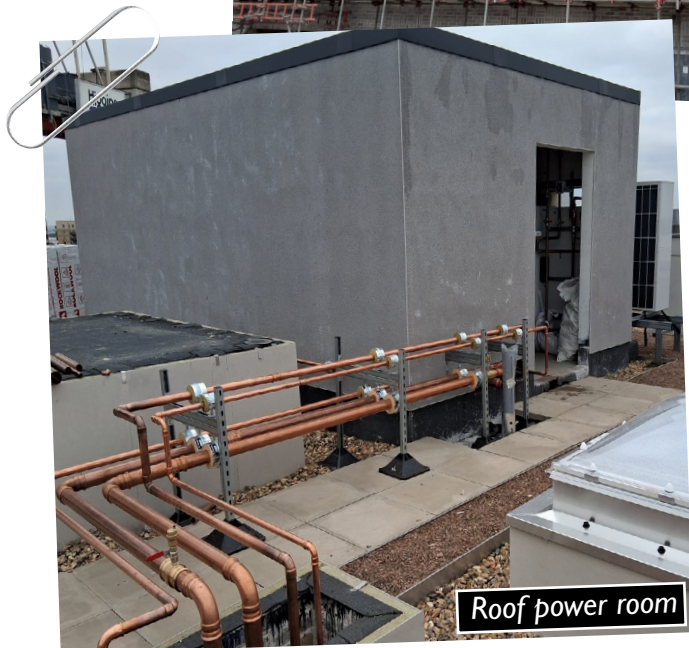




The Project

Higgins Partnerships has formed a development partnership with Hillingdon Council to jointly deliver the regeneration of Hayes Town Centre Estate and Avondale Drive Estate.



Roof power room

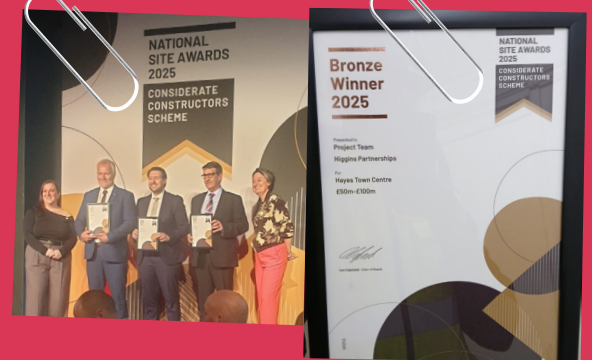


Summer 2025

We would like to thank you in advance for your patience and understanding.

We're proud to announce that our Hayes Town Centre picked up Bronze at the Considerate Constructors Scheme National Site Awards!

These awards celebrate sites that go above and beyond for their communities, workforce, and the environment. A huge milestone for our teams!



The new homes are almost complete.



Heating system



Windows fitted

Community Engagement

Austin Sewing Club Eid and Womens Day Celebration

Higgins Partnerships donated £140 to the Austin Sewing Club to support fabric purchases for their International Women's Day and Eid Celebration on 7 April. The event brought together local women who showcased handmade garments, fostering creativity, culture, and community spirit.

It also highlighted the club's role in promoting mental health, social cohesion, and providing a safe space for women. Attendees shared personal stories, and the Higgins staff enjoyed a meal prepared by the club members.



"We would like to thank you so much for providing the funding for our beautiful garments. The ladies really appreciated the funding as they were able to sew beautiful clothes for this event."

~ Austin Sewing Club

Estate Matters

Update on new homes

Since the ballot, where residents voted in favour of redevelopment the council has been working in partnership with residents and the Mayor of London to deliver affordable homes fit for the future.



The first phase of new homes is almost complete, and we will be arranging moving home sessions to provide residents with a clearer understanding of the new properties.

These sessions will include an overview of:

- The new property
- Energy and utilities
- Rents and service charges
- Tenancy agreements
- Refuse and collection days
- New property repairs and after care processes
- Estate parking
- Moving home timetable

During the session's members of the regeneration, housing management team and independent advisors Public Voice will be on hand to answer any questions you may have.

