

Golden Lane Estate

Weekly Update and Progress 18th January 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 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%).

Happy New Year

Happy New Year to you all, another year and lots of exciting things to happen, namely the below working group. I have now got two leaseholders on board, but no tenants have come forward yet. If you are a tenant and wish to be part of this, please let me know by 25th January if you want to be part of it. We will of course be keeping you up to date with progress anyway, but you could be the first to know.... have a read below.

Windows

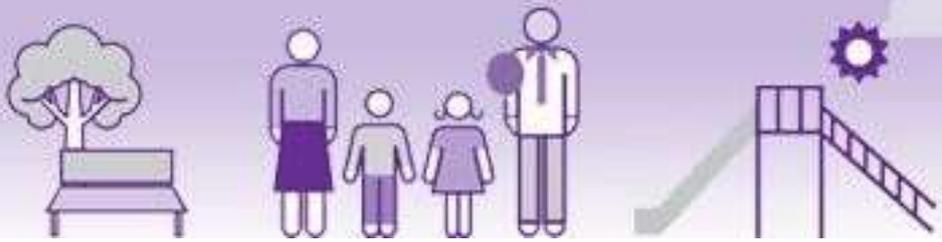
We are working with our Asset Management Team to try and push the window project on and where possible, bring forward the programme. As such, we are looking for four representatives from the estate to form part of our working group. Preferably, these will be two tenants and two leaseholders.

Commitment for this role will require participants to attend regular design meetings and help by providing feedback on the progress and any proposals. Meetings are likely to take place in the Barbican estates office (where our teams are based) or on site at Golden Lane.

Popularity for this may be quite high so places will be offered on a first come, first served basis.

Please be assured that this does not mean that you will not be kept informed or not allowed to feed back and we will keep you informed every step of the way. Any approved samples that are produced will be made available for comments and feedback. We want to continue to deliver on the successes we have had so far on the estate and also to the level of detail that we are proud of.

If you wish to be part of this working group, please send me an email using the address below.



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.

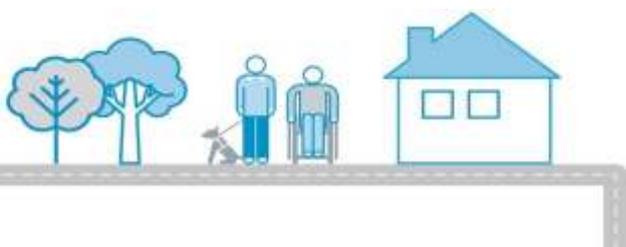
Over the next few pages, I'll provide updates on each of the Golden Lane Projects.

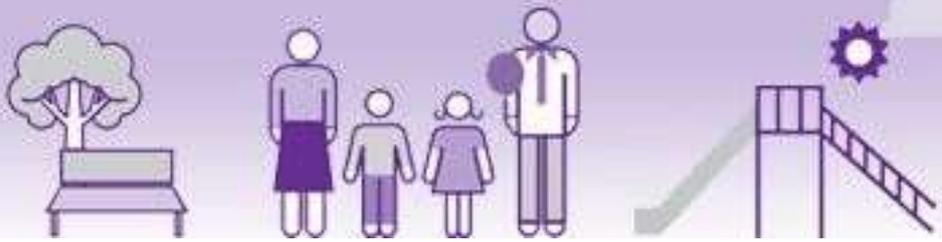


Jason Hayes

Major Projects Team Manager

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Our Projects

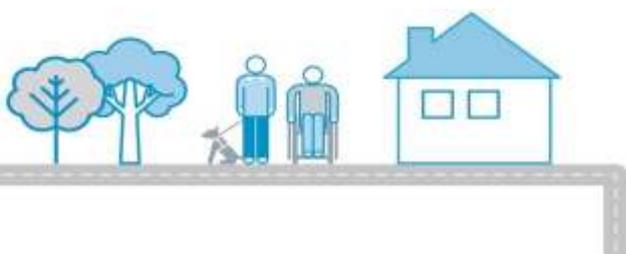
Crescent House & Cullum Welch Heating

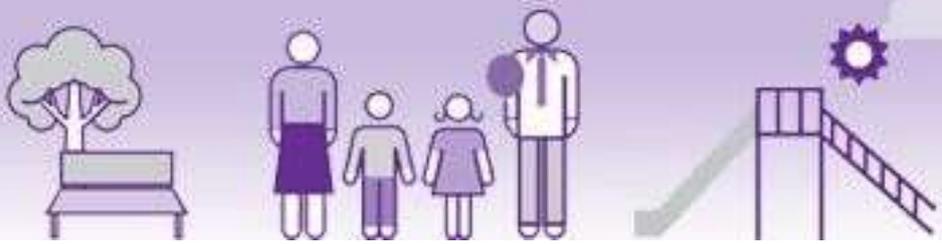
The report has been submitted to Committee and further notice of events and feedback will be issued in due course.

*Any breakdowns or issues with boilers should be reported to the repairs team on **0800 035 0003**.*

Decent Homes

Work is ongoing for kitchen and bathroom replacements and more properties will be opened in the coming weeks. As of Wednesday 16th January, TSG have opened-up 13 properties at Golden Lane Estate, 38 properties have been completed to date, the last opening will be on 29 January 2019.





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 11th January, we have completed 183 electrical tests across the Golden Lane Estate. Please note, Guardian will also be carrying out any remedial works required in November.

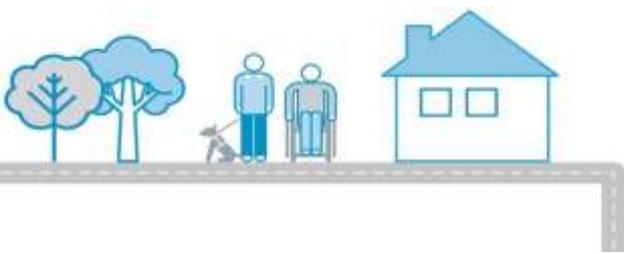
69 Satisfaction Surveys have been completed by tenants, which show customer satisfaction with our contractor, Guardian, at 98%.

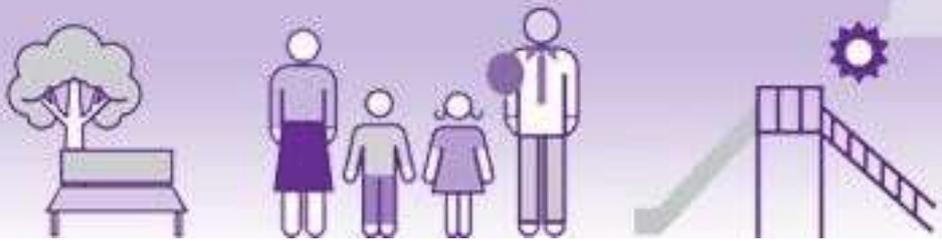
If you are a Leaseholder and are interested in taking up the opportunity of having the electrical test completed and installation of smoke detectors, please contact Jyoti on 0207 332 1734.

Concrete Repairs

Concrete repair works are almost complete. Authentic RAL colours are being used to match the original colours on the estate.

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

Painting works are continuing on all the blocks, with powered access now being used.

Crescent House

Works to the rear of Crescent are on-going and expected to be completed in two weeks.

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.

