

Welcome to our newsletter which is intended to keep you informed on the progress of the major works programme on your estate.

United Living would like to thank all of you for your support, co-operation and patience whilst the works are ongoing.

Work Update

We have made good progress with the works on your estate.

- Fire Screen and Window Replacements are progressing well. 86% have been completed. We are on track with completion at the end of May.
- Fire Risk Assessments (FRA) 78% of these works have been completed.
- Window replacements – 47% of these works have been completed, we are on track with completion by May 2024.

Once United Living have deemed all the works are completed there will be a final inspection carried out by your landlord Westminster City Council.

We are now coming to the end of the program and will start the process of removing the scaffold 2nd week in May.



Social Value Event United Living will be seeking volunteers to assist with revamping the memorial garden once our site compound has been demobilized.

If residents have any suggestions, please feel free to contact your Resident Liaison Officer Marilyn.

Any residents that were loaned a temporary cooker, can you please call Marilyn 07894 801 695 who will come and collect it.

Site Team



Cliff
Site Manager



Lauren
Senior Resident Liaison Officer



Marilyn
Resident Liaison Officer
07894 801 695



Maria
Project Administrator
01322 612320

For out of hours Emergencies
relating to our work
please call:
01322 660226



Westminster's Quality Manager Colin needs to carry out a final inspection to ensure the works carried out are satisfactory. Colin is present for inspections only on Thursdays, residents who have had works carried out will be contacted to arrange an appointment for Colin to visit. Can all residents be mindful of this and make sure access is available.

Important Notices.

To prevent delays to the programme we ask all residents to do their best in keeping to appointments. If, for any reason this cannot be met, please notify us by contacting the RLO at least 72 hours prior to your appointment to avoid any delays.

Contact us

Your dedicated Resident Liaison Officer (RLO) Marilyn is here to support you and is your best point of contact. During the works Marilyn will make sure that your home is being respected and will keep you well informed. You can contact Marilyn on **07894 801 695** or email WCC_enquiries@unitedliving.co.uk

Noise from major works

Unfortunately there will be noise between the hours of 9.00am - 5.00pm which is unavoidable whilst completing these works, we will do our best to keep it to a minimum. Please accept our sincerest apologies for any inconvenience this may cause.

Please read the following guidelines on scaffolding:

- If you see anyone on the scaffolding out of our working hours which is Monday – Friday (8.00am-5.30pm) or during the weekend, please contact the Police immediately on 999
- During working hours only employees of United Living and Westminster City Council are authorised on the scaffolding
- Access to the scaffold is strictly prohibited for anyone other than United Living and Westminster City Council, for anyone other than these representatives to be on the scaffold is trespassing. Daily site walks and end of the day checks are carried out by the Site Manager, please feel free to pop into the site office

COFFEE MORNING

Coffee mornings are normally held on the last Thursday of each month between 11.00am-12.00pm. We are holding a coffee morning on:

Thursday 25 April 2024 at 1 Torridon House.

We look forward to meeting with you and answering questions that you may have regarding the works being carried out.

Beware of Bogus Callers

We want to keep you safe when we are working in or near your homes. All United Living staff wear corporate Hi Visibility clothing, carry an identification card and only visit by appointment. PLEASE do not let anyone into your home without asking to see their ID Badge. If you are unsure about someone **DO NOT LET THEM IN!** Please do not hesitate to contact your site team, to confirm the operatives identity.