



**Lisson Green Estate major works (project V120/V120B)
Frequently Asked Questions – June 2020**

➤ **The works**

Q: What works are restarting and why?

A: In line with revised government guidance in May, United Living has been planning how to safely restart the major works project at the Lisson Green Estate.

The works include external repairs and decorations; drainage repairs; roofing repairs; window repairs; fire safety work; upgrades to the communal lighting; communal repairs and decorations; and repairing the communal ventilation system (some blocks only).

Keeping you and the onsite teams safe during this time is the number one priority. To comply with the government guidelines, United Living has carried out a COVID-19 risk assessment and they confirm that the work site and procedures are 'COVID-19 Secure'. Details on the safety measures in place can be found within United Livings' COVID-19 risk assessment available at www.westminster.gov.uk/yourhousing/V120

Q: Is this work noisy and will it disturb me while I am isolating at home?

A: There may be some noisy work involved in the project. However, United Living will make every effort to minimise any disruption caused to those at home during this period. All work will be carried out during agreed hours of Monday - Thursday between 8.30am - 5.30pm, and Friday between 8.30am - 4.30pm. If you have any questions please contact Bayazid, your dedicated Resident Liaison Officer. His details are at the end of the FAQ.

Q: What work is planned for inside my home and how will this be done safely?

A: The project includes some work inside your home such as window repairs, front entrance door replacements and essential repairs to the communal ventilation system (in some blocks only).

The safety of your household is important and before any work starts in your home, United Living will speak to you about the work that is planned, your circumstances and how it can be done safely. They will agree with you how the work will be done inside your home. They will check to see if anyone in your home has COVID-19 symptoms, is self-isolating or is in a vulnerable or shielded category. If the answer is yes to any of these questions, United Living will not carry out the work and will discuss the options with you.

See the COVID-19 safety section of the FAQ below for details on the safety measures.

➤ **Start of works, timetable and working hours**

Q: When will the work restart and when is it now due to be completed?

A: United Living will restart work onsite from Thursday 2 July 2020. Before then a small number of United Livings' team will start preparing for the start of works. This will include adapting their site offices and welfare facilities to comply with government guidelines. During this time United Living



may also contact you to speak about the any outstanding work in your home, how it may affect you and your individual circumstances.

For the first few weeks United Living will be concentrating on carrying out additional risk assessments, adapting their site and welfare facilities to comply with government guidelines. They will continue to contact residents to discuss the project on a one to one basis.

Works will then begin at Padbury, Simpson and Tickford Houses. This is because the works are partly completed at these buildings. United Living will let residents know when the works will start at these buildings.

The project was due to be completed by Summer 2021. United Living is reviewing this timetable to take into account the changes needed because of COVID-19 and the time they were unable to work. United Living will continue with monthly updates on progress, including any changes to the timetable of works for each building and the overall project.

Q: Will the working hours change?

A: No, United Living will continue with their usual site hours which are Monday - Thursday between 8.30am - 5.30pm, and Friday between 8.30am - 4.30pm.

➤ COVID-19 safety

Q: What safety 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 employees safe and confirm that their approach is 'COVID-19 Secure'. This includes five steps for safer working together. United Living has:

1. Carried out a COVID-19 risk assessment which is available to all workers and residents online at www.westminster.gov.uk/yourhousing/V120
2. Introduced cleaning, handwashing and hygiene procedures (such as PPE) in line with guidance.
3. Taken all reasonable steps to help people work from home where possible.
4. Taken all reasonable steps to maintain a 2M distance whilst working.
5. Where people cannot be 2M apart, done everything practical to manage transmission risk.

Some examples of the safety measures to be taken by United Living are:

- 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 their 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.



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- All initial surveys to be done by 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.

Full details on the additional safety measures in place can be found in United Livings' COVID-19 risk assessment available at www.westminster.gov.uk/yourhousing/v120

Please contact Bayazid, your dedicated Resident Liaison Officer, if you would like a copy of the risk assessment. His details are at the end of the FAQ.

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

A: Alongside United Livings' 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.

Q: Will United Living need to expand their site facilities to allow for social distancing?

A: The existing site office at Tresham Crescent behind Missenden House will not change. However, an additional area next to Padbury House is needed for storage and site welfare to allow for social distancing. United Living will write to residents to notify them before this happens.

➤ Leaseholder costs

Q: Have the costs recharged to leaseholders changed or increased because of the delay?

A: Costs may change for several reasons including increased resources for safe working measures, supply chain and staffing issues – all affected by COVID-19. This will be assessed project by project as we agree plans to restart works. Rest assured we are reviewing the situation closely with our contractors and will ensure all proposed work will be of high quality and good value. In the event there are unavoidable changes to costs, as always, we will follow the formal consultation process with leaseholders, so they have the opportunity to make observations and have their say on work to their building.

➤ Information, help and advice – including an online information session

Q: Are you consulting residents about any new 'COVID-19 Secure' ways of working?

A: We are holding an online information session, where the Westminster project team and United Living's onsite team will be answering questions about the work, the COVID-19 safety measures and how it may affect you. The session is on Wednesday 1 July 2020, between 2pm and 3.30pm. The session will start at 2pm with a short presentation followed by questions and answers.

Please e-mail Bayazid, your dedicated Resident Liaison Officer at WCCenquiries@unitedliving.co.uk to register for the session so that a link can be sent to you.



Don't worry if you cannot join one of the online sessions, you can contact Bayazid your dedicated Resident Liaison Officer, see details at the end of the FAQ, at a time that suits you and discuss the work personally via email or telephone

Q: Can I still visit the United Living site office in person, if I have any questions?

A: Please do not to visit the site office without a pre-arranged appointment. Please contact Bayazid, your Resident Liaison Officer, he will be happy to answer any queries you have and set up an appointment if needed. His details are at the end of the FAQ.

Q: Who do I contact and how can I get more information?

A: Please contact Bayazid your Resident Liaison Officer (RLO), on 0800 988 2058 or 07500 082380, he will be happy to answer any questions you have. Alternatively, you can email Bayazid at WCCenquiries@unitedliving.co.uk

Find out more online at www.westminster.gov.uk/yourhousing/v120