



Golden Lane Estate

Weekly Update and Progress 25th 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 reported at the end of quarter 3 that our average customer satisfaction level is still 97% with Decent Homes work on Golden Lane Estate being well received (our target is 91%).

Concrete Repairs

We are very close now to completing this project, but I wanted to bring a couple items to your attention.

The first is that we have used the agreed estate colours using the correct paint codes but due to natural fading of the existing paint this is leaving the balustrades and other painted surfaces very patchy. We are aware of this and will try and match the repaired surfaces as close as possible to how they look now to lessen the impact and contrast.

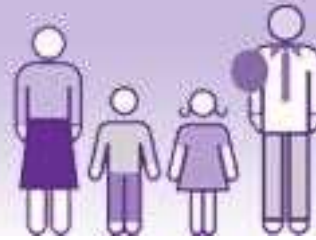
Secondly, the mobile working platform has caused some damage to the grass areas, but this will be repaired.

Getting the repairs right has been tricky but we are close to completing and only have painting works being carried out on the estate by Engie. We will be starting snagging work on the repairs shortly.

Windows

We have two leaseholders who have kindly offered to join our working group for the windows but still have not had any tenants come forward. It would be great to have you on board, so please get in touch (Jason.hayes@cityoflondon.gov.uk).

You may see us regularly coming to site to look at the windows as we start the process to not only create double glazed units but also look at improving how they work. First steps for us are to understand how they were designed in the first instance, so you may see us popping into void properties, inspecting frames close-up, measuring and taking lots of photos over the next few weeks.



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 23 January, TSG have opened-up 14 properties at Golden Lane Estate, 40 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.

We have completed 183 electrical tests across the Golden Lane Estate.

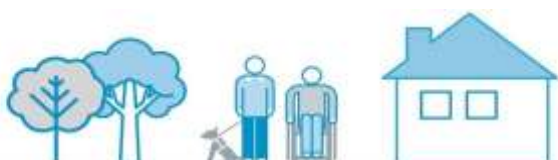
70 Satisfaction Surveys have been completed by tenants, which show customer satisfaction with our contractor, Guardian, at 98%.

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, but this is being reviewed where they don't match.

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.

