

Committee	Dated:
Housing Management & Almshouses Sub-Committee	28 November 2016
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. We have now entered into a new, three-year contract with Southwark Mediation Centre, for them to provide a mediation and complaints resolution service and to work with staff and residents to improve relationships and ensure constructive communications. Staff, residents and Members attended Southwark Mediation Centre’s conference in the Livery Hall on 10 October, and heard about good practice from a range of other local authorities and organisations.
3. The estates who were awarded the Tesco/Groundwork 5p bag levy funding have been running events to get residents involved in gardening, and the projects are really beginning to take shape. Estate staff are supporting residents by promoting the projects and helping with the paperwork for the

project audits. Other estates are submitting bids for the next round of funding.

4. We are testing a noise app for smartphones whereby residents affected by noise nuisance will be able to manage their complaint on the app and share their noise diaries and noise recordings with estate staff.
5. Housing welcomed Liam Gillespie in August as the new Area Manager for the City and Fringe estates. He previously worked for Shepherd Bush Housing, and has been settling in well with us.

Avondale Square Estate - Allocated Member, Virginia Rounding

6. I have been in contact by email with Estate Manager, Shaun Thurston, on recent developments at Avondale Square, and am pleased to report to Members that the new flats, estate office and community centre at Twelve Acres House were completed in the middle of October. Estate staff, residents and community groups are now busy making the most of their new facilities, which will include IT provision. I look forward to the opening ceremony, in November, and to seeing it for myself once they have settled in.
7. The Gas Board carried out works to three of our ten-storey blocks which involved installing gas pipes on the outside of the building to comply with new gas regulations. This work has been in progress for several months now, but the scaffolding has now been removed, as it is near completion. It is the first time in a long time that no major works have been happening on the estate, so it is looking like less of a worksite and more like the lovely estate it always has been. However, there are further development plans for the estate, as well as various projects that had been set aside, so we expect the estate to be busy again with contractors very soon.
8. Avondale Community Events (ACE) has recently completed a very successful graffiti project, 'My Old Kent Road,' which has encouraged residents to share their story of the Old Kent Road community through their artwork. Classes took place in the church hall over several weeks, and due to the project's success, the artwork was displayed in LB Southwark's head office in Tooley Street, and at Southwark Cathedral, where the work was auctioned off and raised over £1000. I am delighted to say that many of the beautiful works produced will be decorating the walls of the new Community Centre. ACE also held its annual 'picnic on the green' on Saturday 10th September. Despite it being held in the church hall due to rain, the day was very well attended by families on the estate, who enjoyed the various activities organised by ACE throughout the day.
9. Resident Open Meetings continue on the estate, and I am pleased to say that they are well attended. Residents have been reporting an increase in anti-social behaviour on the estate, which is also reflected in the recent satisfaction survey. This is concern for Shaun and his estate team, although he has informed me that they are working hard to combat the problems by

working closely with the Police as well as installing deterrents around the estate such as dummy CCTV cameras.

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 are pleased that the Decent Homes project for the replacement of kitchens and bathrooms is due to commence at Windsor House Estate next year.
12. The new community hall/estate office at Dron House is now fully operational, and is proving to be a very popular resource in Tower Hamlets. The community centre runs weekly yoga classes and plans to have a weekly maths homework club for children aged 11 years and over. The communal gardens are now being landscaped and planted, and will be finished by the end of October.
13. At Isleden House Estate, the outdoor gym proposal is still under discussion with Fusion. Further information on progress will be communicated to the sheltered housing residents when it becomes available.
14. Fly-tipping is an increasing problem at Isleden House. The Estate Manager and estate staff are working together to identify the offending residents, and are taking immediate action against them when they do.

Golden Lane – Allocated Members, Gareth Moore and Deputy John Barker, OBE

15. We communicate on a regular basis with Laurence Jones, the Estate Manager, and aim to be a very visible presence on the estate. As Ward members, we welcome direct contact from residents.
16. Members will be pleased to know that the installation of the windows in Great Arthur House is progressing. There have been extensive delays in the project due to unavoidable and unforeseen problems which came to light once curtain walls were removed. It is now likely that the project will not be completed until July 2017. Most residents have been very understanding throughout the delays. They were kept informed of progress through regular bulletins and newsletters. Estate staff are working with the contractor to ensure they remain well-supported through the process.
17. Work to install new door entry systems to several blocks is now complete. The new system links all blocks to the estate office, and means that activating and de-activating entry fobs can be done from a central location.

