cladding on the riser
- Fire stopping works
- Relocating the electrical panel that operates the Automatic Opening Vent windows

Q: Is there work planned for inside my home?

A: No, the work is to the communal area on each floor and the external of the building.

Project timetable and working hours

Q: What is the timetable for the work?

A: The work will start onsite from Monday 24 August 2020. On this date the scaffold will be erected at the back of Glastonbury House.

The work is planned to take 28 weeks. If for any reason this changes, we will write to all residents.

Q: What are the working hours?

A: United Living's hours of work are Monday - Thursday between 8.30am - 5.30pm, and Friday between 8.30am - 4.30pm.

COVID-19 safety

Q: What new measures will be put in in place?

A: Keeping you and the onsite teams safe during this time is the number one priority. United Living has introduced a range of measures to keep you and their team safe and confirm that their approach is 'COVID-19 Secure'. This includes five steps for safer working together. United Living has:

- Carried out a COVID-19 risk assessment which is available to all workers and residents online at www.westminster.gov.uk/yourhousing/Z251
- Introduced cleaning, handwashing and hygiene procedures (such as personal protective equipment PPE) in line with guidance.
- Taken all reasonable steps to help people work from home where possible.
- Taken all reasonable steps to maintain social distancing whilst working.
- Where social distancing is not possible, taken practical measures to manage transmission risk.



Q: How will you ensure United Living is working safely?

A: Alongside the United Living site management team, we will visit the site regularly to inspect their work and will monitor work to ensure all agreed COVID-19 secure methods are adhered to. Any breaches of this will be escalated to the Health and Safety Executive (HSE) as required.

If you have any concerns about the safety measures or how they are being implemented, please contact us on 0800 358 3783 or housing.enquiries@westminster.gov.uk.

Scaffold and hoist

Q: Is scaffold being used for the project?

A: Scaffold and a goods hoist will be used at the rear of Glastonbury House.

Access to your home will not be affected during the works and all equipment including ladders, will be secured at the end of each workday.

To ensure your safety while the scaffold is up, please:

- Ensure children do not play beneath or attempt to climb the scaffold tower or hoist.
- Tell your home insurance company about the work and that there will be a scaffold to your building, as it may affect your cover in the event of a claim.
- Call the police if you notice any intruders on the scaffold.

Information, help and advice – including online information session on Thursday 20 August

Q: Who should I contact if I have any queries about the project?

A: Your first point of contact is Deb, your dedicated resident liaison officer (RLO) the details are below:

Deb – Senior resident liaison officer
Telephone: 0800 988 2063 or 07392 093 524
E-mail: WCCenquiries@unitedliving.co.uk.

Q: Are you holding a residents' meeting?

A: Yes, we are holding an online information session with our project team and the United Livings' onsite team will be answering questions about the work, the COVID-19 safety measures and how it may affect you.

The session is on Thursday 20 August 2020 and will start at 6pm with an overview of the works followed by questions and answers.



The session will be using Microsoft TEAMS. To register for a session and receive an online link please contact Deb, on the details above. If you cannot make the session, you can contact Deb and she will be happy to answer any queries you may have.

Q: Who do I contact and how can I get more information, and will you keep me updated on progress with the major works?

A: We will continue to engage with you, providing regular updates. Although we cannot meet and discuss face to face at this time, there are a number of ways to keep updated:

- Contact your Resident Liaison Officer, Deb on 0800 988 2063 or 07392 093 524
WCCenquiries@unitedliving.co.uk.
- Visit the project webpage: www.westminster.gov.uk/yourhousing/Z251
- Monthly updates will be posted in the communal notice boards.