

TOLLGATE GARDENS

NEWS

BRINGING YOU THE LATEST NEWS FROM TOLLGATE GARDENS



Tollgate House with the community centre space along Kilburn High Road

WHAT'S COMING UP AT TOLLGATE

Welcome to the Tollgate Gardens newsletter. This edition gives you an update on our progress and what you can expect in the coming months.

Clarion, the housing association who are delivering the renewal of Tollgate Gardens, are advising that the works will be completed in late summer 2019. When its finished, Tollgate Gardens will include a total of 195 homes, a new community centre and rejuvenated green spaces! We are looking forward to welcoming the new residents and for thriving community life to take shape.

This is a very exciting time for the community of Tollgate Gardens as we begin to see visible progress towards the completion of the estate.

Here's what you can expect to see in the coming months:

- ▶ Taking down of scaffolding around the new blocks.
- ▶ Relocation of ENGIE's site office to Oxford Road to allow the green spaces to be finished.
- ▶ Building of a new play area for young children.
- ▶ Creation of pleasant new landscaped space in the centre of the estate.
- ▶ Ongoing development of newly refurbished entrance and ramp.

We will be in touch over the coming weeks and months with relevant updates on progress. For more information, come along to our next **Residents' Meeting on 7 March.**

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RESIDENTS' MEETING

- ▶ Join us at the next Residents' Meeting on 7 March

YOU SAID, WE DID

Thank you for your recent questions to the site team as works to Tollgate House are progressing. Below are some recent questions you have asked and how we are responding to keep you up to date:

You said	We did
The new flooring is not being well-maintained and looks unclean.	<p>A majority of the new Prokol flooring has been cleaned and we are committed to ensuring this is done to a high standard. Some areas are yet to be cleaned due to ongoing works on the first-floor stairwells.</p> <p>Specialist equipment for cleaning this type of flooring is being purchased to ensure it is cleaned to a high standard throughout its life. We will keep a close eye as the new system is implemented to ensure it provides a good quality clean for residents.</p>
The boiler flues are dripping onto walkways.	<p>City West Homes (CWH) are carrying out works to extend boiler flues using plume kits – these consist of an attachment which is fitted to the end of the flues to increase their length and allow them to vent beyond the external face of the walkway and balustrade.</p> <p>This should resolve the issue but we will continue to monitor closely.</p>
The work done to resolve the hot water feed to the 10th floor from the plant-room is ugly and needs to be replaced.	<p>The CWH Asset Team inspected this issue and are working to design a long-term solution. A new system of pipework is being designed to replaced the existing one which should resolve this matter.</p> <p>We will work closely with them to ensure a satisfactory solution is delivered.</p>
The riser cover plates in the lift lobbies are old and rusted, with some also missing completely.	<p>The CWH Asset Team investigated this matter and made the decision to replace the fire riser covers and the high level cover plate in order to address this issue.</p> <p>We expect this work to take place with other maintenance work later in Spring.</p>
There is condensation in the stairwell, causing puddles of water.	<p>We have visited the affected areas with the CWH Asset Team and are looking at possible solutions. In the meantime, we have asked the care-taking team to increase their visits to mop up surface condensation on the floors.</p>



A DAY IN THE LIFE OF ZARA DEVLIN (SENIOR SITE MANAGER)

“Hi, my name is Zara Devlin and I am the Senior Site Manager here at the new Tollgate Gardens development.

I oversee the refurbishment works and the development of the new Community Centre. As part of my role I am also responsible for ensuring all health and safety rules are followed by the builders on site and the weekly inspections are completed to a high standard.

My day to day work involves a few different activities, from managing various service suppliers like BT, community fibre, electricity, water and gas to visiting local schools and speaking to children about safety on construction sites. We’ve been able to offer apprenticeships to young people too.

I’m really looking forward to seeing the full transformation of Tollgate Gardens. It’s great to work on a scheme that isn’t just a building project; it’s about what we can give back to the local community and what the end project will look like for them. That’s what motivates the work that I do. There’s a real sense of community around here! The transition from demolition to new build is really exciting and I am looking forward to seeing the completed estate later this year!”

