

Lisgar Terrace Newsletter December 2020

Useful contacts

Customer service centre: **0300 303 1061** (for all queries including rents and repairs)

Home Services Manager: frances.omahony@shgroup.org.uk (part time Wed am & Thurs/Fri)

Estate Care Manager: humphrey.thompson@shg.org.uk

Durkan's Resident Liaison Officer: **Sonia Allen** Sonia.allen@durkan.co.uk

Removal or bulk rubbish: **0208 753 1100 (10 items for £26.55)**

Estate Services Update

Welcome back to Jeff. This means that we say goodbye to Maria the temporary cleaner who has now left Southern Housing Group. Please be aware that Jeff works Monday to Friday 8am-4pm. There is no out of hours or weekend caretaking service available.

Anna Vachou has replaced Guy Hunter as the Estate Care Operations Manager for the West London Area.

Estate Services will provide a skip for residents to use over the Christmas period to hold all the extra rubbish/packaging that this time of year tends to generate. This is likely to be located near the visitors parking bays.

Visitor Scratch Cards for Parking Bays

The scratch cards can usually be bought from the service centre at a cost of £15 for 25 cards with each card giving a three hour parking entitlement. Please note that due to Covid restrictions however there are currently no office based staff to physically send these scratch cards out - so unfortunately if you don't have any scratch cards in hand you won't be able to order any now and your visitors will have to make alternative arrangements or risk getting a ticket.

Bin and Bicycle Shed Lighting

Durkan have fitted parts to each bin shed so that they are all operating through light sensors (some bin lights were on 24/7 and others didn't work at all). The bike sheds have had similar problems to the bin sheds so Durkan plan to carry out work to these lights too- hopefully, this will be completed before the Christmas break.

The bicycle shed near to Autumn and Briar Court is accessible with the fob keys for those blocks. Keys for the other bike sheds can be requested through me. Please be aware that those of you who wish to store your bicycles in these sheds do so at your own risk- Southern Housing Group accepts no responsibility for the loss or damage of any bikes stored here.

Bike shed locks- If there is a problem with any of the bike shed locks **do not** report it to Maintenance or Wates instead please let me or Jeff know of any issue as these are specialist locks (secure by design with non duplicating keys) and need a local locksmith to deal with any problem.

Phase 5 of the Regeneration

Durkan report that Phase 5 of the building project is going well. The drainage connection for all blocks has been completed as has the gas pipe connection to the three blocks. Rendering has been completed on block E and is in progress to blocks H and I. Connection works for the mains water has commenced. First and second fixings are now underway inside the blocks for the dry lining, the plumbing and electrics.

The refurbishment of the community centre and the building of the play area will be started a little later than originally planned as the porta cabins situated in this area will need to remain in place so as to accommodate the Durkan workers at a safe distance in order to comply with the Covid guidelines. The community centre/play area works should start in early summer 2021.

The external landscape work will start in February.

The scaffold to block E is currently being removed. Windows will be cleaned again in April once all the scaffolding has been taken down.

Durkan break up for Christmas on 23rd December and will resume work again on 4th Jan. Should you have an **emergency** relating to the building works please call 0800 917 5987.

Steering Group

The Lisgar Terrace Steering Group is a group of resident representatives who work with us on aspects of the redevelopment that affect those living in Lisgar Terrace. The Steering Group aims to reflect the diversity of the Lisgar Terrace residents in its membership and there is room for others to join, especially those from under-represented groups or blocks. If you're interested in joining, or just want to find out more, please give Alison a call on **07926 076901**.

Service Centre

The Service Centre will be open on the following days during the Christmas Period:
29th, 30th and 31st 10am-2pm

Outside the above hours calls will be taken for emergency repairs only on 0300 303 1061.

Wishing you all a Merry Christmas and better times ahead for 2021

Frances O'Mahony