These sessions will be held during the month of August, and we will be writing to all residents who are moving to the new homes at Seabrook Court to invite you to one of these sessions.

Did you know

The new homes will be energy efficient with solar panels on roof to help reduce communal electricity costs.



However, you can go further by:

- Turn off standby mode for your appliances
- Change your light bulbs to LED
- Reduce the temperature on your washing machine to 30 degrees
- Use your washing machine and dishwasher at night
- Buy A rated energy efficient appliances

www.hi-higgins.co.uk

You will find updates about the project on the Hi! Website, as well as community news and information about upcoming events and more.

You can also use the camera on your phone to scan the QR code here to visit the website:



Support by the team

As outlined in our commitments if you are moving to one of the new homes later this year you will be supported by a dedicated officer to help you every step of the way.

We will also organise:

- Removal van on the day of your move
- Disconnection and reconnection of your washing machine, fridge and cooker
- Redirection of your mail for up to six months
- Supply you with boxes and tape to support your move

Get ready to move

Those of you who are moving to the new development it is now time to think about the items you wish to take with you and items you wish to dispose of or give away to charity.

If you have bulky furniture, you no longer wish to take with you and is in still good condition, please contact Trinity who may be able to collect this for you for to help a family in need.

Contact Trinity on **020 8797 9500** or email: info@wearetrinity.org.uk

Further details can be found at:
www.wearetrinity.org.uk/furniture

Get the packing process started by checking your wardrobes and donating clothing to charity. There are a several clothing banks located at supermarkets. Please see map below.



Extra help for vulnerable or elderly residents

If you are vulnerable or elderly, we will provide a packing service to support you with your move from helping you declutter to packing your goods our team will support you with every aspect of their home move. Including transferring utilities and services we can plan and organise the whole thing with you from start to finish.

If you require this service, please get in touch with Rosemarie Thomas on **01895 556 461** or email: HTCRedevelopment@Hillingdon.gov.uk



Two months before you move

- ✓ Have a clear out
- ✓ Start by packing non-essential items
- ✓ Ensure you label all boxes so they can be placed in the right rooms when you move

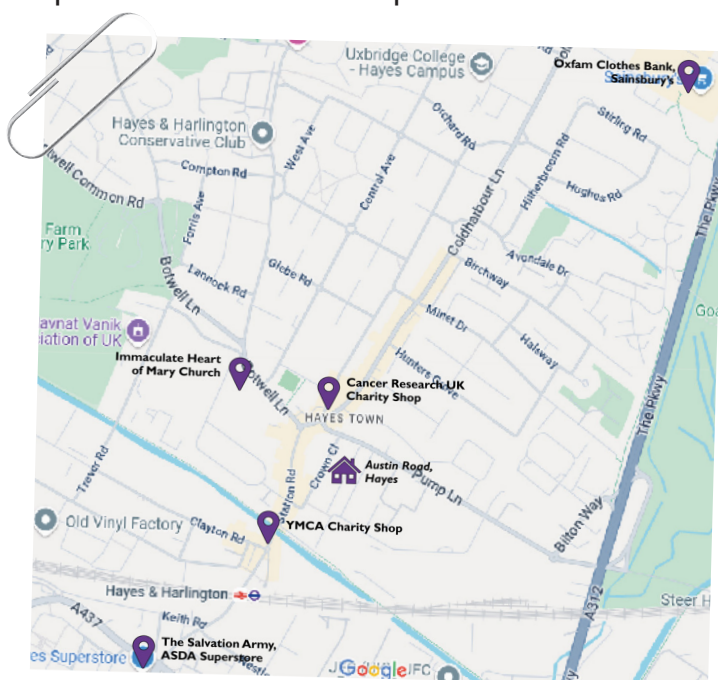
One month before you move

- ✓ View your new home
- ✓ Meet your new neighbours
- ✓ Pre sign your new tenancy
- ✓ Notify your bank, hospital, doctors, broadband or telecommunication company of the new address you will be moving
- ✓ Arrange for redirection of your mail with Royal mail

Moving Day

A member of the regeneration project team and removal company will visit your home on the day

- ✓ Ensure all boxes are labelled and ready to go
 - ✓ Take final photo of your utility meter and provide details to your energy supplier with your forwarding address
- Provide officers with all the keys for the vacating property



Resident satisfaction with moving process

Some residents who have moved have told us how they feel about the process and ways we can make improvements.