LOCAL LETTINGS CONSULTATION

The council will be consulting on how we fairly allocate these new homes and who will be prioritised.

We would like to know what you think about these proposals, so please do look out for a letter in the next couple of months about the Local Lettings Plan consultation. As part of this process we will be offering a drop-in session where you can discuss your own housing needs and eligibility for the new homes.

PLEASE NOTE

Bikes, scooters, prams etc should not be chained to the new balustrade on the communal walkways, as this is a health and safety hazard. It can cause tripping and blocks access. Any items left chained to the balustrade will be removed and disposed of by City West Homes.

COMMUNITY CENTRE UPDATE

Part of the new Tollgate Gardens development will be a brand-new community centre, situated directly in front of Tollgate House.

This Community Centre has been designed with the Tollgate community in mind and exists to serve residents in Tollgate Gardens and the surrounding area. As valued residents of Tollgate Gardens, we have appreciated you telling us about the type of activities you and your family enjoy within the community.

In recent weeks we have been carrying out a survey on the doorstep and have spoken many of you. Thank you very much for taking the time to speak to us. Your responses will inform and shape how the Community Centre will operate and the services that will be made available.

We look forward to welcoming you into your new community centre and will keep you updated as plans progress!



RESIDENT MEETINGS

Thank you to everyone who attended the last residents meeting. Resident meetings are your opportunity to meet the managers from the council, City West Homes, Clarion and ENGIE face to face and ask any questions you have about the development. We will have a presentation about all that will be taking place in the next couple of months.

The next residents' meeting will be on 7 March at Kilburn Library, on Kilburn High Road (opposite Tollgate House).

RESIDENT DROP-IN SESSIONS (COFFEE AND Q&A)

If you are not already aware we are now offering resident drop-in sessions in partnership with ENGIE. We enjoyed seeing you on the 24 January. These happen in the time between main resident meetings and give another opportunity to directly ask questions and to have your voice heard. These are relaxed sessions, with free coffee and cake provided at the Maitresse Hotel!

APPOINTMENT OF INDEPENDENT STRUCTURAL ENGINEERS

Thank you very much to the residents who have kindly volunteered to partner with the council in the appointment of independent structural engineers. Once selected these engineers will work closely with resident volunteers to take a close look at the building. They will address concerns raised by residents around the impact of the development on the safety of Tollgate House and once their work is complete, we will communicate their findings to all residents of Tollgate House.



YOUR QUESTIONS ANSWERED

When will all this building work be finished?

Clarion, the housing association delivering the renewal of Tollgate Gardens, are advising that the works will be completed in late summer 2019.

How will you make sure the work is of a good quality?

Westminster Council will only accept that the works are complete when satisfied that they are of a high enough standard. All works will be reviewed by a council appointed surveyor before being signed off.

How many homes are being built?

There will be 86 affordable homes and 109 homes for private sale.

How can I get one of the new affordable homes?

All former residents of Tollgate Gardens who are set to return after the redevelopment will be offered the first opportunity to return to a brand new home at Tollgate Gardens. For the remaining units, the Local Lettings Plan for Tollgate House will be out for consultation soon. This sets the guidelines for how allocations of the new affordable homes will be prioritised. No decisions have been taken yet and we want to hear your views and will be writing to you directly.

What will the open space in the middle of the estate be like?

There are new trees, shrubs, and planting being installed across the development. The main open space will include walkways with ramps and stairs, a table tennis area, play equipment and benches.

Can kids play in the shared spaces?

Yes, and there is play equipment available.

Will I be able to sit outside?

Yes, benches will be provided in different locations across the open space.

Can people come into the estate?

The access on to the estate will remain the same, via Kilburn High Road and Oxford Gardens. There is access control on each block with CCTV around the estate.

CONTACT US

If you have any questions about the Tollgate Gardens development works then please contact Rachel Chapman at:

020 7641 4221

tollategardens@westminster.gov.uk

If you would like to report any maintenance issues in your home then please contact City West Homes.

0800 358 3783

customerservices@cw.h.org.uk

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