

25 November 2019

**Re: Lisson Green major works: (project V120/V120b) Windows survey**

United Living is working in partnership with Westminster City Council to carry out the planned works to your block.

**The work will include:**

- Low level roofing repairs and brickwork repairs
- Low level external repairs and decorations
- Decoration of Internal communal areas and all previously painted surfaces
- Window refurbishment
- Electrical work including upgrading of emergency lighting
- Ventilation system upgrade (specific properties only)
- Fire safety including replacement of front entrance doors (tenanted properties only) and communal doors.
- Asbestos removal (where required)

Before any of the work can begin, we will need to carry out a survey with you in your home. This will take around 45 minutes. The survey will cover the following:

- Details of the work being carried out
- Any health issues or difficulties with mobility you may have

We will also take photos and make notes during the survey, which will be stored securely during the project. On full completion of the project they will be securely destroyed.

**Who should I contact if I need support?**

Your Resident Liaison Officers (RLO's), Sonia and Bayazid will be able to guide you through the process and answer any questions or concerns you may have. You may want to ask a family member or friend to be there with you on this day as it is sometimes helpful to have a second opinion.

**Do I need to do anything?**

Please contact Debra the project administrator on, 01322 612320 or 0800 023 1730, Monday – Thursday between 8.00am – 5.30pm and Friday 8.00am – 4.30pm, or by emailing me at [WCCenquiries@unitedliving.co.uk](mailto:WCCenquiries@unitedliving.co.uk) to arrange an appointment.

### **Please remember**

All our staff and operatives will carry full-face Identification cards. Should you have any doubts about the authenticity of the person(s) working in and around your block, please contact me to confirm their Identity.

### **Next steps**

United Living will contact you to invite you to attend a 'Meet the Contractor' event, at this event you can meet the site team including the Resident Liaison Officer and Site Manager and ask any questions you may have about the planned work.

As you are probably aware, data privacy laws have changed. We want to make sure that we fully comply with the General Data Protection Regulation. You can view the full resident's privacy notice on our website at the following address <https://www.unitedliving.co.uk/legal/resident-privacy-notice>.

We would like to take this opportunity to thank you in advance for your patience and understanding while we carry out these scheduled works on your block and look forward to meeting you.

Yours sincerely,

Debbie  
Project Administrator  
United Living (South) Ltd