

Golden Lane Estate

Weekly Update and Progress 23rd November 2018

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 been very successful, with the customer satisfaction levels currently at an average of 97% and many compliments from residents. Our Customer satisfaction is up by 1% this month which we are very happy with (our target is 91%).

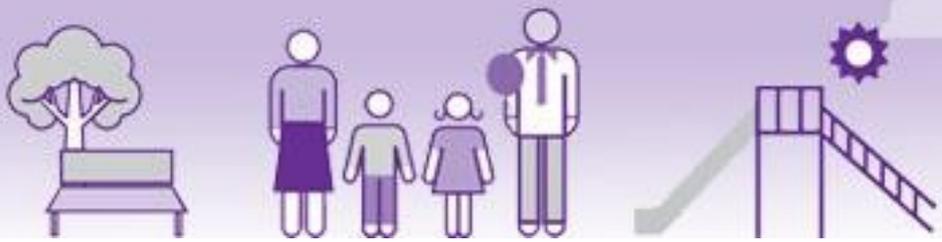
Meet the Team

This week, I would like to introduce a member of our team.



Martin Oscar joined City of London as a Clerk of Works for the team in June this year. Martin is one of two Clerks of Works tasked to be the eyes and ears for our projects. The Clerk of Works are there to ensure full compliance and high standard of workmanship is maintained for all of our projects and are on site daily with many of our projects, casting their expert eye on the work being carried out.

Martin brings a wealth of knowledge technically; not just in his expert field of Mechanicals and Electricals but also in building construction/ property maintenance in general. Martin is currently looking after the Decent Homes on Golden Lane and will shortly be monitoring our water tank replacement works too, applying his knowledge and experience gained at Thames Water. Martin has been working in the property industry for 30 years and comes from a family of tradespersons, so it made sense for him to follow suit!



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.

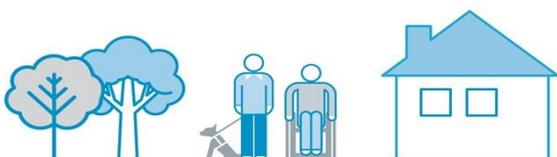
Over the next few pages, I'll provide updates on each of the Golden Lane Projects.

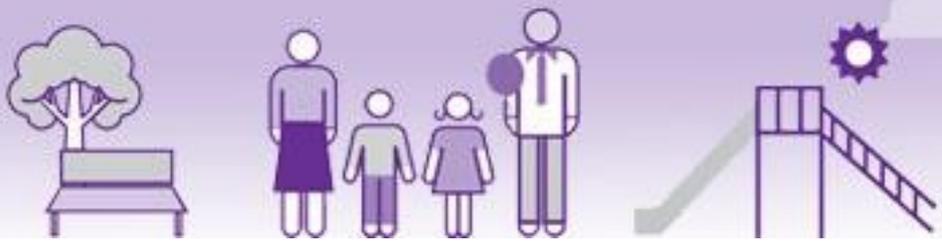


Jason Hayes

Major Projects Team Manager

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Our Projects

Golden Lane Heating Phase 1

Residents who have received a letter from TSG regarding their boiler replacements only have one more week to book an appointment. Access will be required to install a new boiler, radiators and new controls. These works will prevent reactive call-outs during winter. If you have not received any correspondence from TSG but believe you are due a replacement boiler, please contact Matthew Lam on 07517 995 621.

Crescent House & Cullum Welch Heating

We are currently making progress with the options report taking into account resident feedback. Please contact the Estates Office should you wish to have a copy of the recent presentation on heating options.

Decent Homes

To date we have completed decent homes work in 23 properties on Golden Lane Estate. We have also completed electrical testing in 165 properties and will be starting on the remedial works on Monday 3 December.

