

Committee	Dated:
Housing Management & Almshouses Sub-Committee	16/04/2018
Subject: Housing Estates – Allocated Members’ Report	Public
Report of: Director of Community & Children’s Services	For Information
Report author: 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. There have been some personnel changes on the estates as a result of internal secondments. Sonia Marquis is now Acting Area Manager for the City & Fringe Estates, as Liam Gillespie has been appointed Acting Head of Estates. Filling in for Sonia, Juan Muñoz-Garrido is Acting Estate Manager for Southbank and Sydenham Hill.

3. We have taken on two more Apprentices; a Customer Services Apprentice has been placed with Holloway and York Way and an Estate Management Apprentice with Avondale Square Estate.
4. Estate teams are now using MailChimp to email updates to residents for whom we hold valid email addresses.
5. Estate teams are busy supporting resident groups holding events on their estates this summer. Between Remembering Yesterday, Celebrating Today WWI commemorations and Estate birthdays, it is shaping up to be a fun-filled, busy summer.

Avondale Square Estate – Allocated Member, Deputy John Tomlinson

6. Since the last report, I have visited Avondale Square Estate to meet Estate Manager, Shaun Thurston and Sheltered Housing Manager, Jacqueline Whitmore, who showed me around the estate. It was very nice to see the estate and to learn about its history, as well as hear about the activities and events taking place there.
7. I am pleased to report that a Housing Management Apprentice, Michael Rose, has been appointed. The Corporation are in full support of the National Apprenticeship Scheme, so we are delighted that Avondale Square has its own apprentice who will be learning the ropes on Estate Management. I look forward to meeting Michael when I am next down on the estate.
8. On 9 February, estate staff and residents attended an award ceremony held by TPAS - the country's leading organisation for resident engagement and community work. Avondale Square Estate resident, Lea-Anne Clayton, was nominated by Shaun for Tenant of the Year for her work with Avondale Community Events (ACE) and her job delivering a Job Club for residents in the local area with job searches, form filling and benefit applications. Although she did not win the very competitive award, it was wonderful that she was shortlisted.
9. ACE held its annual Christmas event in December, which included a pantomime, turning on the Christmas lights, and Christmas carols. The Community Centre was packed, with 100 residents and their children enjoying the festive day.
10. An Easter egg hunt and spring crafts event was held in March, and ACE are busy organising a celebration of the 100th year of women getting the vote, and a poppy project to mark the centenary of the end of WWI.
11. ACE secured a grant from Southwark Council under the 'Cleaner Greener Safer' Scheme to plant two wild flower meadow beds on the grassy bank areas in between the tower blocks. Residents have been suggesting this project for a number of years, so I am delighted to hear that ACE have been able to secure this grant. I look forward to seeing the meadow beds once they've been planted.

12. In response to residents' concerns about an increase in fly-tipping, estate staff have arranged for some of the refuse areas to have gates installed on them with keypad locks. This has dramatically improved the problem and, so far, the areas remain clear.
13. Estate Open Meetings have generally been well attended, with around 25-35 residents attending each meeting. Issues raised by residents include the faulty road barriers at the front and back of the estate and the poor-quality lighting across the estate. I am pleased to report that new barriers are being installed later this month, and a review of all lighting across the estate is currently underway, with the hope that a lighting project will be started later in the year.

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

14. I am in regular contact with the Estate Manager, Angela Smith, and her team to discuss issues relating to the three small estates.
15. I am delighted to report the Decent Homes contractor TSG has started work at Windsor House in mid-February. The feedback from residents and estate staff has been very positive so far. TSG staff, along with the Project Manager, have been available on the estate to handle queries from residents.
16. In response to an increase in anti-social behaviour at Windsor House, the estate team have been working hard to improve security. Estate staff have been working with the local Safer Neighbourhood Team and Parkguard, who have increased patrols to cover the stairwells and communal areas to catch offenders.
17. Residents and staff at Dron House held a Winter Party in December. Residents enjoyed several international dishes and music. Because the event was a success, residents are planning to hold a fun day in the summer and will be supported by estate staff.
18. Staff at Isleden House were successful in getting all of the communal balconies/walkways cleared in accordance with the Fire Safety Protocol and are now consulting with residents to find alternative areas on the estate for residents to use to dry their laundry.

Golden Lane Estate – Allocated Member Barbara Newman, CBE

19. I am pleased to introduce Michelle Warman as the new Estate Manager for Golden Lane Estate. Michelle was the Estate Manager for the Middlesex Street Estate until last month, and has switched with Laurence Jones, who will now manage Middlesex Street. In other changes, the estate welcomed Sonia Marquis as the Acting Area Manager. Sonia replaces Liam Gillespie, who is currently Acting Head of Estates.

