



City of Westminster

# A guide for residents during major works at Lisson Green Estate Project (V120 & V120b)



# Team Contact Details

Before works start your first point of contact for all queries should be:

Debra  
Project Administrator  
01322 612320 or 0800 023 1730

## After works have started

Following your pre start survey, you will be issued with a project team card introducing your Resident Liaison Officer.

Should you wish to come and speak to a member of the team, please visit our site office which is based at the rear of Missenden House.



Sonia  
Resident Liaison Officer  
07720 808838 or 0800 0231750



Bayazid  
Resident Liaison Officer  
07500 082380 or 0800 9882058

## How to contact us

If you need to get hold of us our details are below:

**By phone or text** Your local RLO freephone telephone number (which is free when calling from landlines or mobiles)  
8.30am – 5.00pm, Monday to Thursday  
8.30am - 4.30pm Thursday

**By email** [WCCenquiries@unitedliving.co.uk](mailto:WCCenquiries@unitedliving.co.uk)

**In writing** Site Office  
Tresham Crescent  
Lisson Green Estate  
London  
NW8 8TS  
(Behind Missendon House)

**Website** <http://residents.unitedliving.co.uk>



### When you call us

#### We promise to...

- Call you back, if requested.
- Try and answer your query in one call.
- If not, explain what will happen next.

## In an emergency

If you have an emergency relating to our works, please call 01322 660226



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# Overview of planned works

The works to be carried out to your block may include:

- Asbestos survey.
- Window survey and refurbishment works.
- Communal decoration (stairways and corridors).
- Low level external repairs (entrance canopies, roofs, guttering and downpipes as required).
- Estate works (underground drainage).
- Ventilation system upgrade (where applicable).
- Fire safety works.

## Before works start

Before works start we will visit you in your home to complete a survey. This survey will take around 45 minutes. During this visit we will:

- Complete a resident information form. This form will include your contact details and any special requirements you may have.
- Carry out a survey of your windows and ventilation grilles in the bathroom and toilets.
- Provide you with information on the works being carried out and colour choices.
- Provide you with contact details of the site team and who to contact in an emergency.

To book your survey, please contact Debra on 01322 612 320 or 0800 023 1730. Alternatively you can email Debra at [WCCenquiries@unitedliving.co.uk](mailto:WCCenquiries@unitedliving.co.uk)

## Asbestos

Asbestos surveys will be carried out before any work begins. This will be done by a specialist contractor who will carry out a visual inspection of any materials suspected of containing asbestos. The contractor may also take samples of the suspected material for analysis.

If asbestos is found it will be removed under controlled conditions. This will be carried out by a specialist contractor. You may be required to leave your property for a short period to allow the removal work to be carried out. We will write to you giving at least 14 days notice of any asbestos removal works.

# Window Refurbishment

As part of the works we will be carrying out repairs to your windows. The work includes:

- Ease and adjustment of existing windows (including repairs where required).
- Replacement of broken handles and hinges.
- Replacement of any perished rubber seals.

## Getting ready for window repairs (where applicable)

To allow our operatives space to work and prevent accidental damage of your belongings:

- You will need to take down any curtains or blinds around the windows.
- Move all items of furniture and belongings away from the window area.
- Have a clear path through the room to the windows.
- If you have security grills, these must be removed from windows before works can commence. Ask us for assistance if you are unable to remove them, these will not be refitted by us.

If you require any assistance with moving furniture or taking down curtains or blinds, please ask your Resident Liaison Officer for help. You will find their contact details on page 2.

These works can be noisy and dusty. We will take all required precautions to protect your belongings during works and keep any disturbance to a minimum.



# Communal Decoration

We will be carrying out decorations to the communal areas in your block. These works include:

- Painting of previously painted surfaces (walls, handrails and ceilings).
- Repairs to the flooring in the communal areas.
- Replacement of stairs nosings.

You will be able to vote for the colour of the communal areas in your block. Below is a choice of five colours, please let your Resident Liaison Officer know your choice.



This will be decided by the colour that gets the most votes. If there is a draw then the Council will make the final decision.

Please be mindful of wet paint when entering or leaving your property. These areas will be signed. Thank you for your understanding.

