

TOLLGATE GARDENS

NEWS

BRINGING YOU THE LATEST NEWS FROM TOLLGATE GARDENS



Tollgate Gardens earlier this year

KEEPING YOU SAFE AND CONNECTED

Welcome to Tollgate Gardens news, keeping you up to date with what's happening on your estate. This special edition also focuses on Covid-19 and how to keep you and your families safe.

We understand that you will be deeply worried at this time about Covid-19 and the health of yourselves and your families. Your health and safety absolutely remains our priority. We want to assure you that we are working with the Government, the NHS, our partners and a groundswell of fantastic local volunteers to help those most vulnerable in our communities and to

slow down the spread of the virus.

As a result of the Government's advice, we are postponing all residents' meetings and drop-in sessions until further notice. In light of Covid-19, the advice is that everyone remains at home except for essential outings for work, food or exercise.

CONSTRUCTION PAUSED AT TOLLGATE

Construction work at Tollgate Gardens has been paused as a precaution in light of Covid-19.

The Government has advised construction sites to remain open where possible, which the Prime Minister reinforced in his address over the weekend. However, ENGIE, Clarion's contractor, decided to close the site as a precaution due to the nature of the ongoing works. These were mostly internal, with workers in close proximity with each other and therefore unable to follow the Government's social distancing guidance. The site will remain closed for now, while Clarion and ENGIE explore ways to safely return to work.

You may see some ENGIE staff on site. Please be aware that the site has not re-opened. ENGIE are ensuring the site is secure and there will be a limited number of workers carrying out minor works and repairs. These workers will

only be in the unoccupied blocks and will not restart works in Tollgate House until it is safe to do so.

We are in close contact with Clarion and ENGIE and will keep you informed of any developments, including when we know that it is safe for the full workforce to return to site and complete the regeneration works. In the meantime, Clarion and ENGIE have organised for 24-hour security to be on site seven days a week, to ensure your safety during this time. In the event of an emergency, please call Nationwide Security on **033 3320 9712**.

Our priority absolutely remains the health and safety of our residents. As such, we will continue to work with Clarion and ENGIE to implement measures that will ensure your safety and the safety of workers on site.



IN THIS ISSUE

- ▶ Keeping you safe and connected
- ▶ Construction paused at Tollgate
- ▶ Westminster is here to help
- ▶ Your questions answered
- ▶ Applying for a parking permit
- ▶ Making the most of your new estate
- ▶ Helpful online resources

WESTMINSTER CONNECTS

Westminster Connects helps vulnerable people across the City.

Email

westminsterconnects@westminster.gov.uk

Website

westminster.gov.uk/coronavirus

WESTMINSTER IS HERE TO HELP



**Stay
alert**



**Control
the virus**



**Save
lives**

SIGN UP TO OUR DAILY EMAIL UPDATES

We know that these are unsettling times for everyone. For the latest information on council services, please regularly check our website – westminster.gov.uk/coronavirus and you can also sign up to daily updates via email too.

WESTMINSTER CONNECTS

The council have set up **Westminster Connects**. Westminster Connects has been created to connect volunteers with those in need of help during the coronavirus outbreak.

WESTMINSTER CONNECTS



City of Westminster

DO YOU NEED HELP?

In the first instance if you need help or you know of anyone who needs help as a result of the coronavirus, please send the details to westminsterconnects@westminster.gov.uk or phone us on 020 7641 1222, open 9am to 6pm.

CAN YOU OFFER HELP?

Volunteering can involve:

- ▶ delivering food/supplies to vulnerable residents
- ▶ picking up and delivering prescriptions
- ▶ having a friendly phone conversation with those at risk of loneliness when in isolation

Further information can be found on the Westminster Connects Hub: westminster.gov.uk/westminster-connects



The Cabinet Member for Finance, Property, and Regeneration Cllr Melvyn Caplan, delivering food with his dog Riley to Westminster residents

YOUR QUESTIONS ANSWERED

Will Covid-19 cause delays to Tollgate Gardens being finished?

Site closures or partial closures will inevitably lead to delays to the regeneration works at Tollgate Gardens. While this is unfortunate, our priority absolutely remains the safety of our residents and we will work with Clarion and ENGIE to ensure we are doing everything possible to keep people safe and healthy.

Why are some sites open and others closed across Westminster?

While the Government's advice is now very clear that people must remain at home and work from their homes wherever possible, Ministers have also confirmed that many construction workers can and should continue to work. The Government has not said that construction sites must close, though we continue to monitor this situation as it develops.

Where work is made difficult to undertake while following the Government's guidance on social distancing, for example if the bulk of the work is indoors, many contractors have decided to close their site to protect their workers and the general public.

We will continue to follow government guidance and work with our construction partners to ensure the safety of everyone involved.

Who do we contact if there is a problem on site?

The council made sure all sites, closed or open, were in a secure state. Before closing the site, Clarion and ENGIE arranged for CCTV and 24-hour security guards. These remain in place for the time being. You can contact the security guard at anytime by calling the following number **033 3320 9712**.

