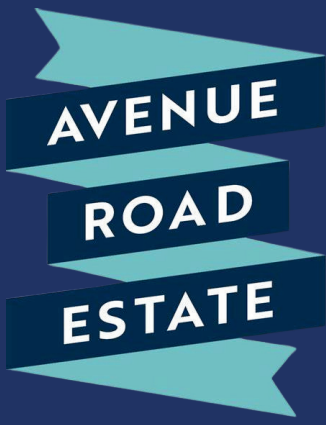


# Avenue Road Estate

## Newsletter



### Regeneration update

The Council are continuing their work to update the outline business case which will set out how the Council intends to progress its preferred option to deliver the Avenue Road Estate regeneration scheme.

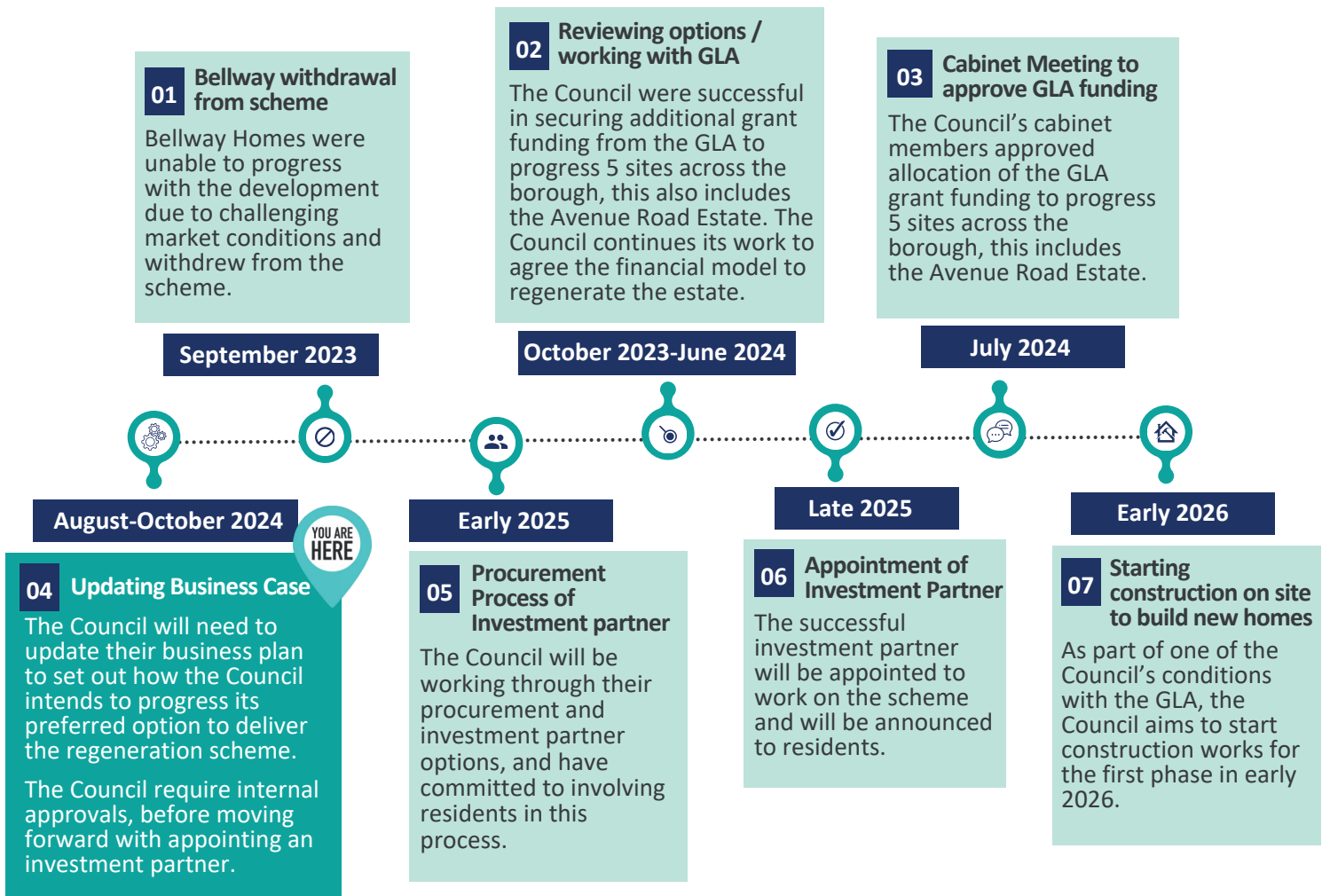
Once the business case has been approved, the Council will then be able to start the process of appointing an investment partner who will be responsible for building the new homes on the estate.

The Council aim to start building new homes on site by early 2026.

A timeline of the Council's regeneration process is below, outlining what's happened so far and the next steps.