# Front Doors

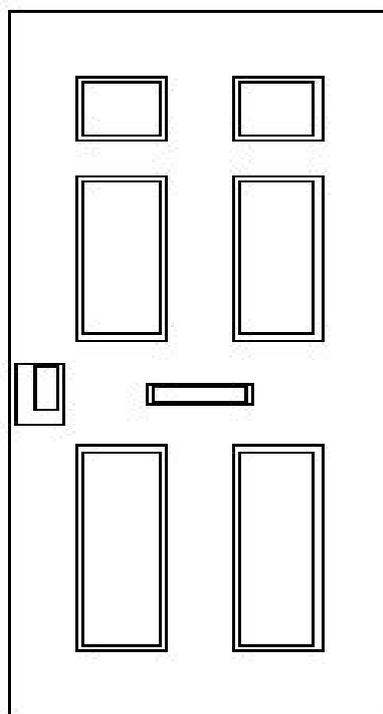
As part of the fire safety works being carried out at each block, we will be replacing all communal doors including doors to:

- The communal staircases.
- The chute rooms.
- The intake cupboards (these cupboards house the utility services like electricity and telephone cables).
- Front entrance doors to tenanted properties only.

This work is being done to ensure that they meet current fire safety regulations.

If your front entrance door is changed, you will be provided with five unique keys for your new door. Your new front door will have a new letterbox, spyhole and door number.

If you require more keys to be ordered, you will have to visit the Westminster City Council area office situated on Lilestone Street.



Oak

# Ventilation System Upgrade

United Living will be carrying out works to your existing communal ventilation system.

The works include:

- Cleaning of all ventilation ductwork (communal and in-flat).
- Replacement of communal extractor fans and controls in plant room.
- Repair local ductwork, dampers and silencers in the plant room.

The ventilation system main purposes are:

- To help combat condensation to bathrooms and WC's by providing a continuous supply of fresh air.
- Maintain temperature and humidity at comfortable levels.
- Reduce potential spread of smoke and fire.

Ventilations works will be carried out in the following blocks:

- Cottesloe House
- Dinton House
- Fingest House
- Fulmer House
- Gayhurst House
- Hardwick House
- Horwood House
- Jordans House
- Lavendon House
- Linslade House
- Olney House
- Padbury House
- Risborough House
- Swanbourne House
- Turville House
- Wycombe House



# External Repairs

We will be carrying out works to the external parts of the building.

These works include:

- Repairs or replacement of walkways, waterproofing, including concrete repairs where necessary.
- Repair to bin stores.
- Cleaning external soffits and fascia's to ground floor entrance lobbies.
- Concrete and render repairs, as required.

To help us, please ensure areas where the work is being carried out are cleared of your personal items, i.e. hanging baskets, flower pots, before work starts. Any items that are not removed may delay the works. These works will create some dust and noise. We will do our best to keep both levels down and will clean up each day. In terms of clearing areas please speak to your RLO.

## Lighting improvements to stairs and walkways

We will be upgrading the lighting on the walkways and outside your front door. This may involve removing the ceiling to allow for rewiring.



# OUR CODE OF CONDUCT

Incorporating our Considerate Contractors Policy and Residents' Responsibilities



## THE UNITED LIVING CONSIDERATE CONTRACTORS POLICY

We promise to:

- Be considerate to all residents affected by the works
- Be accountable and readily available to deal with concerns
- Promote high standards of consultation and involvement
- Ensure that the code is understood and implemented by everyone, especially its commitment to
  - Being safe
  - Keeping the site clean and well ordered
  - Promoting acceptable standards of behaviour and dress
  - Being environmentally aware
  - Measuring customer satisfaction.

## THE UNITED LIVING CODE OF CONDUCT

**United Living Managers and Resident Liaison Officers ensure that all staff and sub-contractors are aware of this code, that they understand its importance and work to it.**

### Considerate behaviour

Everyone working on site will...

- Show respect to residents, their possessions and their home
- Respect different cultures and religions
- Minimise disruption to residents, the community and local businesses
- Give extra consideration and assistance to the elderly, disabled and to those with special needs
- Keep properties safe
- Restrict the use of mobile phones
- Clean and tidy up at the end of each working day
- Keep residents informed at the end of each day and notify of next access
- Never smoke, drink or eat food or use radios or personal stereos when in a resident's home
- Never ask to use a resident's phone
- Avoid using residents' toilets or bathrooms whenever possible and only then with the resident's permission – and leave clean after use
- Not leave tools in the home overnight
- Never use a resident's cleaning tools
- Maintain high standards of behaviour in and around people's homes
- Refrain from bad language and improper conduct

### Accountability

United Living will...

- Provide residents with the names of those in charge and in particular the Resident Liaison Officer
- Display a company board with local contact details
- Be accessible to anyone who has a query or complaint
- Maintain a 24 hour emergency hotline
- Keep an incident and accident book
- Never pass the buck
- Strive to maintain high levels of customer satisfaction and learn from any mistakes
- Ensure that there is always a person particularly responsible for customer satisfaction, usually a Resident Liaison Officer
- Monitor levels of satisfaction and complaints
- Minimise inconvenience to residents should breakages or accidents occur
- Record conditions in the home before and after work is undertaken
- Make and keep appointments for work to be carried out
- Advise residents promptly of the reasons for any delay

## The Working Environment

Everyone working on site will...