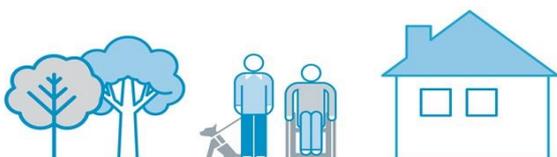
Great Arthur House – New Fire Alarm System

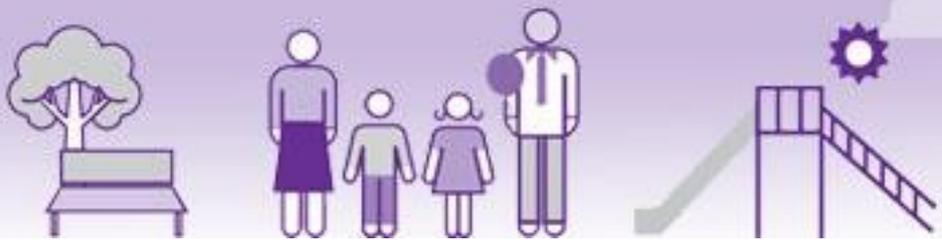
Following incidents of accidental activation of the fire alarm, the detectors within the flats will be further adjusted so that they are heat detectors only. However, there have been no changes to the detectors in the communal areas. Should you be interested in receiving Fire Marshal training, please contact the Health & Safety Advisor via email: - monique.maccow@cityoflondon.gov.uk.

We thank all the residents for their patience and cooperation. Should you have any queries about the fire alarm and emergency evacuation procedures, please contact the Estate Office.

Redecoration Project

The redecoration works on all the blocks on the Golden Lane Estate are almost complete, with just the minor snagging to do.





Electrical Testing and Installation of Smoke detectors

The electrical testing work includes the installation of smoke detectors and carbon monoxide detectors. The contractors have also been instructed to carry out Portable Appliance Testing on the white goods such as cookers and fridges, for example.

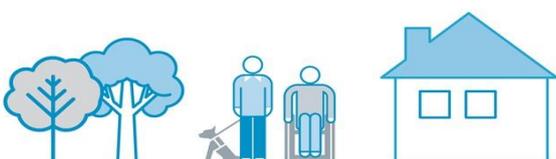
As of Friday, 23 November, we have completed 310 electrical tests across the Golden Lane Estate and two other City of London Estates, there are Five properties outstanding which require testing.

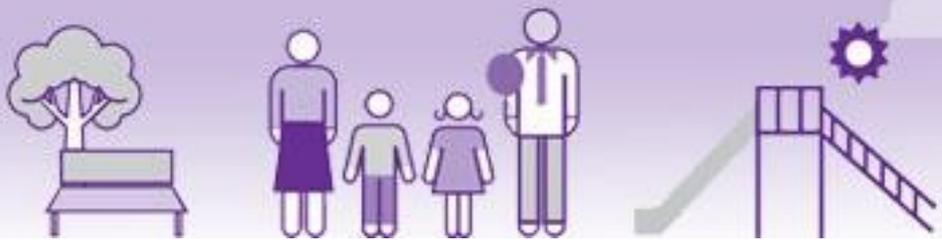
69 Satisfaction Surveys have been completed by tenants, which show customer satisfaction with our contractor, Guardian, at 98%.

Concrete Repairs

Concrete repair works are progressing with approximately 80% of the programme complete, with the exception of Crescent House. The repainting process is now commencing on all the blocks. A sample has now been agreed with the Planning department for Crescent House, which was the last agreement required. Works will now commence on Crescent House and the works should be completed before Christmas and scaffold removed.

Please see latest updates for the Concrete Repairs from Engie for this week on the next page.





Bowater House, Bayer House, Basterfield House, Stanley Cohen House Hatfield House, Cuthbert Harrowing House

The last bit of snagging is being finalised, this will be completed by the end of the week, ready for the decorations to follow.

Crescent House

Works have progressed well, we are hoping to have all of the 'cutting out' complete by the end of the week. We will be starting on the rear of the block on Monday 26 November.

We would like to thank all residents of the Golden Lane estate for your ongoing co-operation with Engie.

If you have any queries about the works, please do not hesitate to visit Engie in the site office located in the well of Great Arthur House.