20. Former Estate Manager, Laurence Jones, continued to meet monthly with Cripplegate Ward Members to discuss matters affecting Golden Lane Estate and other common issues across the City of London Housing Estates. Michelle will attend these meetings going forward.
21. I am pleased to report that most of the current major projects are almost at an end, but also delighted that there are many others which are now in the embryonic stage, including window replacement, estate lighting, signage and accessibility.
22. The Great Arthur House curtain wall project is one of those which is nearing completion. City surveyors and the architects are working on resolving the remaining few issues. Regular newsletters and bulletins are being sent to residents, thus ensuring that they are kept informed about the project.
23. Lift modernisation works are in the final stages, with the Cullum Welch House lift being nearly complete. Residents have been very understanding and have been kept updated on progress.
24. Refurbishment work on the Community Centre is almost complete. At the time of writing, the furnishing is underway, and the Centre Manager is being recruited. Residents were able to visit and view the community centre in February and reported they were pleased with the progress. It is still on target to open in May 2018.
25. The Under 5's Playground is nearly complete and will be available for use in April. The project officer will be arranging a formal opening event. Members will be notified as to the date.
26. Fellow Members will be pleased to note that concrete repairs to the blocks and external painting of the common area will soon be commencing. The programme of works has been drawn up, and residents will be kept informed through regular bulletins.
27. The renewal of the central heating boilers across the estate is almost complete. Renewal works in Great Arthur House have been suspended due to the curtain wall project. Once the work to the block is complete, the new boilers will be installed.
28. The resident drop-in sessions continue to be successful. Over 20 residents attended the last session in January 2018. Officers were available to speak to residents about the Great Arthur House work, The City Conservation Area, and leaseholder payment options for major works. The next drop-in is scheduled for 24 April 2018.

Holloway & York Way Estates – Allocated Member, Mary Durcan

29. I received an update from Estate Manager, Greg Nott, at the start of the year and was glad to see things are coming along well. After a period without a fully staffed team, Greg has now been successful in recruiting some new

members to his estates. David Western has transferred from William Blake Estate as the new Estate Officer. David replaces Tony Chandler, who has gone on to a new role in the Property Services team. Kelly Tang and Ripa Ali join as new Customer Services Officer and Customer Services Apprentice. All have shown great promise and are doing very well in their new posts.

30. Greg and the team are currently working with the York Way Residents' Association to plan the estate's 50th Anniversary celebration in June. The Residents' Association bid for and won a lottery grant of £8,000 to use for the party, so we expect to see an event to remember. I'm sure it will be a wonderful day for residents and staff.
31. Resident drop-ins were held in March for both Holloway and York Way. The team are trying to promote the meetings better this year to entice residents into coming along. Invitations have been extended to Age Concern UK and City Advice to get more people attending.
32. York Way has had new speed bumps installed and the roads have been freshly line marked, making the estate roads safer and looking much nicer. Replacement parking barriers were installed in early March, replacing the old barriers which had been breaking down more and more often.
33. Greg has been working closely with the Holloway Community Garden Group, setting them up as a constituted, accountable group. They are looking at further improvements to the garden and will be hosting a spring planting event to promote the area and gain further interest from the residents while planting some new plants and trees.
34. Phase 2 of the Decent Homes project to replace kitchens and bathrooms is nearing completion at York Way. The external redecorations project will be the next big project residents are looking forward to.
35. Holloway has now had emergency lighting and sensors installed in all communal stairwells, improving the safety standards.

Middlesex Street Estate – Allocated Member, Deputy Henry Jones

36. There has been a change in Management at Middlesex Street. Michelle Warman and Laurence Jones have swapped estates, with Laurence now managing Middlesex Street. I would like to thank Michelle for her hard work. She has made a real difference on the estate, and I wish her the best at Golden Lane. I look forward to seeing Laurence build on the legacy Michelle has created here.
37. Former Estate Manager, Michelle Warman, recruited a new Customer Services Officer following the departure of Charlotte. Mary Ajagbe has joined the team continues the excellent customer service.
38. Michelle had regular Adults at Risk meetings with Social Services, the Police and Tenancy Support. These meetings have made a difference to the support

needs of some residents, including following up on safeguard concerns to ensure the right support and care is in place. Michelle made important links with partners of other services, which has had a positive impact on those residents. She also worked closely with Environmental Health to work with a hoarder on the estate.