I have a question about the regeneration, how should I contact you?

The Tollgate Gardens Engagement Team are still working – if you have any queries or concerns please do not hesitate to contact us via email at tollategardens@westminster.gov.uk

I'm a council tenant and have an issue with my home, who should I contact?

Contact us on **0800 358 3783** for urgent housing services issues such as emergency repairs. Find out more including the latest service updates at westminster.gov.uk/yourhousing

What has changed in the lobby of Tollgate House?

ENGIE has rearranged the lobby area of Tollgate House, by moving the screen further back from the lifts. This is to make sure residents are able to follow social distancing when coming in and out of the block.

APPLYING FOR A PARKING PERMIT

Lots of residents have been asking us about how to arrange parking in the new car parks at Tollgate Gardens. There are two places to park on the new estate, in a larger car park under the central garden or a smaller one beneath Guildford House.

Residents with electric vehicles and White Badge holders do not need to pay. Please be aware that the parking spaces are not allocated. You may park in any space you like, as long as you have purchased a permit.

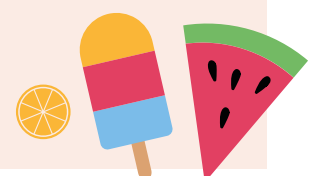
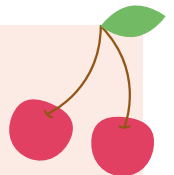
If you are interested in applying for a car parking space on the estate, please contact us via email at tollategardens@westminster.gov.uk

MAKING THE MOST OF YOUR NEW ESTATE

We are looking forward to celebrating the opening of your new estate with Tollgate Gardens residents and your new neighbours!

Later this year, when it is safe to do so, we are hoping to hold a party for residents to celebrate the completion and opening of Tollgate Gardens. This will be the first community event on the completed estate and will be an opportunity to meet your new neighbours.

We want to organise this collectively with residents to make sure you and your families have a great time. If you have any questions or ideas for how we can make this event the best it can be, please do get in touch with us at tollategardens@westminster.gov.uk



HELPFUL ONLINE RESOURCES

RESOURCES TO SUPPORT YOUR CHILD LEARNING AT HOME

If you have children under five, the council has a number of home play resource packs for you to share with your children. Numbers are limited, so to arrange a delivery of your packs please call **020 7641 5676**.

In addition, the council has compiled comprehensive activity sheets. Each week, new interesting activities will be added using items found in your home that can be enjoyed with your children.

Further information can be found on the Family Information Services webpage: fisd.westminster.gov.uk/kb5/westminster/fis/home.page



FREE AUDIBLE BOOKS FOR CHILDREN

For as long as schools are closed, Audible is offering free access to their e-books for children to enjoy a variety of stories told in six different languages. Books can instantly be streamed for free so that children can continue to learn, use their imagination and be creative. Further information can be found on the Audible Website: stories.audible.com/start-listen

ADVICE AND ACTIVITIES FOR YOUNG PEOPLE

The Young Westminster Foundation website has information and advice for young people, as well as lots of online activities to keep their minds busy during lockdown. ywfoundation.com/young-people

SUPPORT FOR CARERS

If you are looking after a partner, parent, relative or friend, there is a range of support available from the council. Further information: westminster.gov.uk/information-carers

MENTAL HEALTH MATTERS

Every Mind Matters is here to help you manage and maintain your mental health, as good mental health makes such a difference. To find out more and to get your free online personal Mind Plan please visit: nhs.uk/oneyou/every-mind-matters

ONLINE RESOURCES FROM WESTMINSTER'S LIBRARIES

Did you know that our libraries offer many free online resources? They also have special eResources for children and young people both for fun and to help with school work.

To get started you will need a library card, if you don't have one you can apply for one online: westminster.gov.uk/how-do-I-join-a-library

As a member you can use PressReader which provides access to 6,000 publications from over 100 countries. PressReader access and instructions: westminster.gov.uk/ebooks-emagazines-and-audiobooks

USEFUL WEBSITES

- ▶ Westminster City Council Coronavirus Hub: westminster.gov.uk/coronavirus
- ▶ Westminster Connects Hub: westminster.gov.uk/westminster-connects
- ▶ Public Health England: gov.uk/government/organisations/public-health-england
- ▶ UK Government Coronavirus Hub: gov.uk/coronavirus

CONTACT US

Phone
077 9098 0246

Email
tollgategardens@westminster.gov.uk

Address*
Westminster City Hall,
64 Victoria Street,
London, SW1E 6QP

**with many staff working remotely – we recommend emailing the council to receive a response quickly*

Westminster
City Council
westminster.gov.uk

If you would prefer not to receive future copies you can let us know at any time by emailing **UNSUBSCRIBE** to tollgategardens@westminster.gov.uk quoting your mailing address.

FEEDBACK

What would you like to hear more about? We would love to hear your feedback and welcome suggestions for future newsletters. Please contact us at: tollgategardens@westminster.gov.uk

