



## City of Westminster

Westminster City Council  
64 Victoria Street  
London SW1V 6QP  
Tel: 0800 3583783

residentadvocates@westminster.gov.uk

Date: Tuesday 14 November 2023

**Ref: X251 – Pimlico ventilation and FRA works**

Dear

**Access to complete the major works.**

**If you have made contact with WCC recently and organised an appointment, please disregarding this letter.**

We have previously contacted you on **25 October 2023** to ask contact us so that we can arrange a suitable time to complete the ventilation work to your home. It has come to our attention that previous attempts to schedule this work, your property remains unconnected.

Please be aware you need to give us access to your home with reasonable notice. These works are necessary, so we will need to arrange a suitable time with you to carry them out.

If there are further delays in completing the works, it will result in increased costs for the major works project and will also lead to the ventilation system not functioning properly.

To arrange your appointment, please contact Phuong Doan, resident advocate, using the information below. The first appointment should take no more than 15-30 minutes to complete, and some further visits may be needed to make good.

### **How to contact us**

Please contact the Resident Advocacy Team on telephone: **0800 358 3783** or email: residentadvocates@westminster.gov.uk and quote "**X251 – Pimlico Ventilation and FRA works**"

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

Yours sincerely

Phuong Doan  
Resident Advocate,  
Housing and Commercial Partnerships