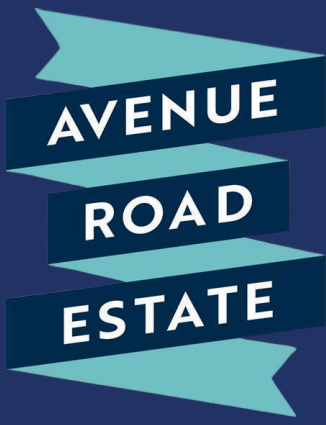


# Avenue Road Estate

## Newsletter



## Regeneration update

Following the council's letter to all residents of Avenue Road Estate on 8 February 2024, we are writing to outline the work that we have been undertaking to develop an updated business case for the regeneration of the Avenue Road Estate, which would include new homes for all residents, additional housing, and improved public spaces across the estate.

**We are pleased to inform you that the Greater London Authority (GLA) has formally confirmed the council's success in securing in-principal grant funding to advance projects across five sites in the borough, including an additional allocation for the Avenue Road.**

The Council will be carrying out further work to ensure that a viable and affordable scheme can be effectively delivered by the council.

## What's next?

- 1. July 2024 Cabinet Meeting:** A report will be presented to Cabinet on 9 July, seeking agreement in principle on the allocation of GLA grant funding across five sites in the borough, including the Avenue Road estate.
- 2. Development of an Updated Business Case:** Once the GLA funding allocation is agreed in principle, council officers will proceed with developing an updated business case for the regeneration of the Avenue Road estate. If a viable business case is developed, it will be taken to Cabinet for approval.
- 3. Appointment of Investment Partner:** After approval of the revised business case, the council will initiate the process to appoint an investment and development partner. Residents will have opportunities to participate, with details shared at the time. The appointment of the investment partner will require subsequent approval by the Cabinet.

Throughout the regeneration process, we are committed to keeping residents informed, involved, and we welcome your feedback and comments.

The council is acutely aware of the challenges facing residents living on the Avenue Road Estate. Developing a viable business case for the estate's regeneration poses several funding challenges, and the delivery of new homes will span several years. During this period, the council remains dedicated to ensuring residents are engaged and updated.

We will update residents with further detail on the next steps at the Avenue Road Residents Regeneration Project Group meeting in July, and following the cabinet meeting we will put together an indicative timeline of the next steps in the process which will be shared with residents.



Scan the QR code to find out more about cabinet meetings and how you can get involved

# Meeting update from the Residents' Regeneration Project Group

On Tuesday 4 June 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 meeting in June. The council will be working to address these over the coming months.

## Regeneration Scheme

- Provide feedback to residents on the regeneration process following the council's discussions with the Greater London Authority (GLA) and the council's cabinet meeting in July 2024.
- Put together a regeneration timeline outlining the different stages of the process and share with residents.

## Community Safety

- Review and check the 18 CCTV cameras on the estate. Provide feedback to the ARRRPG on the status of these cameras including location and if they are in good working order.
- Host 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.

## Building Safety

- Share information from the recent structural surveys of the blocks/homes which were carried out and informing residents of the next steps regarding the council's strategy towards the empty properties on the estate.
- Arrange an inspection of the subsidence of the stairwells and feedback to residents.

## Housing Management and Assets

- To clarify the rents levels with the council's Rents Team and feedback to residents.
- Deep clean of the estate is planned for late summer 2024, which will include all blocks and communal areas.
- Liaising with Morgan Sindall Property Services to explore the possibility of holding regular repair surgeries on the estate. The council are also monitoring Morgan Sindall's performance of the works that are being carried out inside homes, as well as staff performance at their contact centre.

## Resident Engagement / Communications

- Holding regular ARRRPG meetings to ensure that residents can continue to raise matters to senior officers at the Council.
- Future estate newsletters to include updates on key matters that have come out from ARRRPG meetings to ensure that all residents living at Avenue Road are kept updated.
- The Council is looking at ways to improve engagement with the Avenue Road community, which also includes exploring activities that residents can get involved in.



## 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)

## 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**, and the next walkabout will be on **Thursday 11 July 2024**

 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



## 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.



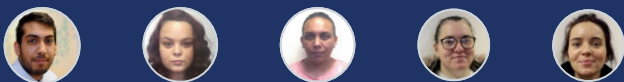
## Independent advisors

NewmanFrancis is your Independent Tenants' & Residents' Advice Service (ITRA). Our role is to provide independent and impartial advice and support to residents.

We are here to help you understand the regeneration process and how you will be impacted by any changes to your estate.

If you would like to speak with a member of our team, we are based on your estate every Wednesday, 3pm-6pm at our coffee and chat sessions at the portacabins.

You can also get in touch with us by calling 0800 644 6040 (freephone) or emailing us at [avenueroad@newmanfrancis.org](mailto:avenueroad@newmanfrancis.org)



## Project shops

To find out more about the regeneration of the Avenue Road Estate and speak to the Waltham Forest Council team, including the Decant Officer Michelle Carroll, pop into one of the project shops.

**The weekly project shops take place every Thursday from 10am until 4pm** (closed for lunch from 1-2pm), at the Portacabins on the estate (by Mulberry Court, Hall Road).

## Coffee afternoons

To find out more about the regeneration process, your rights and options drop by and speak to NewmanFrancis, the Independent Tenants' & Residents' Advisors (ITRA).

**The weekly coffee afternoons run every Wednesday from 3pm until 6pm at the Portacabins on the estate (by Mulberry Court, Hall Road)**

## 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



## Contacts:

**Dianne Obichere: Senior Regeneration Project Manager**

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**Michelle Carroll: Project Decant Officer**

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**Zulifah Nalubega: Tenancy & Place Officer**

0208 496 5661

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

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