



**Name**  
**Address**



United Living Property  
Services  
Unit 7  
Satellite Industrial Park  
Neachells Lane  
Wolverhampton  
WV11 3PQ  
[www.unitedliving.co.uk](http://www.unitedliving.co.uk)

19<sup>th</sup> January 2024

Dear

## **New Park Village - Property Improvement Programme 2024**

### ***Great News***

United Living, working in partnership with Wolverhampton Homes, will shortly be starting the property improvement works to your home.

We guess by now that you will be looking forward to the improvement works and benefits this programme will provide to your home and your living conditions. The improvement works will include;

- Replacement roof
- External wall Insulation
- New windows & doors
- Internal air monitoring system

### **What happens next – survey visits**

You will receive a call from our window manufacturers (Emerald Ltd) who will arrange to visit you at your home to measure each existing window and door opening in your property.

You will receive a visit/call from our electrical contractor (Dodd Group) to arrange a suitable time to visit you at your home to conduct a visual electrical inspection.

Your appointments should take no longer than 1 hour to complete. We will not be able to start works to your home until the surveys have been completed.

Enclosed is your formal invitation to our tenant consultation event which is scheduled to take place at;

**New Park Village Community Center – Ellerton Walk WV10 0UG**  
**On – Thursday 25<sup>th</sup> January 2024**  
**1pm – 5pm**

We hope that you and your family will be able to join us at the event where you will have the opportunity to learn more about the property improvement measures and meet our teams.

If you have any queries or would like to discuss the work, please contact Grant, Customer Liaison Officer on tel: 07753 135598 or on our **Free Phone Number 0800 092 5344** between the hours of 8.00am and 4:30pm Monday to Thursday and 8.00am and 3:30pm on Fridays.

Yours sincerely,

Lee Davies  
Contract Manager  
United Living Property Services

Please remember to ask for ID cards before letting anyone into your home. If you don't think the person is who they say they are, contact the company they claim to represent or your customer service representative for advice.

If you require this information in another language or format, contact us on 0800 092 5344

في حالة طلبك هذه المعلومات بلغة أخرى أو تنسيق آخر، اتصل بنا على رقم 0800 092 5344 .

अन्य भाषा अथवा स्वरूपमां तमने आ माहितीनी आवश्यकता होय, तो 0800 092 5344 पर अमारो संपर्क करो.

अगर आपको यह जानकारी दूसरी भाषा या स्वरूप में चाहिए, तो हमसे 0800 092 5344 पर संपर्क करें।

Ja Jums nepieciešama šī informācija citā valodā vai formātā, lūdzu, sazinieties ar mums pa tel. 0800 092 5344 .

Jei jums reikalinga ši informacija kita kalba ar kitu formatu, susiekite su mumis telefonu 0800 092 5344 .

Jeżeli chcą Państwo otrzymać niniejsze informacje w innej wersji językowej lub format, prosimy skontaktować się z nami pod numerem 0800 092 5344 .

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਦੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਚੂਪ ਵਿੱਚ ਲੋੜ ਹੈ, ਤਾਂ ਸਾਡੇ ਨਾਲ 0800 092 5344 ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی ہم سے رابطہ کریں 0800 092 5344 .

اگر به این معلومات به زبان یا فرمت دیگری ضرورت دارید، با نمبر تیلیفون 0800 092 5344 با ما در تماس شوید.

ئەگەر ئێمە زانیاریانەتان بە زمان یان فورماتێکی تر پێویستە، بە ژمارەی 0800 092 5344 پەیوەندیمان پێوە بکەن

অন্য কোন ভাষা বা ফরম্যাটে এই তথ্য আপনার প্রয়োজন হলে 0800 092 5344 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

در صورت نیاز به این اطلاعات به زبان یا فرمت دیگر، با ما به شماره 0800 092 5344 تماس بگیرید.

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Customer Feedback is very important to us  
**United Living Property Services Customer Enquiry Line; Freephone 0800 092 5344**

