

TOLLGATE GARDENS

NEWS

BRINGING YOU THE LATEST NEWS FROM TOLLGATE GARDENS



Tollgate House at night

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 and in the surrounding neighbourhood. This edition gives you an update on how the regeneration is progressing and what you can expect in the coming months.

You may have noticed the hoardings coming down from across the estate. This marks another milestone in the redevelopment of Tollgate Gardens. As progress continues on site, we are starting to get a good look at how the new estate will take shape.

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

- ▶ Construction of the entrance to Tollgate House
- ▶ Beginning of the works to the play area
- ▶ Landscaping of the new green areas
- ▶ Removal of the crane from the site
- ▶ Completion of the underground parking

We will be in regular contact to make sure you are aware of any other updates on works. For more information or if you have any queries, come along to our next residents' meeting on 6 June where we are happy to talk all things Tollgate Gardens!

IN THIS ISSUE

- ▶ Your community centre
- ▶ Beehive bricks
- ▶ Structural assessment
- ▶ Applying for a new home at Tollgate Gardens
- ▶ A day in the life of
- ▶ You said, we did
- ▶ #MyWestminster Day
- ▶ Your questions answered

DATES FOR YOUR DIARY

Our Next Residents' Meeting
Thursday 6 June 2019,
7-8.30pm,
12-22 Kilburn
High Road, Kilburn,
NW6 5UH

#MyWestminster Day
Sunday June 2019,
11am-3pm,
Paddington Recreation
Ground, Randolph
Avenue, Maida Vale,
W9 1PD



Brand new community centre at Tollgate Gardens

YOUR COMMUNITY CENTRE

Thank you to all those of you who participated in the community centre survey, conducted over the last month. It is essential that we hear your feedback and ideas, as this will be your community centre to enjoy using in the years ahead. We spoke to over 30 of you and got a flavour of what you want from your community centre.

We asked a range of questions but the three main pieces of information we wanted to know were:

- ▶ What local services do you currently use
- ▶ What services and events would you like to see offered

- ▶ Your thoughts on how the centre can promote community togetherness.

The results showed that the main activities you would like to attend at the centre are those related to exercise, healthy-living and activities for children and older people. One of our key takeaways was that most of you believed the new centre would have a positive impact on community life, by facilitating social interaction between residents. It was good to hear how many of you are looking forward to using it and hear all your positive ideas for how it can serve you. We will keep you updated on how plans are coming together.

BEEHIVE BRICKS

Even in the heart of our buzzy City, we still make time for the busy bees. Tollgate Gardens' community centre not only has a living roof to encourage biodiversity and cleaner air but includes specialist bricks to make a honey of a home for bees! The holes in these special bricks are large enough for bees to build hives. Its widely known that bees are at risk with numbers globally on the decline. Tollgate is doing its bit to help reverse this trend and encourage bees to make their home – and their honey – right here in London!



STRUCTURAL ASSESSMENT

Tollgate residents have helped to select Packman Lucas, an independent structural engineering company, to work with them in the coming weeks to do a thorough assessment of Tollgate House and ensure it remains structurally sound and completely safe.

Westminster Council have worked with structural engineers at every stage of the development. In response to your request, we agreed to facilitate another independent assessment led by residents to further reassure everyone living in Tollgate House that their homes are completely safe. The results of this assessment will be shared with you all when it is completed.



APPLYING FOR NEW HOMES AT TOLLGATE GARDENS

You were recently invited to give us your feedback on our proposed local lettings plan during our recent local lettings consultation. We were consulting on who should have priority to move into the new affordable homes at Tollgate Gardens.

Thank you to those of you who were involved in the consultation and came to the drop-in session. We found it extremely useful to hear your views. This will help the council to finalise a suitable local lettings plan. Overall you gave positive feedback on the proposed plan. We want Tollgate Gardens to be home to a thriving community and for local people to benefit first from the new homes so thank you very much for coming and sharing your views. We will advise residents of the lettings plan before the new homes are allocated.



