

## Golden Lane Estate

### Weekly Update and Progress 30th 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.

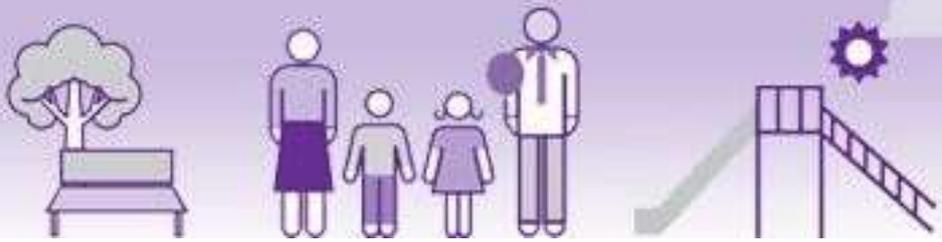
As a team of Project Managers and Clerk of Works, we are currently managing around 50 projects at various stages of design and delivery. We have a large variety of expertise in the team, managing projects from Concrete Repairs to Electrical Testing to Redevelopment. We have been very successful, with 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%).

### Christmas

I would like to pick up on some fire safety over Christmas to make sure we all get through it unscathed! There are the obvious items I could mention such as leaving candles unattended. You may think you've got this covered, but you'll be surprised how many homes I have visited over the years that have items such as incense ash just falling onto the carpet!

The main point I wanted to bring to your attention was Christmas lights and overloading our already busy electrical sockets.



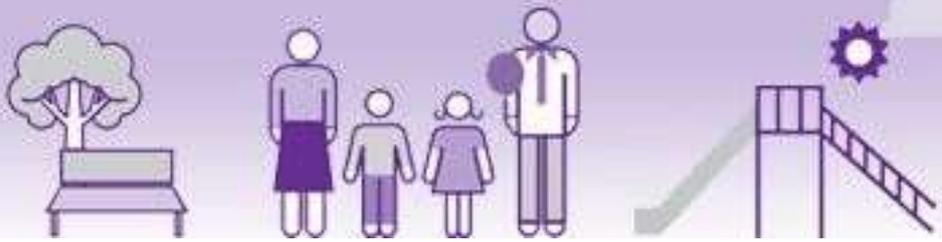


Before, you start plugging in those Christmas lights, I'd like you to think of a couple of things first:

- Check that the plug and wiring is intact. It could be that they have become damaged whilst they have been stored
- Check that all of the bulbs are intact. Remember they are glass, they break easy and older lights could have 240 volts running through them!
- Make sure you plug them directly into a fixed socket outlet or ONE extension lead being mindful of the maximum load for the extension lead
- Don't use the type of multi-socket devices shown on the previous page. All too often, the plugs and leads can prove too heavy and the plug-in device starts pulling away and exposing pins or arcing
- Are they outdoor or indoor lights?
- Don't plug extension leads into extension leads and if it is an extension lead that is wound up, make sure it is fully unwound if using items of a high load
- It may be wise to turn them off at night and before you leave the house (it saves you money too)

Lastly, although this may seem obvious but if you have older lights and very young children, I'd always recommend that you change them for an extra low voltage LED style; just in case they put them in their mouths for example. If you're not sure about any of the above, speak to an electrician for some advice.





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.

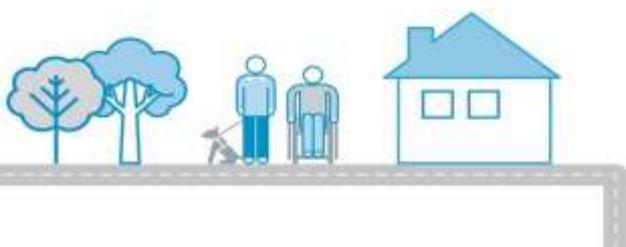
Over the next few pages, I'll provide updates on each of the Golden Lane Projects.

