

<b>Committee(s):</b> Community & Children's Services Committee	<b>Dated:</b> 20 <sup>th</sup> September 2024
<b>Subject:</b> Wardmote updates	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	1 & 4
<b>Does this proposal require extra revenue and/or capital spending?</b>	No
<b>If so, how much?</b>	£
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	N/A
<b>Report of:</b> Judith Finlay Executive Director Community & Children's Services	<b>For Information</b>
<b>Report author:</b> Liane Coopey Business Support Manager (Housing)	

### Summary

This report outlines Ward Mote updates. The last updates were presented verbally to Committee in July 2023

### Recommendation(s)

Members are asked to:

- Note the report.

### Main Report

#### Ward Mote Updates September 2024

- (i) **That the City of London supports a group of Common Councillors, City of London Officers, Anchor Management and Tudor Rose Court Residents' Association Officers to call to account the management of Tudor Rose Court, the only residential facility for elderly people in the City**

The City of London Corporation (the Corporation) is the freeholder of Tudor Rose Court, 35 Fann Street, London, EC2Y 8DY. In 1997/98, the site was developed by

Network Housing Association Limited for the provision of sheltered housing, and a long head-lease was granted to Network Housing Association Limited for a Care Housing Scheme. In 2014, the head-lease was assigned to Hanover Housing Association (now Anchor Hanover Group).

Officers have met with representatives of the Tudor Rose Court Residents' Association and separately spoken with representatives from Anchor Hanover on several occasions to support resident views and engagement between residents and Anchor Hanover. The TRCRA and Anchor Hanover are now meeting regularly to progress the improvement plan. Officers from the Corporation have offered their involvement in those meetings as required and agreed a follow up discussion with Anchor Hanover in the Autumn.

- (ii) The Wardmote resolves that officers investigate the reasons for delays incurred since the planning for Crescent House was granted in December 2023 and from that report to produce a critical path programme for delivery, to be shared with residents no later than July 2024, such programme to encompass all the milestones for internal approval processes, design and anticipated construction timetabling both for Crescent House and the entire Golden Lane Estate”.**

Officers have investigated the delays experienced following the approval of additional design development funds by the Community & Children's Services Committee in November 2023 and the grant of Planning Permission for Crescent House in December 2023. The delay has been determined as being caused by issues with internal processes and resource issues which have now been resolved. Programme updates for both Crescent House and the wider Estate have been shared with residents via the project's website ([www.goldenlane.site](http://www.goldenlane.site)) in May 2024, and further updated in September 2024, with additional regular updates via the Residents' Liaison Group. More detailed programmes for the wider Estate will be developed and shared following submission of planning applications which are expected to be submitted in January 2025.

- (iii) The Wardmote resolves that the Landlord, Planners, Surveyors and other relevant City departments urgently seek agreement and funding for the parade of shops under Crescent House on Golden Lane Estate to remove external shutters which attract graffiti and prepare a programme of restoration of the street shop fronts and rear arcade, to enhance the attraction of the arcade in order that businesses can flourish as an important local amenity.**

City Surveyors have confirmed the status of the shutters with planners and are now looking at the insurance implications of the proposed changes. There are 4 units with shutters. As well as the insurance, City Surveyors are investigating what mechanism can be used to have the shutters moved internally. For the unit being let (6-10), City Surveyors are free to make it a condition of the letting, but for those with

tenants already in situ, the planning department may need to issue planning enforcement notices. Once the insurance implications have been ascertained, options regarding funding will be considered.

**(iv) The Wardmote resolves to request the Corporation of London to immediately apply the abatement of 27% of structural repairs as set out in the Leases of Crescent House; or in the absence of this, to provide full reasons why this should not be done.**

The Housing Division will apply the abatement to service charge accounts, as advised to Crescent House leaseholders in writing on 9<sup>th</sup> April 2024. The letter confirmed decisions made in relation to the to the definition of “eligible costs” within Clause 4(4)(b) of the Crescent House lease after the Corporation sought legal advice on the effect of this clause in the agreement.

As a result of that advice, and with the approval of the relevant Corporation committee, the Corporation agreed to abate (that is, reduce) future and historic service charges (back to 2012/2013) under all current and future leases at Crescent House by:

- 27% in relation to external and structural repairs and decoration works; and
- 3.9735% in relation to works to common parts and lifts.

The refund for historic charges will be applied by way of a credit to 68 service charge account by the end of October 2024. Individual leaseholders will be written to once the final calculations have been made, and rebates have been credited

These abatements will also be applied, where applicable, to the upcoming window replacement works and to all future applicable works at Crescent House.

**(v) That the relevant Committee consider whether current tenants of the City of London Corporation have the same options as leaseholders with regards to installation of sprinklers, and where a current tenant opted out then sprinklers be installed on a change of tenant.**

Tenants have rights/options established in their tenancy agreement and Leaseholders in their lease. The City of London Corporation can only obtain access under a lease if notice is given and the proposed works are urgently required. The City of London Corporation cannot currently enforce the installation of sprinklers under the lease.

Tenants cannot normally refuse access for works. However, there is an outstanding issue regarding access for a tenanted residential unit for installation of a sprinkler system. The tenant claims that the City of London Corporation does not, under his tenancy agreement, have the right to obtain access. This is currently subject to legal

proceedings which will not be resolved until 2025. Once the precedent has been set with this case, we will be able to formalise our processes for tenants.

- (vi) That the relevant Committee and/or Department of the City of London Corporation investigate whether there was a statutory nuisance or health and safety hazard under the Housing Health and Safety Rating System in the Mansell Street Estate with regard to pest infestation, and any necessary steps taken to resolve any nuisance identified.**

Resolution from the Ward of Portsoken

1. The City Environmental Health officer has reviewed all 3 complaints received by the City of London Corporation between 1st January 2024 and 1st June 2024 in relation to the Guinness Estate to ensure they have either been resolved or a resolution is in action, each complaint had indeed been resolved or the treatment was in progress.
2. Officers met with Guinness Partnership on 6th June 2024 to discuss and examine the following for the Estate –
  - Details of the pest control contract,
  - Species of pests being complained about,
  - The number of complaints in the past 6 months
  - The response and resolution times
  - The outcomes of each complaint.
  - Future arrangements for the Guinness Pest Control contract.
3. A statutory nuisance or a health and safety hazard under the Housing Health and Safety Rating System requiring formal action has not been identified on the Estate, however a number of actions have been requested of Guinness to improve the response to pest control issues for residents of the Estate.
4. Residents are requested to contact their Estate Manager is the first instance to report pest issues, residents concerned about any response received is encouraged to make contact with the Pollution Control Team on 02076063030 or [pollution@cityoflondon.gov.uk](mailto:pollution@cityoflondon.gov.uk)
5. Environmental Health Officers have undertaken surveys and have required a number of actions of landowners in the local area in relation to increasing pest treatments and undertaking preventative works.