

# Isledon Road



improving housing through partnership



## HFI ISLEDON ROAD AREA HOUSING OFFICE: on-estate financial year 2005/6 technical update

The following blocks are to benefit from on-estate programmed works throughout the coming financial year: Blenheim Court; Medina Court; Rosedale Court; Kenton House; Tannington Terrace; Leiston House; Otley House; Aubert Court; Tawney Court and Westerdale Court.

Although works to each estate may vary, new windows and major repairs form the basis of each programme.



## How much?

In its ongoing battle against graffiti, Isledon Road has been using its mobile steam-cleaning crew to target and remove graffiti on its estates, whenever possible. To try and evaluate the costs savings attached to this work and to build up records as to locations, staff are now taking 'before and after' photos. Information relating to the amount of graffiti, cost to remove, and financial savings in effectively tackling anti social behaviour in this manner are logged each day on a dedicated spreadsheet. This key information will form the basis for a report over the next three months.

## Tell us what you want

Isledon Road is pleased to announce that it is shortly to go live with a service level agreement for its caretaking service at Drakeley Court. After meetings with residents, managers have reached agreement as to how the caretaking hours devoted to this block should be allocated. This takes into account residents concerns and priorities and allows for the frequency of tasks within these hours to be adjusted to reflect the block's caretaking requirements. Representatives of the tenant and resident association of Clifton Court and Haden Court have also registered their interest and this is awaiting further development.

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## YES WE LISTEN

Residents may be aware of previous works to install a metal gate and intercom system to Larchmore Court. Following representations from a concerned tenant, raised prior to the system going live, HFI staff have looked again at the location of the security gate.

As a result, it was agreed to relocate the entrance and this work will be completed by the end of March 2005. Once in operation, this will represent yet another security initiative addressing concerns of residents.



## SWEEPER PILOT

A new road cleaning pilot has been started, which involves using a mechanical sweeper to clean estate roads in the Isledon Road area. The purpose is to see whether this is an effective way of cleaning roads and if it will free up caretaker workloads and leave time free for other caretaking work. The pilot is part of Homes for Islington's drive towards improving services.

## Pyramid makeover

In its continuing battle against antisocial behaviour and working in partnership with the police, officers have advised that Tenant Compact money has been provided for additional security measures for the three pyramid blocks on the Andover Estate. Metal doors, fitted with 'GERDA' locks will now be placed at the bottom of the communal stairs on the top floor of each block. Works should be completed by the end of March 2005 and will hopefully bring to an end these areas being used by people for drug use.

## Harvist Estate concierge update

Good news for residents, their families and bona fide visitors! Installation of a new concierge to the Harvist Estate is underway. It is anticipated that the work will take approximately 30 weeks to complete.

Part of the package of works and service includes dedicated on-estate CCTV cameras, which will record for 24 hours, seven days a week. Cameras will be located at all entrance and exit points of the high-rise blocks, one in each lift and one on each stair well. The remainder of the cameras will cover the on-estate car parks and walk ways. The concierge service will comprise of two dedicated operatives working split eight-hour shifts. This effectively means that concierge control room will be manned for 16 hours per day, seven days a week.

## Pro-active garage audit

Staff at Isledon Road embarked upon a physical audit of its estate garages and parking spaces. Designed to maximise take-up, staff have first to confirm what is available, what needs repairing, and who is in occupation. Funds can then be targeted to bring back into use key facilities that are not currently available.



## Green police?

Residents will soon see police officers on mountain bikes in and around the Tollington estates. This initiative falls in line with 'Green approach' strategy of government and Islington Council. It also offers a practical and fresh approach to on-estate policing in the Isledon Road area.