

Lisgar Terrace

Regeneration newsletter June 2021

New automated entrance gates

Welcome. Frances wrote to you recently with information about the new pedestrian and vehicle gates that are being installed at the main archway into the estate.

We'll write to you again before we start to use the gates, to request some personal information. This will enable you to register up to three mobile or landline numbers with NACD, the entry system provider. We'll also ask for the 10-digit reference numbers engraved on your green key fobs.

Please note, this information will be collected by us on behalf of NACD. If you're in any doubt about who is requesting your personal information to register you for gate access, please check with Frances or Alison.

Georgiana Court residents will be contacted by NACD to exchange blue fobs for green fobs, which will open the gates and your entrance door. These will be **free** to exchange but there will be an additional charge of £12 for any additional or lost fobs.

Residents with parking permits

Radio transmitters (black fobs) will be provided for residents with a current parking permit to open the vehicle gates. These will be registered at the point of distribution. Additional or replacement black fobs, and those distributed after the initial roll out will cost £45 each.

Contact Frances or the Business Support Team (via the Service Centre) if you would like to join the waiting list for a parking bay.

Gate access information and registration drop-in days

We'll be hosting two drop-in sessions, where you can come along and ask questions about the gate access system. Please bring your contact details and key fobs and we will register them for you.

Drop-in sessions

When:

- Thursday 8 July from 2 to 7pm
- Saturday 10 July from 10am to 2pm

Where: Samuel Square Marketing Suite, 3 Briar Court (by the pedestrian entrance on Lisgar Terrace).



We won't start using the gates until after these drop-in sessions and following further resident consultation on the preferred hours of closure.

Landscaping improvements

The Regeneration Team arranged a walkabout on 23 April 2021 with landscape architects Levitt Bernstein, colleagues from Estate Care and Home and Property Services, residents from the Steering Group and others with a keen interest in gardening.

We identified areas that need improving or refreshing and admired areas where residents have created beautiful gardens.



Levitt Bernstein are currently developing recommendations to address the key issues, which include:

- Sunken and dying lawn areas
- Failed planting beds
- Hard landscape improvements
- General improvements to soft landscape and resident amenity

They will then liaise with our Estate Care Team to carry out the hard and soft landscaping improvements.

If you have any ideas or concerns about the landscaping, please let Alison or Frances know before the September Steering Group meeting.

Steering Group

The Lisgar Terrace Steering Group is a group of resident representatives who work with us on aspects of the redevelopment that affect residents of Lisgar Terrace.

We would like to thank the members who have given their time and shared their ideas on Zoom this year.

Minutes are pinned on the noticeboards after each meeting. They are also available on the [Lisgar Terrace webpage](#) along with previous newsletters.

The next Steering Group meeting will be held at a local venue on Tuesday 7 September at 6-8pm

Contact Alison if you are interested in joining us.

The New Archway Entrance

The new archway is now in use, however while the external works are underway, the system to drive around the estate is two-way. Once the works are finished this will become a one-way system.

Please drive slowly and carefully around the estate as the temporary two-way traffic will undoubtedly mean extra patience is required.

Visitor Car Parking Bays

Please remember that **you need to display a scratch card if you wish to park in the visitors' bay**, (some visitors without a scratch card have recently been ticketed by CPM).

The scratch cards can be purchased via the service centre for £15 for 25 scratch cards. Each card entitles you to a three-hour parking session. You can display two together for a six-hour slot.

Phase 5 of the Regeneration

Durkan are pleased to report that Phase 5 of the building project is on schedule and is going well.

All external works on the estate should be finished by the first week of August.

Durkan will arrange to have your windows cleaned in August and you will be notified beforehand.

Drainage Issue

A recent drainage problem affecting the entire estate was investigated and found to be caused by nappies flushed down the loo. Durkan cleared the blockage but asked us to explain the cause, to stop it happening in future.

We encourage you to not flush nappies or any other bulky waste down the toilet to allow the system to work as intended.

Dogs

We are receiving on-going complaints about dogs running around off the lead and messing in the communal areas. **Dogs should always be on a lead while walking through the estate.** If your dog fouls while on the estate, we encourage you to clean it up.

Frances is in the process of registering all the dogs on the estate. If you haven't already done so, please contact her to fill out a Pet Permission Form. Your tenancy states you are not entitled to keep a pet unless you have permission.

Works to front boundary wall

Sections of the front boundary are in poor condition and work to reinstate it has begun. For your safety, Durkan will put up fencing while they rebuild the wall.

Community Centre

Durkan are currently using the community centre as an office space. The refurbishment was originally due to start mid-June, but we now expect it will begin in July or August. The work should take around three months to complete.

Play area

The cabins by the play area will be dismantled in early September. We are currently in discussions with the local council about our plans to upgrade the play area. As this is a change from the original plans, which included a MUGA court, we are now seeking approval for a revised plan from the planning department. We'll update you when we know more.

Opt-in or out of newsletters

We want to make our newsletters easy for you to access via email or on our website. However, we still want to offer a physical copy for those of you not ready to make the switch.

If you'd prefer to receive newsletters by email please let us know at Kennaway.EstateRegeneration@shgroup.org.uk. If you're happy to continue receiving a physical copy only, no action needs to be taken.

Please include your name and address so we know whose contact details to update.

Useful contacts

Customer service centre: **0300 303 1061 (for all enquiries including rents and repairs)**
servicecentre@shgroup.org.uk

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

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)**

Community Engagement Manager: **07926 076901** or alison.white@shgroup.org.uk for information on the redevelopment, steering group or setting up a Tenant and Resident Association (TRA).