

# Avenue Road Estate

## Newsletter

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May  
2024

## Regeneration update

**Waltham Forest Council would like to reassure residents that we remain committed to securing long-term investment for Avenue Road Estate, following the withdrawal of developers Bellway Homes in August 2023. We continue to work to establish a financially sound and realistic approach to deliver new homes for residents.**

The Council is currently working with the Greater London Authority (GLA) to identify a way forward; this includes reviewing potential viable investment options alongside the GLA.

We are aiming to write to all residents with more information about the investment options for the estate by the of June 2024.

The Council will also be meeting with the Avenue Road Residents' Regeneration Project Group (ARRRPG) in the coming weeks to discuss issues and concerns that have been raised by residents about the regeneration and estate maintenance. We will share an update with you following this meeting.

The Council will also work with the residents' group to agree a date for an in-person meeting where all residents of the estate are invited to ask questions to senior members of the regeneration and housing team.

In the meantime, if you have any questions, please use the contact details below to get in touch:

- 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. Also individual officers' contact details are on the back page of this newsletter.
- NewmanFrancis, your Independent Tenants' & Residents' Advice Service, on 0800 644 6040 or email [avenueroad@newmanfrancis.org](mailto:avenueroad@newmanfrancis.org) or drop in at their coffee afternoons for a chat every Wednesday at the portacabins from 3pm until 6pm.



### NewmanFrancis ITRA



For independent advice & information about the Avenue Road Estate regeneration, please contact:

 0800 644 6040 (freephone)

 [avenueroad@newmanfrancis.org](mailto:avenueroad@newmanfrancis.org)

## 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 advice and support with the rehousing process, including:

- 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 using the details below:

☎ 07918 937148

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

She is also available to meet in person on the estate at the weekly project shops on Thursdays at the portacabins from 10am to 4pm.

## Tenancy and Place Officer update

Zulifah Nalubega is your Tenancy and Place Officer for the Avenue Road Estate, responsible for any tenancy or communal area related matters.

You can contact Zulifah on 0208 496 5661 or via email: [zulifah.nalubega@walthamforest.gov.uk](mailto:zulifah.nalubega@walthamforest.gov.uk).

### Communal areas

Keeping all communal walkways clear is crucial for safety and accessibility.

It ensures that everyone, including residents, visitors, and emergency services can navigate these areas without obstruction and also help prevent accidents.

Please do not leave any rubbish on the communal walkways, and to throw all rubbish down the bin chute. Please discard any bulk waste items into the designated bulky waste areas on the estate.

### Reporting stray animals

Any dog loose in a public space and does not have a person in charge is considered a stray. This includes those that have been let out to exercise themselves rather than being walked by the owner.

If you would like to report a lost or found stray dog please contact the on-duty officer by calling 07816 965 690.

## Structural surveys



Waltham Forest Council has commissioned Michael Dyson Associates Ltd, who are a leading provider in structural design and engineering, to undertake structural surveys in communal areas and empty properties.

These surveys took place from Monday 22 April until Friday 3 May 2024, and required the contractors to take samples of the wall material / concrete.

The purpose of this survey is to better understand the condition of the buildings and the works that may be required in the short and medium term to maintain them, as well as help the council decide the future of the void properties on the estate.

We will share these findings with you in the coming months once the surveys have been reviewed.

If you have any questions in the meantime, please speak to the Building Safety Team by emailing [BuildingSafety@walthamforest.gov.uk](mailto:BuildingSafety@walthamforest.gov.uk)



## Your questions

In recent weeks the council has received some resident questions around the regeneration and housing management. The council has responded to some of these below:

Questions	Council response
Did the council try to renegotiate with Bellway before they withdrew from the scheme?	Due to changes in the economic climate i.e., increases in interest rates, inflation and build costs, Bellway was unable to proceed with the scheme. Detailed negotiations were held with Bellway to consider alternative solutions, but it was not possible to agree a way forward due to the additional financial risk that the company felt the scheme presented. We acknowledge that residents invested considerable trust and commitment in Bellway and the regeneration process, and the council fully understands the impact of this on residents.
Are the current buildings structurally safe, we are concerned about our health and safety	The council takes health and safety at Avenue Road very seriously. We are currently undertaking further structural surveys to better understand the condition of the buildings and the work that may be required in the short and medium term to maintain the blocks. We will continue to closely monitor their condition and take appropriate action while we look for long term investment options. <i>Please see the Structural Surveys section on the previous page of the newsletter for more information.</i>
What is being done to sort out the anti-social behaviour on our estate?	<p>We have been informed of the increase in anti-social behaviour (ASB) since the removal of the Waking Watch. The Housing team works closely with different agencies including the local police to monitor ASB at Avenue Road and take action to mitigate these issues.</p> <p><b>Reporting ASB</b> Please contact Zulifah Nalubega, your Tenancy and Place Officer, if you wish to report ASB on 0208 496 5661 or via email <a href="mailto:zulifah.nalubega@walthamforest.gov.uk">zulifah.nalubega@walthamforest.gov.uk</a>.</p> <p>If the ASB matter is urgent, please report this to the police by calling 999. To report a non-emergency crime, please call 101.</p> <p>You can also contact your local Safer Neighbourhood Team (SNT) by calling 0208 721 2036 or emailing <a href="mailto:NEMailbox.SNTCannHall@met.police.uk">NEMailbox.SNTCannHall@met.police.uk</a>. Cann Hall (SNT) is a dedicated group of local Met police officers working closely with the Council, community leaders and residents.</p>
What fire safety works were carried out in the blocks?	The council removed the external laminate board cladding to the kitchen fronts and soffits of the walkways and expanded polystyrene insulation behind these boards. Also, the laminate board and expanded polystyrene to the communal areas between blocks and to the soffit of the tunnel through Gean Court were also removed and replaced with a cement based non-flammable board and non-flammable mineral wool insulation. These works were completed in summer 2023 and, based on specialist fire safety advice, the council was able to stand down Waking Watch on the estate.
Why did our rents and council tax go up?	The council acknowledges the rise in the cost-of-living, which is impacting households across the country. The rent increase is a standard calculation, which has been applied to every social housing tenancy across the borough.

The council will address more questions from the community in the coming months at a future residents' meeting, and in the next edition of the Avenue Road Estate newsletter.



## 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)



## Contacts:



**Dianne Obichere: Senior Regeneration Project Manager**

07741 147 538

[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)

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