

Golden Lane Estate

Weekly Update and Progress 10th May 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%).

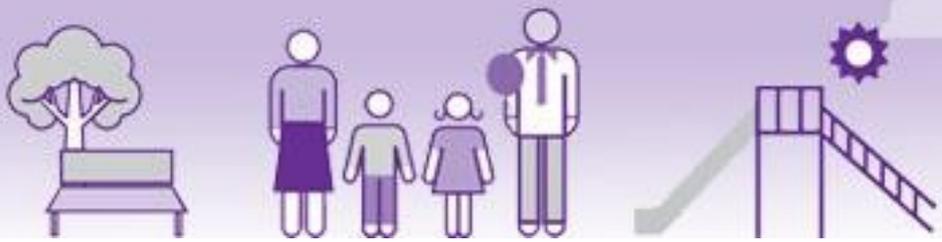
Fire Safety – Appliances in our Homes

I was asked to attend a Fire Safety summit at City Hall this week and some of the focus is still on our white goods or kitchen appliances. Nearly two years ago, after certain tragic events, the BBC reported that 60 fires a week were caused by faulty appliances.

At City of London, we have been proactively tackling potential issues by testing white goods as part of our electrical testing programme. We have taken a number of faulty appliances out of service as a result of this extra test whilst in the property. This idea is being shared and I hope this is adapted as standard with many other landlords increasing the level of safety in our homes.

Some appliances may have recognised faults by the manufacturer, and these will be part of a product recall. If you have registered your product with the manufacturer, they will contact you if there is a safety recall for that product or range of products.

If you haven't registered the appliance or are concerned, you can find out if your appliances have been part of a safety recall by visiting the London Fire Brigade website www.london-fire.gov.uk/product-recalls.asp and you can also register any new appliances on www.registermyappliance.org.uk (this also has product recall information).



The London Fire Brigade also provide the following advice:

- Should you have any concerns about the appliance such as burning smell or electrical 'sparking' noises, unplug it and seek expert advice
- Avoid keeping white goods and especially fridges or freezers on escape routes (e.g. hallways and landings)
- Visit the government's webpage on product safety at <https://productrecall.campaign.gov.uk>

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.

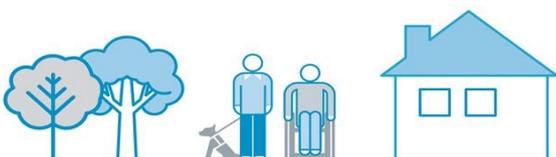


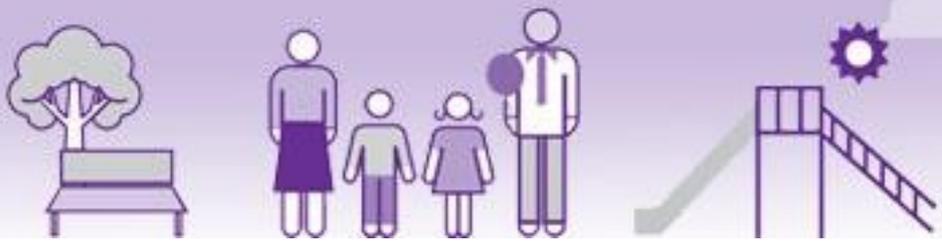
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Our Projects

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.

Concrete repairs

The repair works are complete and minor snagging is being addressed by the contractors this week. Following this the works will be officially signed off as complete. The cleaning and grass repairs are complete, and the contractor has removed all of their welfare.

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.

