

Community & Children's Services Committee, 6/3/20
Golden Lane Estate – Consultation on Estate Office

Summary of Consultation Responses

Some comments from the 53 Residents who would like option 3: Provide two new flats instead of three, and keep a smaller office at Great Arthur House

Option 3

1. Dave, I do hope you have had a good response that will convince members that foregoing one home will ensure that they can run the expanded estate will with happy supported residents.

All the best wishes for Christmas and the New Year.

2. Dave, regarding Golden Lane estate office. I would agree with the idea of slimming the estate office down, keeping it inside Great Arthur and building two new flats.

Thanks for the opportunity to contribute.

3. This is to confirm we would like to see the Estate Office staying where it is and fulfilling the same function.

If the new flats are essential, then we would choose Option 3 (retaining the office and an extra 1 bed and /or 2 bed flats.)

The office has an important responsibility in maintaining the safety and management of the Estate for over 100 residents.

4. Dave, I am glad to have this opportunity to contribute my views, as I wasn't able to be present at the meetings.

First of all, I am totally against the location of the estate office locating to the Barbican, as this would be a huge disconnection and inconvenience for any resident on Golden Lane, especially for the elderly, it also provides the much needed security presence, remembering the incidents occurring in the city of late.

People need to feel safe, it's a priority.

As for the Goswell road option, again the office needs to be central to the estate and feel this is a necessity.

The respite room seems quite an amusing and desperate suggestion and the CoLPAI development, again not an option in my opinion.

I agree the community hall must be kept as it is, after all the hard work and effort in producing a well used and socially connecting venue for all residents and I believe is a great success.

I am greatly in favour of the 2 flat and smaller office option on the ground floor of Great Arthur.

What a brainstorm! This would keep the estate office in its rightful place, the community hall in its rightful place and foremost, why this has all arisen in the 1st place, is the commitment the City has in creating 2 more badly needed social housing homes.

In my opinion, this would and should keep everyone happy.

5. Many thanks for giving me an opportunity to respond to this issue.

I have received the feedback on relocation of the estate office and building of flats at the base of Great Arthur House.

I do not think that relocating to the community centre would work at all. I think that two flats would be more feasible and keep a smaller office at Great Arthur House.

It's important that the estate office remains on site for residents and contractors.

6. Thank you for the note about the Golden Lane Estate Office.

I'm just dropping a line to say I support the Option 3 proposed and supported by residents. Keeping an office in the same place provides an essential presence and continuity for residents. It also separates the role of the community centre and Estate Office which is so important to people.

Thank you for helping in this work!

7. I would like to add my support to the preference of option 3 or option 4. It is really essential that the estate office is on the estate, visible and with a view of the estate.

Option 4 might work too if the window is open on to the estate: as was originally intended for all the shops there.

The estate has already lost its resident police office, to lose a proper visible community estate office

8. I live in Hatfield House on the Golden Lane Estate. I just want to let you know that I support option 3 as the best possibility for the location of the estate office.
9. I would agree option 3. Provide two new flats instead of three and keep a smaller office at Great Arthur House because as you say, it could be possible to merge some office functions with the Barbican.

But I would recommend rethinking the smaller space at GAH by inviting drawings from an East London designer like Michael Marriott to make the most of the tired office space we have now.

10. I support option 3 of maintaining an estate office/staff presence within Great Arthur House. I agree that it is important that staff are accessible to residents and are located within the heart of the estate so that the staff feel part of it as well as having visibility over it for security and awareness and transparency reasons. I agree that they should be separate from the Community Centre given that space issues there, although I also believe that it is also important to be located separately as it may impact the dynamics of the current community use.

I imagine that this means that some existing estate office functions may need to move to eg Barbican estate office, if the space available is to be reduced due to development of new ground floor flats. However I also believe that there will need to be a minimum number of staff located at Golden Lane for both security purposes (eg at least two onsite at any one time if non staff people are allowed in the office) and to ensure continuous cover and accessibility through the staffed hours (eg maybe at least three onsite, allowing that one may be out of the office on errands / lunch break etc at any point in time thus leaving at least two staff present at any time for security purposes as above). I do not know if the physical space allows for this (once space has been given up for new flats development), or if the organisation allows for three staff onsite if some functions or storage is relocated to Barbican estate office, and therefore whether this proposal is in fact practical. For example is there also space for a private meeting room if a resident needs to discuss private matters with a staff member.

