

TOLLGATE GARDENS

NEWS

BRINGING YOU THE LATEST NEWS FROM TOLLGATE GARDENS



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DATES FOR YOUR DIARY

Our next coffee and Q&A session
Thursday 7 November
6-7pm
Maitrise Hotel
53-59 Kilburn High Road
North Maida Vale
London, NW6 5SB

WHAT'S COMING UP AT TOLLGATE GARDENS

Welcome back to Tollgate Gardens News, keeping you up to date with what's happening on the estate. This edition gives you an update on how the regeneration is progressing and what you can expect to see in the coming months.

Clarion have informed us that they are now working towards January 2020 for the completion of works to Tollgate Gardens and a statement on this was circulated last month. We are very disappointed at this delay – please rest assured we are pressing Clarion and ENGIE to complete the project to a high standard as soon as possible.

For more information, or if you have any queries, come along to our **next coffee and Q&A session on 6-7PM on Thursday 7 November** where we are happy to talk about all things Tollgate Gardens.

Vince McCarthy has joined the ENGIE site team as Senior Site Manager for Refurbishment. Vince brings 18 years of experience in refurbishment works and will solely focus on making sure the refurbishment of Tollgate House is of a high standard.

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

- ▶ Completion of works to Godfield House, Guildford House and Wingham House.
- ▶ Tollgate House lobby works to commence (more information can be found on page 4)
- ▶ Fit-out of the community centre
- ▶ Completion of access ramp from Oxford Road to car park



MEET SARAH CRAMPTON!

Sarah Crampton heads up the Relocations Team at Westminster City Council. She says:

“I have thoroughly enjoyed working on the local lettings at Tollgate Gardens. Seeing that families in housing need at Tollgate House are given the opportunity to move into new homes is my personal priority. For me, it is so important that no one is left behind! I am also excited to see the returning residents come back to Tollgate Gardens to live in new, quality homes and keep the strong sense of community alive.”

We would like to thank all residents who engaged with Sarah’s team on the door-step during our recent engagement programme. The Relocations Team will now handle the next steps, supporting families at Tollgate Gardens who have expressed an interest in moving to find suitable homes for the next chapter of their lives.



Recent pictures from the site show progress towards completion of Tollgate Gardens.

TOLLGATE HOUSE CONFIRMED STRUCTURALLY SAFE

A full assessment looking into the structural safety of Tollgate House was carried out by independent structural engineers Packman Lucas with Tollgate residents this summer. They visited several flats across different floors of the block.

A report is now available offering full reassurance regarding the safety of Tollgate House. If you would like a copy, please email: tollategardens@westminster.gov.uk

Kai Qu, an Associate of Packman Lucas, said: **“We’d like to thank residents for their time, letting us into their homes and for providing insightful information into the history of Tollgate House. Our report shows that the regeneration works have not had any negative impact on the structure of Tollgate House.”**



LOOK TO THE SKIES

Residents have been asking for more details about our bat boxes and beehive bricks. These will be spread across the estate encouraging our honey makers and night flyers to experience as much of Tollgate Gardens as they can. To see specific spots where you can catch a glimpse of your new neighbours, please see this map.



Beehive Brick



Bat Box



COMMUNITY CENTRE FIT OUT BEGINS

You may have noticed people going in and out of the community centre in recent days – don't be alarmed, they are working to fit out the new centre, ready for you to enjoy! We are very excited to tell you that our contractor Stirling Grey has started on site and the community centre will soon be ready for use. Stirling Grey's site manager for the community centre,

Donovan Franke, and his team are eager to develop a centre that the community can take pride in calling their own.

As the community centre progresses, we will be in touch about how you can book the space for your own events, and the activities which will take place there.

YOU SAID, WE DID

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

You said	We did
The gutters are clogged up and need cleaning.	Westminster Housing have already cleaned out several gutters at Tollgate House. We aware that some still need further attention and this is being progressed.
The lift in Tollgate House has broken down a few times.	Westminster Housing have committed to doing a full review of the lifts at Tollgate House to ensure that they run safely and smoothly for residents. We will keep you updated as this review progresses.
The streetlights are not working properly.	The Westminster Highways team have told us that work is scheduled to repair the streetlights which will be up and running by 19 September 2019. Please let us know if there are any further problems by emailing tollgategardens@westminster.gov.uk .
People have been throwing cigarette butts onto my balcony.	This has been reported to Westminster Housing. Cigarette butts can be very dangerous to neighbours and site workers when thrown. We request that residents please refrain from throwing anything over the balcony and respect the safety of others.
Will an additional sealant coat be laid on top of the new prokol flooring?	Recently, we have been informed that the manufacturer has changed their advice and is recommending the installation of an additional sealant coat. We have asked Clarion to confirm how they intend to apply the sealant with minimal inconvenience to the residents. If the responses are satisfactory, we will instruct that the additional coat is laid down. We will be in touch with more information.
It doesn't look like there are many people on site working.	A lot of the works are now inside the new buildings, therefore you may not see as many people as before. Please be assured that ENGIE will be deploying more workers on site to see that the development is finished by January 2020 as per Clarion's statement to residents in August.
The temporary lights leading to Tollgate House are not working.	We turned these lights off for a period of time because they weren't needed anymore. However, we have had these turned back on at the request of residents.

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LOBBY IMPROVEMENTS UPDATE

We have been informed by Clarion that ENGIE is due to start works to remove and replace the flooring in the lobby area of Tollgate House, which is due to start towards the end of September. This is part of the new, more spacious entrance area being developed for Tollgate House.

We are aware that this will cause inconvenience and Clarion and ENGIE aim to minimise disruption and ensure the work is completed as quickly as possible. ENGIE has told us that to complete this flooring work, they will need to shut one lift at a time for short periods over the course of five weeks. During these periods, the lifts will still serve all floors except for the ground level. However, there will be certain times when you may need to use the stairs to access the lift which services your floor. ENGIE will have supervisors available to provide reasonable assistance as required during the works.

We will contact you again soon to provide more specific information about the lift outages and how this will be managed.