- Protect the route to the working area with floor coverings
- Use clean dust sheets to protect floors and furniture
- Ensure materials are stacked neatly and safely
- Ensure services are re-instated at the end of each working day
- Keep the local area and its roads and footpaths clean and tidy
- Cover skips where dust could be a nuisance and not to allow skips to overflow
- Park in allotted areas
- Keep scaffold rubbish free, clean and safe
- Keep materials and plant within site boundaries
- Avoid pollution and minimise wastage at all times
- Recycle materials where possible
- Keep down noise of operatives, vehicles, plant and works in progress
- Minimise on-site storage and assembly of materials

## Consultation & Communication

United Living will...

- Attend resident meetings and consult properly
- Supply all residents with the Code of Conduct and an information pack before work commences
- Provide daytime contact numbers and emergency numbers for out-of-hours
- Keep residents informed through letters, notice boards and/or newsletters
- Get to know resident representatives and others involved in the local community

## Safety & Security

United Living will...

- Follow all health and safety procedures and never compromise on safety
- Advise residents on general site safety
- Conduct regular safety visits and audits
- Store materials and equipment safely
- Carry out safety assessments and guarantee that public & operative safety are given priority
- Provide ramps, or signed diversions, for wheelchairs and prams where we have disturbed the pavement
- Ensure pedestrian access around the site is kept safe and clean
- Ensure that any keys provided to occupied properties are held by a nominated person
- Treat any details about residents or their home in strict confidence and will never discuss such information with other residents

Everyone working on site will...

- Keep a resident's home secure while work is being undertaken and close the front door when the property is left unattended
- Ensure ground floor ladders are removed overnight
- Restrict access to scaffolding to minimise risk to security and safety
- Exercise particular care when children are present
- Never enter or remain in a resident's home with unaccompanied children under 16
- Always wear or carry an Identity Card and be happy to show it to a resident when we call
- Wear clean United Living corporate clothing with a clearly visible logo

## RESIDENTS' RESPONSIBILITIES

**While this document deals primarily with the conduct of United Living and everyone working on our site, residents also have responsibilities. Only by respecting and cooperating with each other can we deliver, and residents receive, the high quality of work and service we all expect.**

- Treat our staff, operatives and sub-contractors with the same respect and consideration you rightly expect from them
- Give our staff and sub-contractors access at the agreed times and dates
- Give us 24 hours notice if you need to cancel any appointment
- Keep children and pets away from the work area, tools and materials
- Do not leave young children alone while work is in progress. We will not enter or stay working in any property with unaccompanied children under 16.
- Maintain clear safe access for our staff through to the areas of work, for the duration of the work
- Pack away all breakable and valuable items
- Completely clear out rooms to be refurbished. Packing boxes will be provided.
- Do not tamper with or endeavour to undertake yourself any of the work we are carrying out
- Do not start your own project including decorating while we are still working in your home

All our staff must adhere to our Code of Conduct while working in and around your home.

If you have any concerns about the conduct of our staff please contact your Resident Liaison Officer straight away.

For further information please visit

[www.unitedliving.co.uk](http://www.unitedliving.co.uk)

United Living, Media House, Azalea  
Drive Swanley, Kent BR8 8HU

Tel: 01322 665522

For information on United Living's translation service  
please contact the Customer Satisfaction Team.

Form No 089 04/15

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# Compliments, comments and complaints

We always aim to offer a great service but like any organisation we can make mistakes. We are always pleased to hear when we do a great job and welcome your compliments, comments and complaints. We welcome your feedback so we can learn from our mistakes and improve our service to you.

## When we go the extra mile

If a member of staff has offered great customer service and was particularly helpful or supportive, or did something that made things easier – we would love to hear about it. We'll make sure that member of staff is recognised.

## If we get it wrong

If you are unhappy with the service you receive from us please let us know – Your Resident Liaison Officer is the best person to speak to. They will investigate it thoroughly, quickly and fairly, keeping you informed throughout. Please give them as much information as possible and they will do their utmost to support you through the process.

We try to keep things simple and sort things out on the spot, but if things take longer than we hoped, we will keep you informed of progress and any delays.