11. If such staffing and security etc constraints mean that it is not practical to maintain an estate staff presence within Great Arthur House, then I would support option 2 or else option 4 (in descending order of preference).
12. I support Golden Lane Estate office remaining in the centre of the Estate with development of 2 flats. The office. needs to remain at the Estate for conscience and accessibility.
13. Option 3 is the best choice here. All the common spaces, maintenance spaces, storage spaces were designed by Chamberlain and Bon as an integral part of the estate. So from the listing planning point of view the estate office has to stay. Also all residents now have a wonderful refurbished community centre and it would be ill advised for the City of London to deny access to part of this building, it just wouldn't work, you would end up losing the whole of the community centre. Finally it seems sad that so much time and trouble has been taken

over a consultation that should never have happened in the first place.

14. We vote for option three. To keep the Estate Office in Great Arthur House and have two flats instead of three.

This option meets the original intention of having the estate office in the centre building GAH.

It is also best suited to the many older residents who use the office.

It avoids all the problems possible by relocation to the Barbican or the new housing planned in the Golden Lane/Baltic St corner of the estate.

15. I think it is important to keep the estate office on the estate and located in Gt Arthur House. I favour option 3 with two new flats rather than three.

On the estate we have many vulnerable and elderly people who rely on the office for social support and connection.

16. I needed to let you know that I too thought Option 3 would be the best decision for with all the new flats being built it is imperative we have an Estate Office on site. It has worked so well for over 60 years why change it?

17. I am writing to express my support for the Estate office to remain in the centre of Golden estate.

I support Option 3 which is for the estate to remain in its existing location with two new flats instead of three.

There are many old and vulnerable residents who rely on the estate office remaining on the estate.

18. Having been a resident of Golden Lane Estate for nearly twenty years, I'm firmly of the belief that it's vital to keep the estate office in its current position.

Have it slimmed down by all means but it does provide a valuable resource for all of us residents and in particular the old and vulnerable.

19. I understand that this is the last opportunity to make my views known with regard to the above consultation.

20. I support the Estate office remaining in the centre of the estate and Option 3, remaining in its existing location with two new flats instead of three.

21. I support the Estate office remaining in the centre of the estate and Option 3, remaining in its existing location with two new flats instead of three.

22. I strongly support the Estate office remaining in the centre of the estate and Option 3, remaining in its existing location in Great Arthur House.
In general I don't think flats in this location are a sensible option as it would be quite a compromised living condition. No responsible Architect would want people living in such close proximity to public oversight and with an even more constraint set of view in the sense that the range of privacy is substantially compromised.

Nevertheless, if that is what seems to be believed to be good living conditions, I would most certainly opt for only two new flats instead of three.

Thank you for your consideration.

Some comments from the 6 Residents who would like: Housing office to stay where it is, there was no suggestion of additional flats.

1. Given that relocation to the community centre is no longer possible, we believe it is best for the estate office to remain where it is.

The office is an obvious point of information for residents and visitors, facilitated by its central location and easy accessibility, including those residents with disabilities.

2. Housing office to remain where it is:

I write with my concern that the Estate Office in Golden Lane Estate is to move away from the Estate. The Office and its staff are central to the running and day to day maintenance of our estate. There are many vulnerable and elderly people living on the estate, both council and private tenants and moving the office off site will make it challenging for them to access its services. The presence of an active and visible office, with staff who move around the estate regularly, also ensures an important level of security for both residents and the facilities of the estate.

3. Oppose Moving or reducing Housing office

As we understand it, the new COLPAI-linked residential block of flats will be associated with the Estate and not have its own separate residents' administration. If so, the workload on the GL Estate Office will increase significantly. Hence, we strongly oppose any proposal that would result in the Office being reduced in size or scope, or being moved off the Estate. An on-site Office is needed for the City to monitor the state of the Estate, and for residents to report problems, faults and chase-up repairs.

4. Morning Mr Walker,

I disagree with a council license to build extra 2 flats. As from now on, more money needs for inspection of fire safety, annual gas safety and electrical wiring check every five years. That's more taxpayers' money from unnecessary works in the Great Arthur House. My view on reducing the size of the estate office is shallow and pedantic. It has been since the 1960's where this office has been built. Many say that its adopted listings estate where you need to ask for permission to change. I wouldn't as its heritage from the Barbican culture. Ans its roots.

