

TOLLGATE GARDENS

NEWS

BRINGING YOU THE LATEST NEWS FROM TOLLGATE GARDENS



Photos of Tollgate Gardens taken in January 2020 as the works move towards completion.

WORKS AT TOLLGATE GARDENS ENTER THE HOME STRETCH

Welcome to Tollgate Gardens News, keeping you up to date with what's happening on the estate. This edition focuses on the brand-new community centre, including our recent festive party and the final phase of works to Tollgate Gardens.

What works you can expect to see on site in the coming months:

- ▶ Completion of lobby works to Tollgate House
- ▶ Scaffolding to be removed from the estate
- ▶ Completion of landscaping works to the estate
- ▶ Handover of the project to Westminster City Council, once the scheme has passed all necessary quality checks

Works at Tollgate Gardens are now entering the final stage. We were previously expecting the regeneration to be completed in January, however Clarion and ENGIE have now advised us that the work will not be finished until early spring. Our priority is to ensure that they deliver an estate which is built to a high standard, deserving of the community and which can be enjoyed by future generations.

We continue to be grateful to our residents for your patience during construction and as we work together to create a thriving new estate at Tollgate Gardens.

The new estate will deliver 86 much-needed, modern, new affordable homes. We have already begun the process of working with households who are returning and eligible residents of Tollgate House to ensure a smooth transition into their new homes.

For more information, or if you have any queries, come along to our next resident drop-in session on **Thursday 12 March** at **Tollgate Gardens Community Centre**, where we are happy to talk about all things Tollgate Gardens.

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DATES FOR YOUR DIARY

Our next drop-in session
Thursday 12 March 2020, 6-7pm
Tollgate Gardens Community Centre, Kilburn High Road

LOOKING BACK AT OUR CHRISTMAS PARTY

The Tollgate Christmas Party, held in the brand-new community centre in December, was a great success with over 90 residents in attendance, including many families from Tollgate House and returners to the estate.

Here you can see the Tollgate Gardens community enjoying the fantastic locally bought food and families letting their creative side loose at the arts and crafts table – you may even be able to spot yourself!

If you would like to request copies of any photos from the party, please get in touch at tollategardens@westminster.gov.uk.



SPRINGTIME AT TOLLGATE COMMUNITY CENTRE

Following on from the success of our Christmas Party, we are planning to hold another community event in the spring and would like to work with residents in organising this.

This is a great opportunity to work together and put on a fun activity for everyone to enjoy. If you are interested in helping out, please contact Rachel Chapman on 020 7641 4221 or email tollategardens@westminster.gov.uk. We would really like to hear from you!

The community centre is now open and ready to take bookings for your parties and special events. Shaban and his Spaces for Hire team are looking forward hearing from you and tell us that they are having lots of phone enquiries about hiring the centre, so don't miss out and get in contact by emailing spaceforhire@westminster.gov.uk



MYBNK ARE MOVING IN

The charity Mybnk are all set to move into their room at the community centre and will be delivering courses from March. MyBnk are a local charity who deliver innovative, high-impact and high-energy financial education programmes. Their goal is to teach young people how to manage their money and tackle some of the causes of homelessness before people reach a crisis point in their lives.

They plan to make their room as homely as possible for the course participants who will be learning about successful money and household management.

Mybnk will also be organising training for the wider Westminster community and so look out for details in the coming months.



CLLR ROBERT RIGBY VISITS TOLLGATE GARDENS

On 21 January, Cllr Robert Rigby, then Deputy Cabinet Member for Finance, Property and Regeneration, joined Maida Vale Ward Councillors and senior council officers on a tour of Tollgate Gardens to inspect the progress made on site.

Cllr Rigby was pleased to see the high standard of the new affordable homes being built.

He also expressed his appreciation of the patience Tollgate House residents have shown throughout the construction and reiterated the council's commitment to ensuring all works are completed to a high standard.

