

<b>Committee</b>	<b>Dated:</b>
Housing Management & Almshouses Sub-Committee	<b>16/05/17</b>
<b>Subject:</b> Housing Estates – Allocated Members’ Report	<b>Public</b>
<b>Report of:</b> Director of Community & Children’s Services	<b>For Information</b>
<b>Report author:</b> Wendy Giaccaglia, Area Manager, Out-of-City Estates	

### **Summary**

This report, which is for information, provides an update for the Committee on events and activities on the City of London Corporation’s social housing estates.

The report is compiled in collaboration with Allocated Members, whose role is to take an active interest in their estate, to champion residents and local staff and to engage with housing issues in order to play an informed part in housing-related debates within the Committee.

### **Recommendation**

Members are asked to note the report.

### **Main Report**

#### **Background**

1. The Allocated Members Scheme was introduced in 2000, when Members of the Community & Children’s Services Committee were allocated to different City of London Corporation housing estates. This report is presented to the Housing Management Sub-Committee twice a year.

#### **General Estate Matters**

2. Resident Celebration Day was held on 11 March 2017 in the Livery Hall. Residents from almost every estate attended and participated in workshops and enjoyed entertainment organised by residents. Officers and residents look forward to this day every year, and moving the timing to the spring instead of the autumn has been well-received.

3. We were delighted to receive a Highly Commended at the finals of the Local Government Chronicle Awards in March for our community involvement work. The LGC awards are the most prestigious national awards in the local government world, and, as this is the first time we have entered, we were very happy to be finalists.
4. We also entered the Tenant Participation & Advisory Service (TPAS) awards for the first time this year. Five of our entries reached the final of the regional awards in February, and we were thrilled when our work with Avondale Community Events was announced the winner of the award for Excellence in Community Action.

### **Avondale Square Estate : Officer Report – Shaun Thurston, Estate Manager**

5. We are pleased to report that Twelve Acres House has opened. It comprises 18 new flats, a Community Centre and an Estate Office. I am pleased to report that all 18 flats have been let and the residents are settling in well. The Estate Office is now a welcoming place for residents and contractors, and the Community Centre is hosting a range of activities, from birthday parties to baby showers, and table top sales to karate classes. The Community Centre is so popular, in fact, it is booked out through June, and bookings have been taken over the Christmas period too. Not only is this creating better community cohesion, it is raising income for the estate.
6. There have been some changes in staff on the estate, with Charlotte Gliniecki moving to become Customer Service Officer at Middlesex Street. Suman Hassain, who has been working as Customer Service Officer for York Way Estate, has replaced Charlotte.
7. As mentioned above, we were thrilled when Avondale Community Events (ACE) was recognised by TPAS – the country's leading organisation for resident engagement and community work. During an awards event at Wembley, ACE picked up the Excellence in Community Action Award, which highlighted their achievements in organising community- led activities and classes which have been enjoyed by local residents over the past two years.
8. The first Residents' Open Meeting at the new Community Centre took place in January and was attended by nearly 40 residents, which was the best turn out in years. As stated in the last report, residents have expressed some concern with an increase in Anti-Social Behaviour (ASB) in the square, which is situated in the middle of the estate. Our estate team has been working closely with the local Police team to combat this problem. We are hoping the incidences of ASB will decrease once the CCTV is installed in the square in the coming weeks.
9. We would like to thank Virginia Rounding, the former Allocated Member for the Avondale Square Estate, for her support and her interest in the estate over the years. We wish her well on her future endeavours.

## **Small Estates (Dron House, Isleden House and Windsor House) – Allocated Member, Deputy Elizabeth Rogula**

10. I am in regular contact with Estate Manager, Angela Smith, and her team to discuss issues relating to the three housing estates.
11. Residents of Windsor House welcomed the news of the Decent Homes project for the replacement of kitchens and bathrooms, which will commence in July 2017. The Estate office at Windsor House will also receive a long awaited refurbishment, which will improve the general appearance of the office. It is envisaged this will happen towards the end of April. I am also pleased to report, that a personal trainer who lives in Windsor House will run Keep Fit exercise classes at the community centre from May.
12. The electrical and smoke detector testing of tenanted properties, along with the installation of carbon monoxide monitors were carried out at Dron House in April. The same programme will be carried out in Windsor House and Isleden House in August 2017.
13. Islington Council have granted us Planning Permission for the development of three properties at Isleden House. This project will now go out to tender.
14. Estate Officer, Matthew Ring, and the residents of Dron House held a Winter Party in December in the Community Centre. The residents who attended said that they enjoyed the party.
15. Matthew Ring, Estate Officer for Dron House, has successfully secured a promotion to Middlesex Street Estate as the Senior Estate Officer. I would like to congratulate Matthew for his hard work and dedication to the smooth running of Dron House, and wish him great success in his new role.

