

Southern  
Housing  
Group



October 2020

# Lisgar Terrace Newsletter



**Lisgar  
Terrace**

Autumn Court  
Briar Court  
Georgiana Court  
Madeline Court

Merlin Court  
Perseus Court  
Sabra Court



## Welcome to the Lisgar Terrace regeneration newsletter

In June, Frances, your Home Services Manager (HSM) gave an update on service levels and estate matters as we came out of the Covid-19 lockdown.

That same month Durkan explained how they were implementing safe working practices and showed how work was progressing on site, outlining the work on Phase 5 planned for summer 2020.

In this newsletter we bring you news about the redevelopment, updates on the playground, community hall, bike sheds and landscaping, a glimpse of how the finished estate will look and a timescale for completion.

We also offer free digital training and information on how to get involved in the Resident Steering Group (RSG) and a future Tenant and Resident Association (TRA).

## Lisgar Terrace regeneration Phase 5

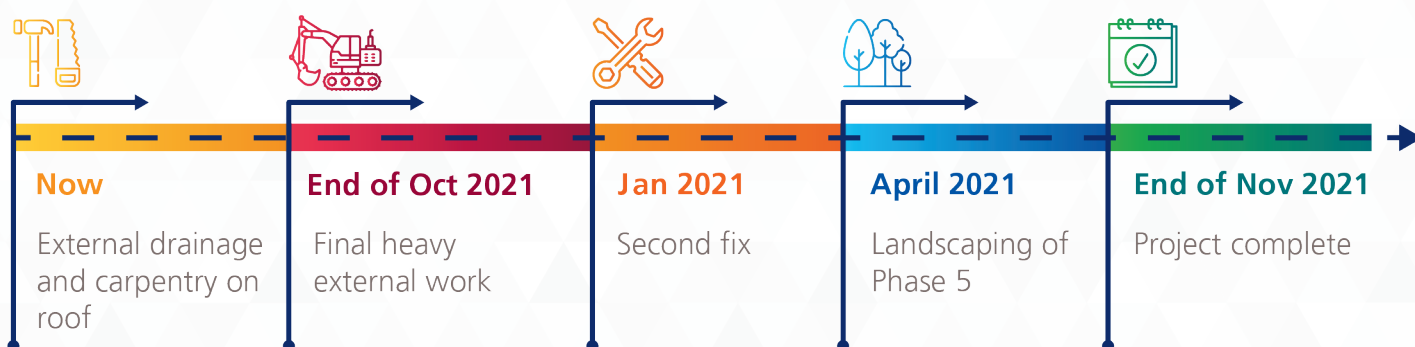
Since the last update, Durkan have completed most of the heavy external work involving demolition, brickwork and roofing, which was both noisy and dusty.

External drainage works and carpentry on the roof are now underway and should be finished by the end of October.

Durkan expect all the heavy work to be completed by January 2021. After this the site should get a lot less noisy as the second fix gets underway. Second fix consists of internal electrical and carpentry work and the fitting of the windows.

Phase 5 landscaping is due to start in April 2021 and we plan to have the whole project completed by the end of November 2021

## Timeline of Phase 5 works



## Estate matters

### Community Centre

We are negotiating with Durkan about the modernization of the community centre. Covid has slowed this process down but we will let you know when we have a start date and programme.

### Play area

Following consultation with residents, we are progressing towards planning sign off for the play area, which will now include a lockable fence for security.

### Bike storage

The bike sheds are available for use and keys have been allocated to residents who requested them. They were out of use for some time and had developed a musty smell but this should improve now that more people are using them. Please contact Frances if you would like a key

### Boundary wall

We are currently reviewing a quote to repair the boundary wall that surrounds most of the estate. We will get in touch with owners of vehicles parked by the boundary wall before work starts to let them know where to park once the scaffold goes up.

### Water supply

There is now a running water supply in the bin shed for the estate care team to use for cleaning and gardening. This was originally planned for and has now been installed by Durkan.

### Landscaping

Residents have reported that the landscaping of the first 3 Phases does not look as good as Phase 4. The gardens are out of defects with Durkan but there is likely to be a small budget remaining to do minor improvement works. We will pick this up with the Resident Steering Group.