The group identified key areas Clarion and ENGIE must focus on to deliver an estate which our residents can enjoy for future generations. We are now working with Clarion and ENGIE to ensure this is achieved.

ENSURING QUALITY FOR OUR RESIDENTS

Westminster is committed to ensuring Tollgate Gardens is a fantastic home for generations to come. As such, we are working hard behind the scenes to inspect the works and ensure Clarion and ENGIE are delivering to our high standards.

As is normal in a development agreement, Clarion have appointed a consultant, Arcadis, to review the work ENGIE is doing and identify any defects or issues which need to be resolved. Arcadis inspect works as they are completed and provide a list of issues which must be addressed before works are presented to Westminster to review. In addition to this, Westminster have appointed our own expert consultant, Philip Pank Partnership, who inspect works once Arcadis have deemed them ready for us to review.

Philip Pank are on site at Tollgate every week inspecting various parts of the new estate and Tollgate House. They have created a thorough list of any problems which need to be resolved before we accept handover of the works.

After the work has been handed over, there will be a 12-month defects period in which Clarion and ENGIE must repair any issues with their work. Thereafter, we have longer term guarantees for all works which allow us to challenge any contractors if works prove to not withstand normal usage in the coming years.



Westminster officers showing Ward Councillors the new homes at Tollgate Gardens.

INTRODUCING THE NEW LEADER OF WESTMINSTER CITY COUNCIL

Cllr Rachael Robathan has been elected as the new leader of Westminster City Council.

In her role as Cabinet Member for Regeneration, Cllr Robathan played a crucial role in creating new, affordable homes across the city. Cllr Robathan's role as Leader, meant that there was need for a new Cabinet Member for Regeneration.

Cllr Melvyn Caplan, has been selected as Cabinet Member for Finance, Property and Regeneration. Cllr Caplan brings a wealth of experience and knowledge to his new role. Cllr Caplan is looking forward to working with residents to deliver much-needed new affordable homes across Westminster.

YOU SAID, WE DID

The table below shares recent queries you have raised and how we have responded to them:

You said	We did
I am concerned about the front door on Tollgate House, which is broken and open.	Westminster Housing has advised that this repair has now taken place and measures have been taken to make sure this does not happen again.
There has been anti-social behaviour in the stairwell of Tollgate House.	The anti-social behaviour in the stairwell of Tollgate House was reported to Westminster Housing in January. Westminster Housing are dealing with this problem as we strive to tackle anti-social behaviour on the estate. Please report any further Anti-social behaviour to Housing Services at housing.inquiries@westminster.gov.uk or 0800 358 3783 . You can also raise issues via our online portal using the following link westminster.gov.uk/yourhousing/self-service/report-anti-social-behaviour
Do I get a discount on renting the community centre out if I live at Tollgate Gardens resident?	Yes, Westminster Housing residents are eligible for a subsidised rent per hour, in comparison to non-Westminster residents and organisations who are using the space commercially. The rent is as followed: <ul style="list-style-type: none"> ▶ Weekday (daytime) - £20, per hour ▶ Weekday (evening) - £35, per hour ▶ Weekend (anytime) - £35, per hour For more information, please contact the Spaces For Hire team at spaceforhire@westminster.gov.uk
Some of the landscaping appears waterlogged. Is there sufficient drainage?	Whilst landscaping work was underway, we experienced unusually heavy rain which contributed significantly to the waterlogging. However, we are aware residents' concerns about drainage and this is being assessed as part of our quality assurance process. ENGIE will come back periodically during the 12-month defects period to inspect the new trees and planting to ensure it is thriving.
What is happening with the bridge in the garden in front of Tollgate House?	In response to resident feedback, we are planning to remove the bridge outside Tollgate House.
Why is the brick colour and material different on the infills in Tollgate House in comparison to the rest of Tollgate House flats?	The front of the infills in Tollgate House, facing onto Kilburn High Road will be the same colour to retain the aesthetic of the block. We are working with Clarion and ENGIE to come up with a solution for the back of Tollgate House.

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