

## Golden Lane Estate

### Weekly Update and Progress 12<sup>th</sup> April 2019

Welcome to the weekly update from the Major Projects Team.

We are a new team who have been tasked with the delivery of many of the projects happening on Golden Lane Estate and other estates managed by the City of London.

As a team of Project Managers and Clerk of Works, we are currently managing around 50 projects at various stages of design and delivery. We have a large variety of expertise in the team, managing projects from Concrete Repairs to Electrical Testing to Redevelopment. We have just reported that for quarter 4, that our average customer satisfaction level is still 97% with Decent Homes work and Electrical Testing on Golden Lane Estate being well received (our target is 91%).

#### **Changes to the frequency of this newsletter**

With projects quietening down for a short period before the next batch of projects starts (Windows, Heating, Cullum Welch), I will look to produce this newsletter bi-weekly.

We have much in the pipeline still with Great Arthur House fire doors, electrical testing and water tank replacements to name a few more so there will be plenty to write about, its just that I will be writing the newsletter every two weeks for the next month or two until we are on site once again.

#### **Great Arthur House Fire Doors**

Talking of these doors, we have been putting some design ideas together to forward to planning officers. We will shortly be looking to share these with residents of Great Arthur House, so please watch this space.

Feedback on our projects is important to us and the contractors we use so please do offer feedback. This will enable us to continue to improve service we offer and pass on your comments and compliments to those responsible for the good work on our estates.

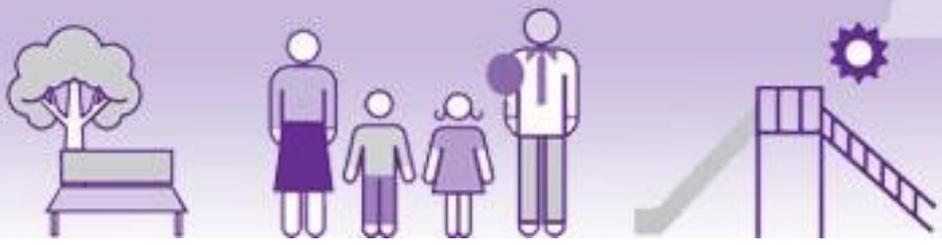
Over the next few pages, I'll provide updates on each of the Golden Lane Projects.



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## Our Projects

### Crescent House & Cullum Welch Heating

The report has been submitted to Committee and further notice of events and feedback will be issued in due course. Any breakdowns or issues with boilers should be reported to the repairs team on 0800 035 0003.

### Decent Homes

The Decent Homes project is now completed on the Golden Lane Estate. We would like to thank the Estate Team for their ongoing support during the delivery of the new kitchens and bathrooms and especially thank our residents for their co-operation and patience.

### Concrete Repairs

The repairs are largely complete, and the contractor is working closely with our clerk of works to complete the project. A small number of repairs on Crescent House have not been completed to the high standard required of our planning department, our contractor Engie is currently working hard to complete these and our clerk of works will be making regular inspections to ensure the standard is achieved. In addition, our contractor Engie is also currently completing all the final snagging and cleaning on the estate associated with the works. Engie are required to return the areas they have worked in to their original state (including the grass areas), and we are closely monitoring the contractor to ensure this is done correctly.

You may notice flaking paint on Hatfield House and Basterfield House. This is not related to the concrete repairs and wasn't included in the scope of this contract. The City of London is fully aware that this needs to be addressed, and it has been included in the upcoming window renewal programme.

### Electrical Testing and Installation of Smoke detectors

320 properties have had electrical testing checks completed on Golden Lane and Middlesex Street by Guardian. 143 properties have had remedial works carried out in Golden Lane. 78 satisfaction surveys have been completed by residents to date. The remaining properties where we have had no contact have been passed onto the relevant estate teams to make contact.