I live on Golden Lane estate for more than 12 years now. The reason for me to write to you is because of resident flats on the location of the Estate Office. You see, I like progress but when it's taken out of proportion that is where it gets difficult. I'm anti building 3 flats at the Great Arthur House, London, EC1. As of today, on the estate, a COLPAI project is building 206 council flats for all types of people in need. I think that is more than City asked for, in such a tiny space. For Golden Lane, it has been a stone for an estate to be based at the bottom of the flats. Its the heritage of an office for so many years. Also for people who worked there such as Pav or Barrie. Who looked and felt safe in that space of the office. I must agree that an estate must be in-line with the roots and culture.

5. Given that relocation to the community centre is no longer possible, we believe it is best for the Estate Officer to remain where it is. The office is an obvious point of information for residents and visitors, facilitated by its central location and easy accessibility, including those residents with disabilities.

Comment from 1 Resident would like: Housing office to stay where it is and one additional fully accessible flat built at Great Arthur

1. Would agree to Housing office remaining where it is with one accessible flat to be built on left and side of Great Arthur House not to have second or third flat squeezed in.


My comments on the positioning of the Estate Office are:

I strongly support the Estate office remaining on the Estate in its existing location. I understand the need for new social housing but do not think that this is the answer, especially as the Corporation has allowed other developments being built in the very close vicinity not to have incorporated any social housing into their stock and to have been allowed to buy out the social housing element altogether.

I would be happy for a fully accessible flat to be built on the left hand side of Great Arthur House and can see how this would work. I do not feel that moving the estate office and/or squeezing another flat at the back of the Estate and reducing its size is feasible. Residents particularly vulnerable ones, ie the elderly, people suffering with medical conditions/mental health, single parents, anyone suffering from domestics abuse, these I'm sure are just

a short list of those living on the Estate that are very likely and glad to have the onsite support and readiness of the services offered.

2. Delighted Housing office is not moving to community centre and housing office remains where it is:



Relocation of Golden Lane Estate Office

Posted by Brigid Curtis on December 18, 2019 at 23:22 in [GENERAL COMMENTS & QUERIES \(Change\)](#)

[✉ Send Message](#) [👤 View Discussions](#)

A notice has been posted in the entrance area of Stanley Cohen House asking for email feedback on proposals for re-siting the Golden Lane Estate Office. But we can't find the relevant website and the closing date is today!

So here are our responses:-

We're delighted that the initial idea to move the Estate Office to the Community Centre has now been abandoned, and hope that the newly sited office will have enough space to hold keys to all the flats on the estate (as in the Barbican).

The Barbican Estate Office is at a distance from Golden Lane, so would be inconvenient - both for residents with disabilities, and for the Estate Office Staff, who would not be in daily touch with life on the estate. BUT if it meant that Golden Lane could share the repairs regime that is in place in the Barbican, where a dedicated team carries out repairs within days (rather than the weeks or months endured by Golden Lane residents due to managers at CoL and Wates failing to communicate with each other) it might be worth it. Otherwise definitely NOT.

We haven't managed to access any further information about the available sites.

Comment from the 1 Resident who would like: COL to build three flats including specialized care flat at Great Arthur House and move estate staff over to the Barbican.

1. 3 Flats to be built at Great Arthur House including 1 specialised care unit/flat plus housing office to move to Lauderdale or elsewhere but not into community centre.

Comment from 1 Resident who would like: COL to move housing office to community centre and build 3 new flats at Great Arthur.

1. Current housing office turned into more flats and housing office move to community centre

I am unable to attend the workshops in June and July looking at the Golden Lane Estate Office relocation, and the building of the new flats.

I totally support the Estate Office being made into flats - there is a desperate need for council housing. Ideally it would be good to build as many flats as possible within the space available.

The last few times I have contacted the Estate Office (copying the Manager, Estate Officer and the generic Golden Lane email address) I did not receive a response but I support the Estate Office staying on the estate and moving to the Community Centre. It will keep down the costs for the Community Centre, and the move will have the office at the heart of the estate.