## **Golden Lane: Officer Report - Laurence Jones, Estate Manager**

16. The Great Arthur House Curtain Wall project is progressing, despite a number of issues which have been well-documented. Work on the west elevation is now complete. Residents were able to view one of the completed flats, and were pleased with the finishing. We have continued to keep residents informed through regular newsletters and bulletins.
17. There is a full programme for lift modernisation work across the estate, which has now commenced. Both lifts in Great Arthur House have already been refurbished, with work to modernise the lifts in Basterfield and Hatfield Houses underway. Residents are being kept up to date on progress.
18. The Community Centre is due to close towards the end of June 2017 in order that refurbishment work can be undertaken. In March, 26 residents attended a workshop to discuss detailed designs and propose comments. The design proposals were well-received and we received positive suggestions on

improvements to the redevelopment. We will continue to work with the residents group and keep the wider estate informed of progress.

19. Residents thoroughly enjoyed having a float in the Lord Mayor's Show in November. This was made possible partly through the City and partly through commercial sponsorship secured by Allocated Member Gareth Moore. The design and creation of the float and participation in the show was a wonderful way for the residents to come together and celebrate their community.
20. A programme has begun for the renewal of approximately 120 central heating boilers across the estate. These boilers are being replaced after determining that they have either reached the end, or are approaching the end, of their useful life. The new boilers have greater efficiency, both in gas and energy. The work is being carried out by TSG Building Services. Work should be completed in September 2017.
21. Our Customer Services Officer, Fazilia Siddiqui, has now been with us for four months. Faz has settled in extremely well and is already held in high esteem by residents, staff and contractors alike. She is an important and valued member of the Golden Lane Team.
22. Resident drop-in sessions continue to be a success, and more so due to the level of work on-going across the estate. Residents are given the opportunity to fully engage in discussions about estate projects and community development work on a one-to-one basis. The next estate walkabout is scheduled for 11 July 2017. The next drop-in will be on 18 July 2017.
23. Estate staff would like to thank Gareth Moore and Deputy Barker for the support they have given over the years as Allocated Members.

**Holloway & York Way Estates – Allocated Members, Deputy Catherine McGuinness, Michael Welbank, MBE and Barbara Newman, CBE**

24. Deputy Catherine McGuinness met with new Estate Manager Greg Nott to see how he is settling into the role and to discuss what his focus points are for the future. One of the points highlighted was the aim to further continue work on community based projects and events to help build a greater community experience for all residents.
25. Resident Meetings were held on both estates in March. The format for the meetings was to hold drop-in sessions to provide residents with the opportunity for one-to-one discussions with the team of their choice to be able to talk about things that matter to them. Officers from teams including projects and repairs, homeownership, Parkguard Neighbourhood Patrol Service, estate management and LB Islington Energy Advice were in attendance for both meetings, providing a varied agenda for the residents.

26. Estate manager, Greg Nott, is currently looking into various improvements for the estates, and one of the areas that has been identified and prioritised is the refurbishment of the community hall toilet facilities, which have needed improvement for some time. This is now moving along as a minor project and should be approved to start in the near future.
27. The Holloway Estate Garden Project is still live, but had to pause through the winter months. The first stage was a success, with Estate Officer, Harper Ozkulac, working alongside residents to build planters and lay out the initial plan. Work has resumed now that the weather has improved. Estate Manager, Greg Nott, is in contact with the funding officer for the project to have the final funds released, and the gardening group are working successfully with local amenities to source donated plants and materials.

### **Middlesex Street Estate – Allocated Member, Deputy Henry Jones**

28. Following the departure of Paul Richardson, there is a new Estate Team, led by Estate Manager, Michelle Warman. Matt Ring is the new Estate Officer, and Charlotte Gliniecki is the new Customer Services Officer. They have brought an improved customer-focused approach to residents.
29. Officers are looking at options for an Estate Office that is more accessible to residents. There are currently three options being considered to improve access to Estate Officers. In the meantime, the Estate Manager is planning 'meet and greet' opportunities on the Podium now that the weather is nice as an alternative, due to lack of facilities in the Library.
30. The Residents' Open Meeting held on 15th February was very well attended, and followed the drop-in format that most of the City Estates are adopting, as it is a more productive way of engaging with residents.
31. The Recycling team are working closely with estate staff to increase the level of recycling by residents. They are replacing the information stickers on refuse chutes, and delivered information leaflets and recycling bags to every address. They are also planning an open event with the estate team to encourage recycling and to educate residents about contaminated refuse. Recently, the team supported the Estate Manager with a delicate situation involving a hoarder on the estate, and were able to remove a substantial amount of newspapers. It was an excellent example of joint working with the two teams, the resident and her support worker.
32. The survey for the glass panels on Petticoat Tower has been completed and this has been incorporated with planned works to replace the current design of panels for a safer and resistant design. The scaffolding will remain until the work has been completed.