In the meantime, if you have any questions, the Council's Regeneration team are onsite for the weekly project shops, so pop in and see the team every Thursday from 10am until 4pm at the portacabins by Mulberry Court, Hall Road.

### Regeneration process timeline



Please note that this timeline is indicative and may be subject to change as it is dependent on the completion of each milestone. For example, the Council cannot start the procurement process of an investment partner until the business case has been approved.

# Meeting update from the Residents' Regeneration Project Group – 30th July

On Tuesday 30th July Waltham Forest Council met with the Avenue Road Residents' Regeneration Project Group (ARRRPG) to discuss matters relating to the regeneration and maintenance of the estate.

The ARRRPG is a group of around 20 residents who live on the estate, and their role is to work with the council and share issues and concerns impacting Avenue Road Estate residents.

Listed below are some of the issues that emerged from the recent meeting in July. The council will be working to address these over the coming months.

## Regeneration Scheme

- Update residents on the council's development of the business case for delivering the regeneration scheme.
- Residents will be involved in the procurement process of selecting the investment partner / developer to build new homes on the estate.
- Feedback to residents about the rehousing process, decant status, and priority allocation points.

## Community Safety

- To feedback on the council's estate walkabout carried out with the security team on 1st August 2024, and considerations for improving CCTV and lighting.
- Council to work with residents to draw up proposals for improving security on the estate.
- The council to work with the local police regarding estate patrols.
- To secure the rear access by the vacant ground floor property at Mulberry Court (by entrance A)

## Building Safety

- Update residents on the fire consultant report and structural survey carried out on investigating subsidence in communal staircases in the blocks.
- Facilitate a separate meeting with the structural engineers and residents to share information from the recent structural survey.
- The council to issue reports for asbestos surveys carried out in individual properties and compile a list for those properties where asbestos checks are yet to be carried out.

## Housing Management and Assets

- To clarify the rents levels with the council's Rents Team and feedback to residents.
- To update on timescales for refreshing the communal areas (e.g. repainting)
- To look into whether Astons Group can attend the repairs surgery to pick up on heating repair issues.
- To ensure that monthly walkabouts are held on the estate where residents can point out areas that require attention (e.g. cleaning / ASB hotspots)
- To feedback on the installation of the new bin chutes.
- To feedback on the proposals for a deep clean of the estate, which will include all blocks and communal areas.
- To look into overgrown trees impacting windows & TV signals, particularly at Mulberry Court.

## Resident Engagement / Communications

- Simplify the use of technical language in communication, use less jargon, and include definitions.
- Include a timeline of the regeneration process in this newsletter up until start on site.
- Council to work with Morgan Sindall to hold an estate funday for residents on Thursday 22nd August.



## Keen to get involved?

For more information or if you would like to join the Avenue Road Residents' Regeneration Project Group (ARRRPG), please contact NewmanFrancis

☎ 0800 644 6040 (freephone)  
✉ [avenueroad@newmanfrancis.org](mailto:avenueroad@newmanfrancis.org)

## Repairs surgeries



Morgan Sindall Property Services have been holding bi-weekly repairs surgeries on the Avenue Road Estate since July, where residents can discuss a repair issue with an operative.

These repair surgeries will now be held monthly on the third Thursday of every month from 10am-1pm.

The upcoming surgery dates until the end of the year are listed below:



- Thursday 17 October, 10am - 1pm
- Thursday 21 November, 10am - 1pm
- Thursday 19 December, 10am - 1pm



## How to report a repair



Morgan Sindall Property Services (MSPS) is responsible for resolving any repair issues for council properties in the London Borough of Waltham Forest.

This includes day-to-day repairs, emergency repairs, out-of-hours services, and issues in communal areas on estates.

You can report a repair by contacting:

☎ 020 8496 4197

✉ [wfhrepairs@morgansindall.com](mailto:wfhrepairs@morgansindall.com)

### HOW TO REPORT LIFT REPAIRS

Lifts breaking down can be reported directly to Astons using the number below:

☎ 0208 496 3000

### HOW TO REPORT DAMP AND MOULD

Damp and mould can be reported to Morgan Sindall Property Services:

☎ 020 8496 4197

You can also scan the QR code below to complete an online form to report damp and mould



## Structural surveys



The recent structural surveys carried out by Waltham Forest Council in April 2024 found that there had been no deterioration in the condition of the block since the previous surveys were undertaken in 2020.

If you wish to receive a copy of the recent structural report, please email Dianne Obichere at [dianne.obichere@walthamforest.gov.uk](mailto:dianne.obichere@walthamforest.gov.uk)

Information from a separate survey carried out by engineers in communal staircases to investigate subsidence, along with a fire safety survey, will be available in due course.



## Reporting anti-social behaviour

Please contact Zulifah Nalubega, your Tenancy and Place Officer, if you wish to report any anti-social behaviour (ASB) taking place on the estate by either calling 0208 496 5661 or emailing [zulifah.nalubega@walthamforest.gov.uk](mailto:zulifah.nalubega@walthamforest.gov.uk)

When a resident reports ASB on the estate to Zulifah Nalubega an ASB case is opened and the given an ASB log via email. The log helps to capture further intel for key times ASB activity is taking place to help catch perpetrators.