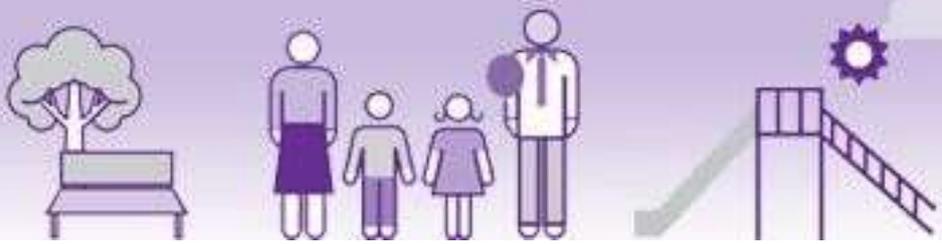


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## Our Projects

### Golden Lane Heating Phase 1

Thank you to the residents who have responded and provided access, we hope you enjoy the improved heating service. Should any resident experience issues with their heating, please contact the Estate Office or the repairs team on 0800 035 0003.

### Crescent House & Cullum Welch Heating

We are currently making progress with the options report taking into account resident feedback.

### Decent Homes

To date we have completed decent homes work in 26 properties on Golden Lane Estate and have 11 properties opened, there were a total of 46 refusals for the decent homes work. We have so far received 15 satisfaction surveys. Remedial works will be starting on Monday 3 December 2018.

### Great Arthur House – Fire Alarm System

As a result of resident feedback, accidental activations and expert consultation, the detectors within flats have now been changed to heat only. Residents should always treat alarm activations as genuine and take action accordingly.

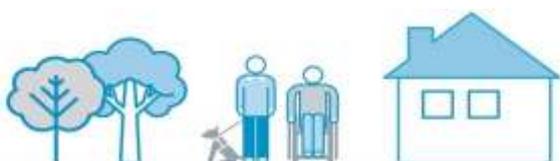
We thank all the residents for their patience and cooperation. A reminder that detectors must not be removed. Should you have any queries about the fire alarm and/or the emergency evacuation procedures, please contact the Estate Office.

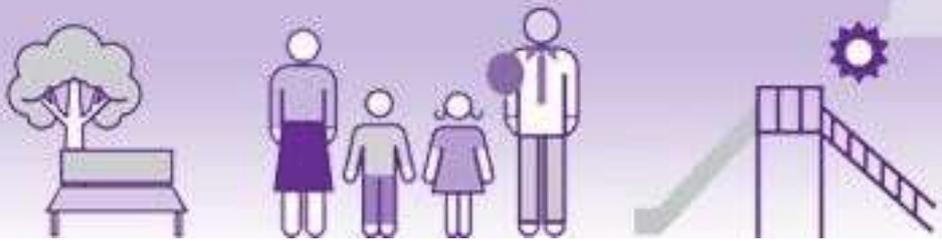
### Electrical Testing and Installation of Smoke detectors

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 Thursday, 29 November, we have completed 311 electrical tests across the Golden Lane Estate and two other City of London Estates, there are Five properties outstanding which require testing. Remedial works are due to start early January 2019.

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

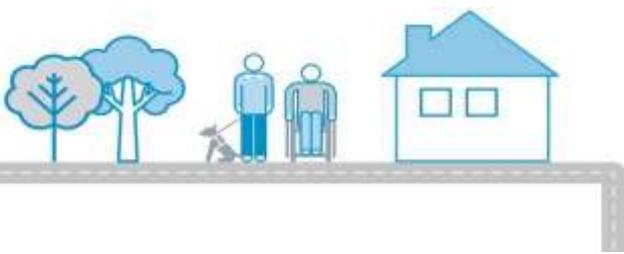


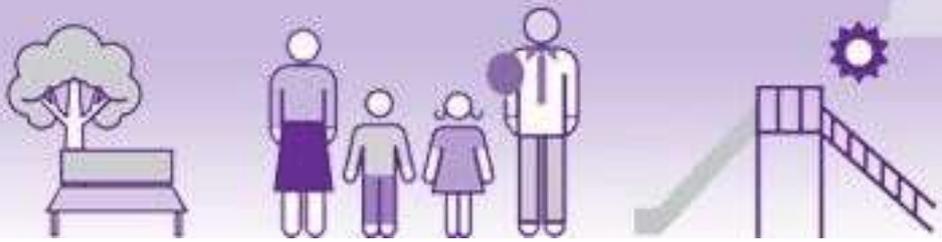


## Concrete Repairs

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***

*All works are due to be completed by the end of the week.*

***Crescent House***

*Works have progressed well, we are hoping to complete by the end of the week. Painting across the rest of the block will commence on Monday 3 December 2018.*

*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.***