33. The Landscaping project to improve Artizan Street outside Petticoat Tower began in April. The groundwork and concrete testing has been completed, and once the final details of the design have been agreed, the works can commence.
34. Art Night London are working with the Estate Team and Library staff to facilitate various arts and crafts workshops for women and open evenings, including a wine and cheese event to encourage residents to get involved with the consultation and design of a mural, which will be on the original staircase into the Estate facing Petticoat Lane. The library has sourced some sewing machines for them to use.
35. Tesco Funding, managed by Groundworks, is providing a £10,000 grant for Podium Improvement Project, which includes an outdoor gym and improvements to the ball court. This is a resident-led project, with the funds being managed by the Estate Team.
36. The Estate Manager will be arranging a resident meeting to focus on the Estate Security. Other partners attending this meeting are Outreach, Police and Parkguard to ensure residents are able to ask questions, and for both residents and the Estate team to put a process in place to deal with the on-going issues with the rough sleepers, drug misuse and drug dealing in and around the estate. It is intended that this meeting will be educational, informative and have a plan drafted for joint enterprise with the Estate Team and residents with the Police and Parkguard.

#### **Southbank Estates – Allocated Member, Randall Anderson**

37. A successful meeting was held for residents at a new venue, Blackfriars settlement, in October 2016. There was a high turn out from the residents and their feedback about the bright, airy building with modern facilities was very positive. The April Open meeting was held there as a result.
38. A group of residents at William Blake Estate organised a Christmas get together at a local restaurant in December 2016. The purpose was to encourage residents to get to know each other/and forge community spirit with the ultimate goal of setting up a Residents' Association.
39. The Estate Manager hosted a "Coffee with a Copper" morning at William Blake Estate in February. Residents appreciated the opportunity to enjoy a cup of tea or coffee and informally discuss local crime and anti-social behaviour issues with the local Police Community Support Officers and Police Constable. A follow up coffee morning was arranged for April 2017 as a result of its success.
40. Work to install the new lift at Lynton Mansions was completed in January 2017. The one resident who had to be decanted during the works has now settled back into her home and was very satisfied with the way her move was organised. The lift renewal project then moved to St James Mansion where

two residents had to be decanted for the duration of works. These residents will have moved back into their flats in early April.

41. Residents at William Blake Estate have been in discussion with officers about having electronic gates installed at the entrances to the estate following some concerns about anti-social behaviour. A formal consultation will commence after legalities over public rights of way are clarified.
42. The gardening club at William Blake Estate has been resurrected for the spring with planned gardening dates to be announced.
43. The Residents' Association at Collinson Court organised another successful Pancake Day Mardi Gras party on 28th February 2017. It was a collaborative event this year, as the Mint Street Music Festival Team also helped organise the event.
44. The Southwark Mediation Service is currently working on improving relations between residents and staff at Horace Jones House and the managing agents at One Tower Bridge.
45. Staff changes at Southbank Estates have included the appointment of Okeino Hibbert as Estate Officer at Sumner Buildings.

#### **Sydenham Hill Estate – Allocated Member, Mark Wheatley**

46. An informal drop in session was held for residents in January in the Community Hall at Lammas Green. As well as City of London officers in attendance to answer residents' enquiries, a guest speaker from SHINE also attended. This organisation works in partnership with the City of London to assist our residents on a wide range of issues that can affect wellbeing.
47. Residents received advice and leaflets on how to tackle fuel poverty and reduce seasonal ailments and hospital admissions.
48. The gardening contract went out for re-tender, and Walworth Garden has won the contract for two more years. This is good news for residents, who have been very happy with their work.

#### **Sheltered Housing – Allocated Members, Ann Holmes and Mark Wheatley**

49. We have been in contact with Jacqueline Whitmore, Sheltered Housing Manager and met team members during the year.
50. The decant of Mais House residents continues, many having moved to new homes with the support of dedicated staff and services offered, with each resident's move "tailor made" for their needs. There are currently 26 residents left at Mais House. Housing staff and Project Lead, Paul Jackson, are liaising with London Borough of Lewisham housing officers for suitable accommodation for residents who wish to remain in the Borough. Many of the

residents who have already moved remain as City residents, mainly moving to Harman Close and City of London Almshouses.

51. Site surveys to review the land available on the Mais House estate have been undertaken as part of the planning process, and all residents will be invited to make suggestions on the type of homes to be built on the site with emphasis on Lifetime homes.
52. Work on the garden at Harman Close, undertaken by Groundworks as part of the Tesco Bags of Help, is almost complete. The Scheme Manager, Carl Newbold, applied for a grant last year and was successful in receiving the highest award of £10,000. Residents are looking forward to growing their own vegetables in newly created raised beds and are very pleased with the new landscaping undertaken.
53. Under the Decent Homes project, work to replace the heating at Harman Close will be undertaken during the summer, which will provide residents with more efficient heating in their homes and reduce energy costs.
54. Isleden House sheltered residents are looking forward to the creation of an outside gym in the garden. This project is being undertaken with Fusion, who is providing technical expertise and will assist residents in the use of the equipment. Residents will be able to undertake exercise on equipment specially designed to keep them mobile and active in a private setting. Although some of the vegetable garden space has been used for the gym area, raised beds have been created to make it easier for the keen gardeners to continue growing their favourite summer vegetables.

## **Background Papers**

This report was compiled in consultation with the Allocated Members, managers and staff of the City of London's housing estates.

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