

Welcome to our final newsletter!

We want to thank you for your support, co-operation and patience whilst works were ongoing.

Dear residents,

United Infrastructure (formerly United Living) is pleased to let you know that all works under the SHDF programme have now been completed. We are currently in the process of signing off the remaining properties.

Once your home has been signed off, you will receive documentation including your MCS Certificate. This certificate can be shared with your energy provider and may help you access a more efficient tariff, allowing you to maximise the savings from the improvements made.

Defects Liability Period Reminder:

For residents who have had works completed, please be advised that United Infrastructure is responsible for addressing any defects related to the completed works for a period of **12 months** following the date of completion. After the 12 month defects period is over, SNG Repairs will be responsible for any issues.

If you are unsure who is responsible for any issues, please don't hesitate to contact a member of our team for clarification.

You can also contact our office on **01322 612 800** or email us at [**D1enquiries@unitedinfrastructure.com**](mailto:D1enquiries@unitedinfrastructure.com)

Please make sure you quote your address, contact details and brief description of the problem you're having. We'll arrange an inspection and rectify it as soon as possible.

We celebrated our 212th handover this month! As part of our commitment to sustainability and improving customer comfort, the energy-efficient upgrades included:

- Solar panels
- Loft boarding
- Ventilation improvements
- Loft insulation
- Low energy lighting
- High Heat Retention Storage Heating System (HHRSH)

Site Team



Charlie
Project Manager



Jack
Site Manager
07976 687962



Abdul
Resident Liaison Officer
07817 163522



Maisie
Project Administrator
01322 612800

You can also call or text Maisie
on 07392 093 516.



We've received some amazing feedback for our site team and contractors and we'd like to thank you all so much for taking the time sending it in we really appreciate it.

Here's some feedback received during the works.

- Abdul and his team were amazing, from start to finish they explained everything they were going to do, were very clean and proficient, made me feel comfortable and were respectful of me and my home at all times. I'm beyond happy with the service they provided, so thank you to yourself and the team!"
- All the works were done efficiently and with regards to our needs and friendly keeping us informed. Thank you all VERY much appreciated. Best wishes, John
- Everyone was very nice and helpful"
- All the workers were very kind and cleaned up after themselves, Abdul was very pleasant and understanding as I don't see or hear very well. Abdul has been very professional in all he has done even when my dog wouldn't leave him alone as she thinks everyone has to make a fuss of her.
- Wonderful service from start to finish
- Just to say how grateful we are for the works carried out on our property. A very good job well done.
- very good at cleaning up after finishing works.
- Happy with the work and the Abdul and his team was very understanding .

Thank you to our hardworking site team and contractors for all their great work and professionalism. Delivering this project wouldn't be possible without you!

If you haven't given us any feedback on the measures installed in your home, and you would like to. You can scan the QR code to complete the resident feedback form. Thank you!



Completed works



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 **DON'T LET THEM IN!** Please do not