## Service levels

Our service levels have been affected by Covid as we work to keep everyone safe, but we're increasing the level of service in some areas. It will take a little while to get levels up to where they were before the virus hit, so please bear with us.

We aim to be flexible and agile about the way we work as we respond to a fast-changing environment. You may notice some services are now offered online, over the phone or by post rather than face to face, with a focus on outdoor and communal planned maintenance.



### Compliance checks

Including asbestos, gas safety, communal electrical & water. Normal service – please inform us if you or a family member have symptoms.



### Repairs

From 1 June 2020 we will begin to offer non-emergency day to day repairs. Please book these as normal.



### Accounts & rent payments

Normal service - if you are concerned about being able to pay your rent, please get in contact with us early so that we can help. We are actively working to get in touch with those newly registering for universal credit and those who normally pay in person (for example at a post office) to see if we can help.



### Planned maintenance work

We have reviewed the work programme and have identified and prioritised external and communal works. The teams are undertaking a number of preconstruction activities and have already remobilised a number of sites



### Customer contact centre

Opening hours are 9am to 5pm and we are taking your calls on urgent matters. Please email where possible to: [servicecentre@shgroup.org.uk](mailto:servicecentre@shgroup.org.uk).



### Fire Safety

Normal service focusing on the most urgent work



### Tenancy changes

We are now offering lettings service as usual where safe to do so. We are not doing lettings in sheltered properties yet. Mutual exchange is advice only at the moment.



### Anti-social behaviour management

Normal service but no face to face visits



### Estate Care

Continuing to provide essential services to our estates- includes cleaning of touch points and services around refuse collection which are vital to keeping our estates clean. Some garden maintenance where this is possible



### Parking permits

Parking permits now in full operation

## Resident Steering Group

The Lisgar Terrace RSG is a group of resident representatives who work with us on aspects of the redevelopment that affect those living in Lisgar Terrace. It was set up at the end of 2011 and until lockdown began in March, members met regularly with representatives from the Regeneration and Housing Management teams, and the contractor, Durkan.

We are now looking to restart these meetings using Zoom, the popular video conferencing tool many people used to keep in touch with family and friends during lockdown. Training and support will be provided for anyone who is not confident using Zoom or electronic devices (see We Are Digital below).

The RSG aims to reflect the diversity of the Lisgar Terrace residents in its membership and there is room for others to join, especially those from under-represented groups or blocks. If you're interested in joining, please give Alison a call on **07926 076901** to find out more.

## Tenant and Resident Association

As Phase 5 works come to an end and the work of the RSG starts to wind down, we would like to support residents who are interested in forming a Tenant and Resident Association (TRA). A TRA is a formal group of residents who deal with concerns that affect their local community. The group should reflect the diversity of the estate including tenants, shared owners and leaseholders.

Unlike the RSG, which concentrates on issues arising from the redevelopment, TRA members focus on day to day issues affecting the local community such as anti-social behaviour, parking, estate cleaning and maintenance.

If you are interested in forming a TRA, whether you were previously a member of the RSG or not, please Contact the Customer Involvement Team at **Resident.Involvement2@shgroup.org.uk** or ring our service centre on **0300 303 1061** and ask to be put through to the London Customer Involvement Officer.

## We Are Digital training opportunity

We have joined forces with a company called We Are Digital to help residents get online and learn some basic digital skills that can be used again and again.

Residents can access up to six hours of tailored one-to-one support designed around your needs and at your pace. The type of support depends on what you want to use it for but can include; getting set up with

a new device, keeping in touch with friends and family, searching the internet, sending emails, keeping safe online, online shopping and much more.

Contact Alison on **07926 076901** to find out how it might work for you.

## Contact us

To find out more about the redevelopment, We Are Digital training, joining the Resident Steering Group (RSG) or starting a Tenant and Resident Association (TRA), please contact Alison White, Community Engagement Manager on **07926 076901** or at **alison.white@shgroup.org.uk**

## Other useful contacts

Customer service centre: **0300 303 1061** (for all queries including rents and repairs)

Frances O'Mahoney: Home Services Manager at **frances.omahony@shgroup.org.uk**

Humphrey Thompson, Estate Care Manager: **humphrey.thompson@shg.org.uk**