**Alternatively** write, with full details and any supporting evidence, to:

The Customer Satisfaction Coordinator  
United Living  
Media House  
Azalea Drive  
Swanley  
Kent BR8 8HU

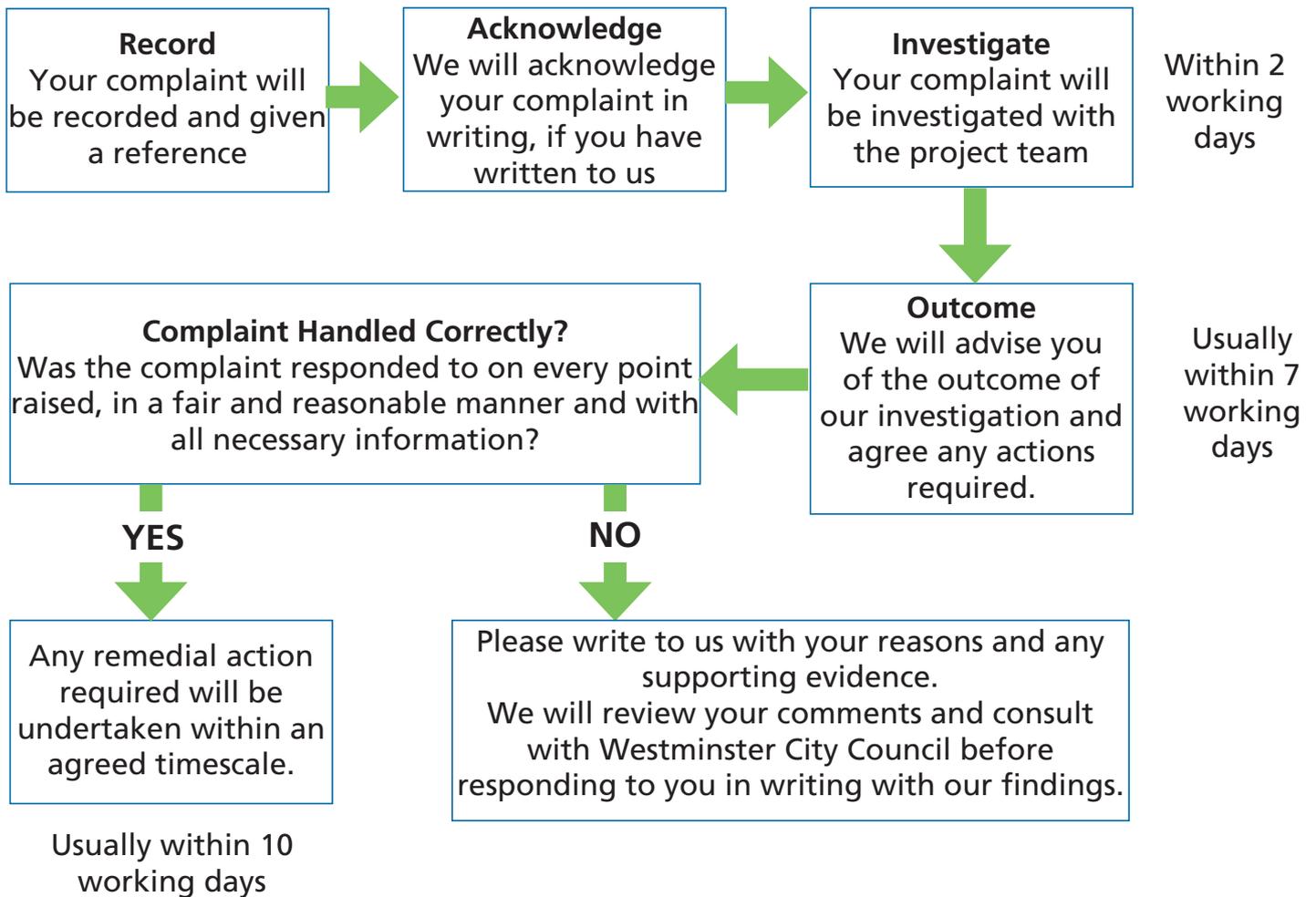
By Email

WCCenquiries@  
unitedliving.co.uk

By Phone

01322 665522

# If we get it wrong



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# End of works

Once works are completed, these will be inspected by a representative from Westminster City Council who will ensure the work has been carried out to the agreed standard. This is called 'snagging'. If any additional works need to be carried out, we will come back to put it right.

## Approval and handover

We inspect your home and if you are happy it meets the agreed standard we will sign the works off.

## After the works are finished

Twelve months after works have been finished, your home is in a 'defects' period. During this time, if something goes wrong please call us and we will come and carry out the necessary repairs.







United Living, Media House,  
Azalea Drive, Swanley  
Kent, BR8 8HU  
Switchboard: 01322 665522

[www.unitedliving.co.uk](http://www.unitedliving.co.uk)