



# Local residents newsletter Maida Vale



June 2010

## Major works planned for Glasgow House and Scottish Towers Co-Op

Residents of Edinburgh, Falkirk and Glasgow Houses recently met with CityWest Homes major works team to discuss the plans for window repair or replacement works and external decorating. 18 residents from the three blocks attended the meeting and all wanted a seat on the steering group. This group will work with the project managers to help guide the planning and delivery of the major works. Your views are valued by us. It's

important that your views are heard before the work is carried out. Decisions will be made that will affect you and your home so it is important you attend the future meetings.

Invitations are sent well in advance of



each meeting. We would really encourage you to

come to the meetings which should take no more than an hour and a half of your time. You will find them informative and it is your opportunity to express your views.

## Problem with dogs

It is an offence for a dog owner not to clean up after their dog in public places. Failure to clean up can result in an on-the-spot fixed penalty fine of £50 or prosecution and a fine of up to £1000.00.

The estate team are working in partnership with the Council's animal wardens to reduce dog nuisance on the estate. Please report any incidents to the estate office.

## Contact numbers



Estate office:	020 7245 2201
Repairs (freephone):	0800 3680 889.
Out of hours:	020 7286 7412

## Your experience

### Customer experience



We're always keen to hear about your experience with us as a customer.

Resident Mrs Ali told us: "I have lived on Tollgate Gardens for five years with my growing family. Since moving to the estate I have found the Maida Vale staff polite and always willing to help me when dealing with repairs or any other problems I have had. Peter Okorodudu is my housing officer and has been very responsive and caring in his dealings with me.

"The regeneration work planned for the estate is very exciting and positive news for all the residents at Tollgate Gardens. I really look forward to seeing the new look estate."

Another resident, from Wingfield House on Tollgate Gardens estate, has recently withdrawn her transfer application even though she is waiting for larger accommodation. She and her family enjoy living in the area as it has a lot to offer many young families. She is also excited about the regeneration plans for the estate and wants to wait for it to be redeveloped so that her family can stay on Tollgate Gardens and her children can attend the same school.

A Tollgate House resident recently complimented the speed in which a broken lift was repaired. She would have been housebound otherwise.

Are you happy with our service? Or think of ways we can improve? Please let us know on 020 7245 2201 or by email at [maidavaleeo@cwh.org.uk](mailto:maidavaleeo@cwh.org.uk). We want to hear your views.

### Maida Vale fun day for health 2010



The 4th Maida Vale fun day will be held on Saturday 10 July 2010 at 40 Tree Green, Randolph Gardens NW6.

This year's fun day theme will be 'Improving your health'. There will be lots of things to see and do, including a salsa band who will provide the entertainment. If you would like to help organise this event or help on the day please contact Montserrat Fas, area housing manager, on 020 7245 2223 or email [mfas@cwh.org.uk](mailto:mfas@cwh.org.uk)

### Tollgate gardens estate renewal update

A core group of residents on Tollgate Gardens have been giving up some of their time to work with the master planners (architects) on future designs for the estate. They have been looking at issues around security, what tenants and leaseholders can expect from the scheme, and what sort of mix of new properties might be possible.

The next stage is to take all of these ideas to the wider estate and to get their views. To achieve this we will be holding an open day on the estate in early July 2010. Weather permitting this will be an outdoor event with lots of displays and models for residents to comment on and tell us how the design proposals should proceed.

The whole renewal scheme is about the future of the estate so we want some of our younger residents to give us their views. There will be a painting and story competition themes around 'The future of my estate' with first prize of a brand new i-pod player.

## Whats happening on your estate

### New look sheds and garages

CityWest Homes' handyperson service recently finished repainting the garage doors and shed doors on Tollgate Gardens. We hope you agree it's a great improvement and we plan similar works to the rest of Maida Vale in the future. See the before and after photos below:

before...



..and after



### Two new members of staff from Future Jobs' Fund (FJF)

Some residents on the Maida Vale estate have been interviewed by our new research officers Ifrah Bille and Ashton Ezigwe, who will be carrying out a five minute survey to find out from you what we do well and what we could do better in the future. We will develop an action plan based on your comments. The results of these surveys will be published in future editions of the newsletter.

### New community health coordinator



CityWest Homes is working with NHS Westminster to better understand the health priorities and needs of our residents so we can work together to meet the needs of local communities.

The Maida Vale estate is one of the areas of Westminster where residents appear to experience much higher levels of poor health compared with the rest of the city as a whole. In the coming months, we will be carrying out door to door surveys of residents in order to better understand the community's health priorities. We will write to all residents before these surveys start.

At this early stage, we would like to carry out a small number of focus groups with Maida Vale residents to help us shape our survey and ensure it asks the right questions. We would like to involve a cross section of residents from the Maida Vale area and hope to run the focus groups during June.

We are keen to work with interested residents throughout the process, from helping us ask the right questions, through to sharing the survey findings. Later in the year we will encourage resident involvement in working with health service providers to set up new local services in response to the identified priorities of residents.

If you have any questions or would like to be involved please contact our community health coordinator, Jillian Kratzer at 07775 027594, or by email at [jkratzer@cwh.org.uk](mailto:jkratzer@cwh.org.uk). We will have a table at the Maida Vale fun day on 10 July, so please stop by and find out more!



# You said, we did...

Over the last year you have been giving us your views on the issues you would like to see dealt with and we have been hard at work getting these actioned. Here is a snap shot of some of the things you said and we did or will be doing.

You said...

No one has come back to finish my repairs – who do I speak to about this?

We did...

Some flats in Maida Vale are managed by a residents' co-op or tenant management organisation. The estate office contacted the co-op manager on the resident's behalf and explained the repair problems. The co-op office have arranged for a contractor to complete the works.

You said...

I want to know when my windows will be renewed or repaired.

We did...

Major works are now planned. Please see the article on the front page of this newsletter.

You said...

We have noisy neighbours, what can we do?

We did...

We will take details of the noise problems and interview your neighbours. We would ask you to keep records of the dates and times of the noise and return these to the estate office. These details are kept confidential but may be needed as evidence for future court action if we establish there is a noise issue. Noise nuisance is a breach of the tenancy agreement or lease and the offender risks legal action being taken against them. Residents experiencing problems with noise should contact the 24 hour noise team on 020 7641 2000.

You said...

We have mice in the flat.

We did...

Residents can contact the pest control team on 020 7641 1522 to arrange an appointment. The estate team will then arrange any necessary repairs to prevent the mice from getting in your flat. We will also write to all residents advising them not to leave rubbish outside front doors as this can encourage mice.

You said...

There is anti-social behaviour on our estate. What is being done to stop it?

We did...

We are working with the Police and Safer Neighbourhoods Team to increase police patrols and remove anyone causing problems for our residents. In specific cases, the police have made arrests where necessary and residents have confirmed there are no further problems.

Have you experienced a good service from your local estate office?  
Please let us know on 020 7245 2201 or by email at [MaidaValeEO@cwh.org.uk](mailto:MaidaValeEO@cwh.org.uk)