If the ASB matter is urgent, please report this to the police by calling 999.

To report a non-emergency crime, please call 101.

You can also contact your local Safer Neighbourhood Team (SNT) via 0208 721 2036 or [NEMailbox.SNTCannHall@met.police.uk](mailto:NEMailbox.SNTCannHall@met.police.uk)

Cann Hall (SNT) is a dedicated group of local Met police officers working closely with the Council, community leaders and residents.

## Join our estate walkabouts



Waltham Forest Council will be holding a resident estate walkabout to identify any areas on the estate that are anti-social behaviour (ASB) hotspots, as well as areas that require attention with cleaning.

Walkabout details:



**First Thursday of every month**



10am



Outside the portacabins, in front of Mulberry Court and opposite Downsell Primary School

To get involved please get in touch with Zulifah Nalubega, your Tenancy and Place Officer, by emailing [zulifah.nalubega@walthamforest.gov.uk](mailto:zulifah.nalubega@walthamforest.gov.uk)

## Need support with rehousing?



Michelle Carroll is the council's dedicated Decant Officer who will be working with Avenue Road Estate residents throughout the regeneration.

If you require any advice and support with the rehousing process, which includes:

- re-activating your bidding to bid for homes elsewhere within the borough.
- overcrowding – meaning that your bedroom need is greater than the number of bedrooms you have in your current home (in line with the council's allocation policy).
- under-occupying your home.
- medical or accessibility needs e.g., if a member of your household is a wheelchair user, has a disability, or requires a special adaptation.
- additional support needs.

Please get in touch with Michelle Carroll, Decant Officer, using the details below:

Call: 07918 937148

Email: [michelle.carroll@walthamforest.gov.uk](mailto:michelle.carroll@walthamforest.gov.uk)

Face to face: At the weekly project shops on Thursdays at the portacabins from 10am until 4pm

## Bed Bugs



Have you noticed any signs of bedbugs in your home? Don't wait—bedbug infestations can spread quickly and become a major nuisance.

If you suspect any issues, feel free to contact your tenancy officer Zulifah Nalubega – [Zulifah.Nalubega@walthamforest.gov.uk](mailto:Zulifah.Nalubega@walthamforest.gov.uk)

## Community Funday



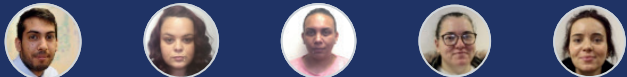
We held a funday for residents at Avenue Road on Thursday 22nd August, where there were activities for all. Thank you to everyone who got involved on the day!



## Independent advisors

NewmanFrancis is your Independent Tenants' & Residents' Advice Service (ITRA) who provide independent and impartial advice and support to residents. They are here to help you understand the regeneration process and how you will be impacted by any changes to your estate.

You can drop in at our coffee afternoons, or get in touch by calling 0800 644 6040 (freephone), or emailing [avenueroad@newmanfrancis.org](mailto:avenueroad@newmanfrancis.org)



## Coffee afternoons

You are welcome to drop in on Wednesdays to speak with NewmanFrancis, the Independent Tenants' & Residents' Advisors (ITRA) to find out more about the regeneration process and your rights and options. The coffee & chat sessions run every Wednesday from 3pm - 6pm in the portacabins by Mulberry Court, Hall Road.



## Project shops

You can pop in on Thursdays at the Project Shops to find out more about the redevelopment of the Avenue Road Estate and speak with the Waltham Forest council team, including the decant officer Michelle Carroll.

The project shops take place every Thursday from 10am - 4pm (closed for lunch from 1-2pm), at the in the portacabins by Mulberry Court, Hall Road.

## Langthorne Park Consultation

Waltham Forest Council and partners are looking at making improvements to Langthorne Park and will be engaging with local residents in Leytonstone to shape the vision and projects for the park, and to explore opportunities for volunteering and community activities.

To find out more about the Langthorne Park improvements, please visit the weblink below or scan the QR code:

<https://talk.walthamforest.gov.uk/langthornepark>



## Contacts:

**Dianne Obichere: Senior Regeneration Project Manager**

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[dianne.obichere@walthamforest.gov.uk](mailto:dianne.obichere@walthamforest.gov.uk)

**Michelle Carroll: Project Decant Officer**

07918 937 148

[michelle.carroll@walthamforest.gov.uk](mailto:michelle.carroll@walthamforest.gov.uk)

**Zulifah Nalubega: Tenancy & Place Officer**

0208 496 5661

[Zulifah.Nalubega@walthamforest.gov.uk](mailto:Zulifah.Nalubega@walthamforest.gov.uk)

**NewmanFrancis ITRA:**

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