

Central Street

improving housing through partnership

Tenant Compact 2004-5 - Programme Update

In March this year, resident representatives in the Central Street area allocated a local budget of £164,000, split equally between the Bunhill and Clerkenwell wards, to 40 schemes covering over 20 blocks, estates and street properties.

Tenant and resident association representatives at the Bunhill and Clerkenwell housing sub panels decided to prioritise safety and security when allocating this years funding. Over half of the projects have already been completed with the remainder scheduled in for the next few months.

Are there small-scale works or improvements that are needed to your block or estate? If so we would like to hear from you. You can pass your ideas to us through your tenants association, or send them in writing to the Project Team, 85 Central Street, London EC1V 8DT, 020 7527 6222.

To find out if you have a tenants association, or would like some information about how to set one up, contact Mary Caudron, Performance and Partnership Officer at the Central Street Housing Office on 020 7527 6277.



Newly installed moped barriers on the Pleydell Estate



Projects completed so far this year

Braithwaite House	Renewed paving slabs and broken drain covers
Coltash Court	Installation of a light diffuser
Lagonier House	Block signs erected and works carried out to communal landing
Margery Street Estate	Improved lighting to Charles Simmons House car park New doormats to each block Renewed floor covering at St Helena House
Partridge Court	Improved lighting to the car park area and fire escape
53 Pentonville Road	Installation of a new intercom system
Pleydell Estate	Installation of moped barriers
Quaker Court	Block signs erected
Redbrick Estate	Estate signage erected
11b River Street	Installation of a new intercom system
St Lukes Estate	Block signs erected to each block Renewed paving slabs and light covers, plus additional lighting to Patterson Court Renewed fire exit doors at Newland and Patterson Courts
15 Yardley Street	Installation of a new intercom system and new front entrance door

Still to come

Wenlake Estate	Installation of barrier gates
Spa Green Estate	Conversion of the tool store into a community room
Quaker Court	Improvements to staircase lighting
Peregrine House	Tree maintenance



Renewed paving at St Lukes Estate



New signs at the Redbrick Estate

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YOUR SATISFACTION GETS A LIFT!

Whilst your satisfaction with the overall service provided at Central Street was the highest of any area housing office in the borough, your satisfaction with the maintenance of lifts was the lowest in Islington. 19% of the 709 of you that responded to this section of the Tenant Satisfaction Survey 2004 said they were very dissatisfied with the service, a figure that we aim to significantly improve on over the coming year.

Working with our residents

Resident representatives gave their views this summer at a newly formed liaison group with area office staff, our lift contractors Otis and the Homes for Islington lift section. Meeting quarterly, the aim of the group is to share ideas, look at ways to improve the service and increase your satisfaction.

It's a fact of life that lifts can break down, and you've told us that when this happens, you want to know what's going on. Otis agree that communication is key and their engineers will now be reporting to our caretakers or to tenant management organisation (TMO) offices to let them know what's happening with the repair. Posters and stickers will also be put up in the block to keep you informed.

What can you do?

- If your lift breaks down, report it to Islington Repair Line on 0800 694 3344 or speak to the estate services team on 020 7527 6232
- Give as much information as possible about the breakdown and always give the lift number

We want to know what you think about the service and the recent improvements that have been put in place. Have these changes made a difference? If you have any comments or suggestions, let us know. Call the Central Street office on 020 7527 6277.

Central Street Area Housing Panel Dates 2004-5

- **Thursday 18th November 2004**
- **Thursday 20th January 2005**
- **Thursday 17th March 2005**

Do you need somewhere safe and secure to leave your car?

Garages and car cages are available in the blocks listed below. Weekly charges for garages are £20.61 exclusive of VAT for non-tenants and £13.74 for tenants. Car cages cost £9.65 exclusive of VAT for non-tenants and £6.43 for tenants. For more information and an application form, call the numbers below:

<i>The Triangle</i>	<i>020 7527 6245</i>
<i>Peregrine House</i>	<i>020 7527 6245</i>
<i>Earlstone Estate</i>	<i>020 7527 6245</i>
<i>Patterson Court</i>	<i>020 7527 6292</i>
<i>Cope House</i>	<i>020 7527 6292</i>

Please note that tenants in rent arrears will not be able to rent a garage or car cage.

Capital Programme Update

Consultation is currently underway with residents of the King Square estate in preparation for a major works programme due to start this autumn. Window and roof renewal, concrete repairs and internal and external decorations to the communal areas will take place on the estate in a £6-7 million project funded by Homes for Islington.

Cyclical decorations, including the painting of communal areas, front entrance doors and associated repairs are also planned this autumn to the Redbrick Estate, Quaker Court, 19-24 Wynyatt Street and Catherine Griffiths Court. Residents of Bartholomew, Steadman and Vickery Courts on the Redbrick Estate will also benefit from the installation of UPVC double-glazed windows.

For more information please call the Project Team on 020 7527 6222.

Area housing panels are a means for us to consult with our tenants and leaseholders about how we provide our housing services. Resident representatives from both the Bunhill and Clerkenwell wards are invited to these meetings, which are open to the public and held in the evenings at 7pm. For further information, including locations, please call Mary Caudron on 020 7527 6277.