A DAY IN THE LIFE OF STEVEN BENNETT (ENGIE PROJECT MANAGER)

I'm a Project Manager for ENGIE, the contractor responsible for works at Tollgate Gardens. My day starts early – I'm on the train for 6am to be on site at Tollgate for 7am. My job includes the management of time, cost and quality across the construction project. I also manage health and safety across the site. Currently, I am focused on the internal fit out and standard of finish in the new homes. I really enjoy the transformation of construction sites. Beginning a development and overseeing progress through to the completion of a whole new facility for the local community is a great incentive to come to work.

We are working hard to develop the next generation of talent on site. We currently have three management trainees, Sophie, Mason and Charlie. Sophie recently won Top Trainee at the Clarion awards. We also encourage all our sub-contractors to provide opportunities for apprentices and trainees to ensure that essential skills within the industry are passed on. By the time I get back from a full day on site, I am ready to unwind with my three kids or perhaps spend the evening playing football.



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 living roof doesn't look green and there are too many seagulls nesting there	<p>We have spoken with a specialist organisation about the living roof in order to confirm that it is working as it should be. They have confirmed that the roof looks healthy for the time of year, noting that a living roof is not designed or expected to be green all year round as this is dependent on the weather. The greenery will pick up again in the summer where the flowers will bloom.</p> <p>A living roof is designed to bring biodiversity to the city, as well as filter air to improve air quality for residents. Please be assured that it is perfectly natural for birds (including our seaside friend the seagull) to be inhabiting the roof. The birds feed on insects and grubs, that in turn feed on dead decomposing material. Tollgate is bearing witness to the full circle of life!</p>
There is anti-social behaviour around the bottom of Tollgate House	There has been a complaint about anti-social behaviour around the lobby area of Tollgate House. This has been raised with Westminster Housing (see below to find out more about who they are) who are investigating this.
What is Westminster Housing? I don't know who to call for maintenance issues and general queries anymore	<p>On 1 April, CityWest Homes came back in house, meaning that it is now directly managed by the council. It is therefore now Westminster Housing. Westminster Housing will now deal with all maintenance issues and queries for which you would have previously contacted CityWest Homes.</p> <p>Westminster Housing contact details: Email: housing.enquiries@westminster.gov.uk Phone: 0800 358 3783. This is a 24-hour service emergency service number. We are open Monday - Friday 8.30am - 5pm.</p>

CONTACT US

Phone

020 7641 4221

Email

tollgategardens@westminster.gov.uk

Address

Westminster City Hall,
64 Victoria Street, 17th
Floor, London, SW1E 6QP

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.

#MYWESTMINSTER DAY

Take pride in living in the heart of the City at the third #MyWestminster Day on Sunday 30 June 2019, 11am - 3pm.

This free community day is hosted by Cllr Nickie Aiken, Leader of the Council, to bring people together to celebrate the diversity of neighbourhoods across Westminster. Join us for a fun day of free family activities, food, live music, dancing, arts and crafts and sports.

Venue: **Paddington Recreation Ground, Randolph Avenue, Maida Vale, W9 1PD**

YOUR QUESTIONS ANSWERED

Will I be able to get a new flat?

The local lettings plan will be used to decide who gets priority for the new flats at Tollgate Gardens. However, to be eligible to move you must first be registered on the housing list, where your situation is assessed against the criteria.

When will Tollgate House be completed and how will the council ensure the works are of a good standard?

Clarion Housing Group expect the works to Tollgate House to be completed in Summer 2019. Westminster City Council will not accept handover of the works to Tollgate House until we are completely satisfied with the standard of the works and an extensive snagging process will be undertaken to ensure this standard is met.

I need a repair, who do I call?

Westminster Housing have taken over from CityWest Homes and are now your point of contact for all things, including repairs, that you would have contacted CityWest Homes for previously.

Contact Westminster Housing on:

Email: housing.enquiries@westminster.gov.uk

Phone out of hours number: **0800 358 3783**

How does CityWest Homes moving to the council affect me?

CityWest Homes is now under the direct management of the council and is therefore now Westminster Housing. Tollgate was previously managed by CityWest but now all maintenance matters are managed by Westminster Housing directly.