18. The Community Centre is now being managed by estate staff whilst a joint steering group of officers and residents look at ideas and proposals for the future use. Residents will be fully consulted once proposals are collated.
19. Over the next few months, and after many delays and setbacks beyond our control, we shall finally see the transformation of the under-5s play area. Residents were kept informed throughout the process with consultation meetings, drop-in sessions and design briefings. Parents are looking forward to the end result, which will be a safe and secure environment for their children.
20. Resident drop-in sessions continue to be a success. Residents find this format extremely useful, as it gives them the opportunity to fully engage in discussions about estate projects and community development work on a one-to-one basis.

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

21. We have met with Michelle Warman, the Estate Manager, on a number of occasions to discuss issues relating to Holloway and York Way Estate, and have attended walkabouts on each of the estates.
22. Catherine met with Emily Thornberry MP, and Housing and Commercial Development Manager, Mike Kettle, along with estate staff on York Way, to look at estate issues and discuss redevelopment options for the provision of new social housing on our estates.
23. Resident Meetings were held on both estates in September. The format of both meetings was changed from a panel meeting to a drop-in. This proved to be a more effective use of time for City of London officers and residents alike, as officers were able to engage with residents on a one- to-one basis, allowing them to focus on the issues that concerned them. We are happy to report that both meetings were well attended. The officers attending focused on the current major works, such as the new door entry system, the Decent Homes project and concerns regarding repairs.
24. The new door entry system is almost complete on both Holloway & York Way Estates. There have been some issues with British Telecom which have caused delays in the door entry system going live, but on the whole, the process has been managed well by Michelle, the Property Services Team and the contractors, AJS. Michelle has put together a very clear and practical procedure for the issuing of fobs to the residents in good time for the system to go live. As part of this procedure, Michelle has created a form for each resident to complete, which enables the Estate team to know who is living in our properties. As a result of the new procedure, the estate teams identified a few tenancy issues, with one suspected sub-let which is being investigated.

25. Michelle has continued to work with the London Borough of Islington's (LBI) local police and three other social landlords - Southern Housing, Hyde Housing and Circle 33 Housing Group to share the cost of neighbourhood patrols by Parkguard, who already work in other parts of Islington to tackle low-level nuisance. They have some powers to assist Police and also have the flexibility to build a rapport with residents on the estates as well as assist in combating anti-social behaviour. This pilot commenced in June 2015, and the feedback so far has been very positive. Residents have praised the work that Parkguard do in keeping the estate safe and deterring perpetrators of anti-social behaviour.
26. Holloway Estate is still developing their Resident Group, and they have incorporated a sub-group to focus on a garden project. The Estate Manager was successful in a bid for external funding from Ground Works for £8,000 from Tesco's 5p carrier bag charges. This was a result of resident comments and feedback from our walkabouts to improve the look and feel of the estate. Residents have worked hard to plan their project and have had two community events to try and encourage more residents to get involved with completing the garden project. They have also started to communicate with an established resident garden group in Crayford Road to hopefully bring both communities together.
27. We are pleased that both York Way and Holloway residents had successful community events for the Queen's birthday, and earned Time Credits. To date there have been 416 Time Credits earned across both estates. The Time Credit programme has also provided an opportunity for residents to network with other resident groups around idea generating, funding, and support.

Middlesex Street Estate - Allocated Member, Deputy Henry Jones

28. Residents and Members recently organised a party on the Podium, which was very well attended. Residents enjoyed the food, soft drink, and music provided. Children also had their faces painted and enjoyed the cakes. I'd like to thank all those who helped to organise and run the event, and the estate staff for their support.
29. The recycling team are working closely with estate staff to increase the level of recycling by residents. They have placed new information stickers on refuse chutes, and delivered information leaflets and recycling bags to every address. Since this work started, recycling rates on the estate have increased. The estate team have also started an initiative for the shopkeepers of the estate. All shops may now recycle food, cardboard, plastic/paper/tins and glass. This helps the environment and also costs less, creating a saving for the shopkeepers.
30. Recently, the large external glass panel on Petticoat Tower came loose from one or two fittings. To prevent any danger, netting has been erected along each side where the glass is present, as well as erecting scaffolding to further

protect residents, staff and visitors. A survey will now take place to assess work needed and propose options.