39. The October drop-in session was not well attended, but with the programmed works ready to start, the February meeting was much better attended. There was representation from the Homeownership team, Property Services, Park Guard, the Police and the Estate team. There was also information on the Transport Strategy.
40. The Recycling team had a Give and Take day in October to promote recycling in the City and to give residents the opportunity to clear out unwanted items. The Bulk Waste collection team were on-site to take away large items. The residents are keen to have another event like this, and Karen Marks the waste and recycle manager has offered to arrange a trip for residents to visit the recycling plant.
41. The project to replace the glass panels on Petticoat Tower will progress this year, which is welcome news and will address the safety issues we've had over the past couple of years.
42. The landscaping project to improve Artizan Street outside Petticoat Tower began in July and has made a lot of progress. They were able to take advantage of the Library closure to complete the area outside the entrance. A grand opening celebration is likely to be held in early May.
43. The outdoor gym project is in the planning stages. It is envisaged that the gym will be installed under the arch on the Podium to create a calming space. The planters currently situated in this area will be relocated to the area in front of the tower to fill a void space that is currently used for ball games. Rineys have carried out sampling on the Podium with boreholes to test the strength of the concrete, and it is hoped the gym equipment will be installed by this summer.
44. A review of the Park Guard services is currently out to consultation with residents. They have built an excellent working relationship with our local Police, assisting in identifying known rough sleepers and drug users who are regular trespassers on the estate. With their help, the Police were able to obtain a CBO (Criminal Behaviour Order) to ban one such person from the City of London for a period of three years.
45. The CCTV on the ANPR system was upgraded and additional cameras have been fitted in vulnerable areas such as in the car park and on the roof of the tower to ensure resident safety.

Southbank Estates – Allocated Member, Randall Anderson

46. I am pleased to share with Members that former Estate Manager, Sonia Marquis, has taken up a secondment as Acting Area Manager for the City and Fringe Estates. This has created an opportunity for the Senior Estate Officer, Juan Muñoz-Garrido, to step up as Acting Estate Manager for the duration of Sonia's secondment. I look forward to meeting Juan in his new capacity.
47. In December David Western was successfully appointed to the role of Estate Officer for York Way Estate, having been the Assistant Estate Officer for the William Blake Estate for the past two years. He made a real impact on service delivery at William Blake Estate, and I wish him the best in his new role. Katalin Dobos, formerly a Porter/Cleaner on the Golden Lane Estate, has been appointed to take David's place. Golden Lane residents were very happy with Katalin, so I'm sure she will do well on the William Blake Estate.
48. Sumner Buildings residents organised a successful New Year's Eve party for all Southbank Estate residents at the Avondale Square Estate Community Centre. Officers provided support by promoting the event and arranging the hall hire.
49. SGN, the company that manages the network of gas distribution in London, commenced their rolling national programme to renew mains gas supplies in January at Collinson Court on behalf of National Grid. Following resident concerns on the impact this would have on them, Juan arranged a meeting with SGN to raise their concerns and asked SGN to keep residents informed, providing regular project updates.
50. The team continue to implement and enforce the Fire Safety Protocol, ensuring communal areas and balconies are checked regularly for breaches and taking the necessary action.

Sydenham Hill Estate – Allocated Member, Susan Pearson

51. In January, an open meeting was held at Mais House. Acting Estate Manager, Juan Muñoz-Garrido, the Homeownership team, and a Property Services Manager were available for residents to speak to.
52. A text messaging road show was held in January to show residents how to use the new texting service for repairs appointment reminders and to get their rent balances. Despite a lot of promotion of the event, no residents attended.

Sheltered Housing

Mais House – Allocated Member - Mark Wheatley

53. I am in regular contact with Jacqueline Whitmore, Sheltered Housing Manager. The decant of Mais House residents has continued to progress at a fast pace. The London Borough of Lewisham are continuing to support residents who wish to remain in the local area to find new homes through their vacant property adverts. Eight residents have been successfully moved within very close proximity to Mais House.

54. Former Mais House residents were welcomed back to attend a Christmas party organised by Scheme Manager, Rachel Punter. Apart from being able to catch up with old friends, tenants were treated to a buffet dinner, and a DJ playing the sounds of the 60's, 70's and 80's.

Harman Close – Allocated Member - John Tomlinson

55. In the last report I mentioned that Carl Newbold Scheme Manager at Harman Close had applied for an extra £2000 from the Tesco bags of help scheme to carry out some works in the communal garden. I'm pleased to announce that works are underway to build a picnic area, with a paved area bordered by lovely plants and a picnic bench for residents to enjoy.

56. The residents at Harman Close had a wonderful time at the Christmas party. Carl Newbold organised a buffet and booked a cockney singing entertainer. It was very well attended, with residents from other schemes also joining in on the fun.

Isleden House - Allocated Member - Elizabeth Rogula

57. I speak regularly to Jacqueline Whitmore, Sheltered Housing Manager. Over Christmas, staff tried to organise a Christmas lunch in the communal hall but cancelled it due to lack of interest. However, the residents who were keen to have a lunch together went to Bill's at the Angel.

58. Lesley Webster, Scheme Manager, held a Burns luncheon for residents to enjoy haggis, neeps and tatties! She cooked sausages for those who weren't a fan of Haggis and trifle for dessert. 12 residents attended, and a great time was had by all.

Background Papers

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

Wendy Giaccaglia, Area Manager for the Out-of-City Estates
0207 332 3784
wendy.giaccaglia@cityoflondon.gov.uk