31. Billy Lambert, Customer Services Assistant, held a McMillan coffee morning on Friday 30th September. Lots of residents and staff came along and baked cakes and donated money for this worthy cause.
32. The works to improve Artizan Street, outside Petticoat Tower, are on-going. There have been various meetings to consult with residents and everyone is hoping that the works will commence in a few months.
33. Paul Richardson, Estate Manager, has been successful in getting a grant from the Tesco Bags of Help scheme. With this, he plans to improve the Podium for all residents. We are waiting to hear if the grant is £8,000, £10,000, or £12,000 – this will be dependent on a customer vote, so I would be grateful if Members could do their shopping at Tesco for the next few weeks.

Southbank Estates – Allocated Member, Randall Anderson

34. I met with Estate Manager, Sonia Marquis in early October for a tour and to catch up on what has been happening on the various estates. It was nice to get out to see the estates and meet the team.
35. Since the last update, a Resident Meeting was held on 12 May 2016 at Queensborough Community Centre. A guest speaker from LB Southwark's recycling contractor gave a fascinating insight to the boroughs recycling services. Residents were encouraged to take a tour of the Southwark Waste Management facility to see how different materials processed. Residents were also given an update on major estate projects at the meeting.
36. The Estate Manager, Sonia Marquis, has successfully located a new venue for future residents meetings. Future meetings will be held at Blackfriars Settlement. This newly refurbished facility offers light airy meeting and function rooms for community groups and charities. It is hoped the new central location will encourage residents from all of our estates to attend the meetings. The October meeting was the first to be held in the new venue.
37. At Sumner Buildings, the gardening club has started again, with residents organising designated days to maintain the communal gardens.
38. At Collinson Court, a belated party to celebrate the Queens 90th Birthday took place on 4 September. The event organised by the Collinson Court Residents Association was a great success. The Resident Estate Officer worked especially hard to ensure the day ran smoothly.
39. Also at Collinson Court, the new lifts have been completed and residents have given positive feedback on the project. Works to renew the lifts at Lynton Mansions on the William Blake Estate have started. The Estate Manager has found alternative temporary accommodation for one resident with mobility

issues, as there is only one lift in this block. The project will then move to St James Mansions where alternative temporary accommodation will be found for two residents.

40. Evening Estate Walkabouts took place in July 2016. The walkabout at William Blake Estate was especially well attended by residents, many of whom came out to meet the new Estate Officer there.

Sydenham Hill Estate – Allocated Member, Mark Wheatley

41. A residents meeting was held in July in the Community Hall. Two residents from Avondale Square Estate attended to give a presentation on the fantastic work the social committee do on that estate to encourage community events. They have offered to support Sydenham Hill residents to put on their own events. This has resulted in a renewed enthusiasm amongst the residents and it is hoped a successful Lammas Day will be organised next year involving the whole community. The Estate Manager has issued further resident involvement information to the residents and will make the Community Grant available to support any up and coming events.
42. The Asset Programme Manager gave an update on major projects. There was particular concern about the window replacement and external decorations project. Officers will continue to keep residents informed at future meetings. Update flyers were recently delivered to all residents at Lammas Green and Otto Close.
43. Estate Walkabouts took place in the evening in April and during the day in July. They continue to be attended by residents.
44. There have been regular private bookings of the community hall for resident functions. The floor to the community hall underwent some much needed refurbishments over the summer period.

Sheltered Housing – Allocated Members, Ann Holmes and Mark Wheatley

45. We have been in contact with Jacqueline Whitmore and met members of her team during the year. We have visited Mais House and Otto Close.
46. Following consultation and the approval of the Community & Children's Services Committee, eight residents have moved from Mais House and support is provided for those looking to return or move at this juncture. The Housing Management & Almshouses Sub-Committee will continue to supervise the project and any queries raised with you can be directed to Paul Jackson who is managing this project.
47. Two staff members undertook an exchange of estates for three months over the summer; Carl Newbold from Harman "swapped" with Tracy Taylor from the Almshouses. Carl is undertaking a housing diploma and it was advantageous for him to experience the different tenure of Almshouses residents.

48. Over the summer, residents from each estate went on trips to the coast. On each occasion, the weather was glorious and a good day out was enjoyed by all.

49. The sheltered residents enjoyed a party at the new community centre at Avondale Square. This is the first time all sheltered residents have been together at an event specifically for them and it was a great success. Initially the party was to celebrate HRH the Queen's birthday. However, due to a delay in the opening of the hall, the celebration "missed" all the official events held nationally; but this did not deter the residents and staff from having a good evening.

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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