“In the beginning, I wanted to stay on the estate. I didn’t want to move as we had lived there for many years, but decided to take the opportunity to move. I’m so glad that we’ve moved, nice shops, lots of amenities and the pubs and bars, and we have a park nearby. The area is quiet

Overall, I think we were treated very well, but I think it was more the team that was dealing with us and the attention that we received from them. We were kept up to date on everything about the regeneration and relocation process. We are very happy in our new home, and we have no intention of moving again.”

*~ Mr and Mrs B, former Austin Road,
Council tenant for 40 years*

“My life has improved greatly since moving. I’m happier and much more relaxed. My advice to other residents going through the process listen to the team work with them and if you have any questions, just ask. My first thoughts were fearful; I didn’t know what was going to happen, but the team really listened. This change has been a good one for me and my family.”

~ Ms W, former Austin Road resident



Estate Management

Housing Repairs

We continue to carry out regular inspections across the estate to identify any potential dangers or risk.

We continue to manage and maintain the homes at Austin Road Estate. In the last quarter we have carried out repairs to residents’ homes and communal areas for the following areas.

Property	Residential	Communal
Austin Road	43	11
Silverdale	38	8
Skeffington	74	9

If you have a repair, please contact us on **01895 556600** or the easiest way to report this is online at www.hillingdon.gov.uk/requestrepair

Preparations for demolition

The rehousing of the estate is a complex one. Currently we have a mixture of residents living on the estate. This includes secure and temporary accommodation households, resident leaseholders, non-resident leaseholders who rent their homes out privately to individuals. We also have some residents living in vacated homes under temporary accommodation while their cases are assessed.

Over the coming months you will notice a great deal of movement across the entire estate as we prepare areas two and three for demolition.

The council will continue to ensure all properties are secured on the day of vacation to maintain security on the estate. Regular patrols will also be in place by local policing and officers of the council.

Phase two and three area



Play area improvements

Our development partner Higgins have carried out some improvements to our play areas located in phase four area in time for the summer holiday.

Over the summer months we will be running several initiatives in partnership with Higgins this includes an art competition with local primary schools and a football event.



Phase four

The council continues to work with residents living in phase four of the redevelopment proposals. Some residents have taken the opportunity to move early to smaller property available locally.

This phase is scheduled for demolition 2028.



Phase four map

If you are currently living in an overcrowded home you must continue to bid through the IOCATA system.

Opening hours: Monday - Friday (09:00-16:30)

Email: housingregister@hillingdon.gov.uk

Telephone: 01895 556666 (08:00 - 17:00)

Minicom: 01895 277730

(for those with hearing difficulties)

Car Park D is now formally closed

In preparation for demolition of phases two and three areas, we have formally closed Car Park D.

No further parking in this area.



www.hi-higgins.co.uk

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Duty of Care

We understand that working closely with the community, residents and stakeholders is important. We always aim to limit disruption to all, whilst the works are in progress.

All machinery used is fitted with noise suppression devices where possible.

Deliveries are scheduled to avoid peak periods wherever possible.

Please note: Staff and Operatives will start to arrive on site from 7:30am but will not commence works until 8:00am and works will cease by 6:00pm.

Staying safe on the estate

If you wish to report any crime happening on the estate, you can do so anonymously through the charity Crimestoppers.

No one will know you have reported it.

Contact crimestoppers on: **www.crimestoppers-uk.org/** to give information or **0800 555 111**

In an emergency call **999**

Police Officer for Avondale Estate:

SNTXH-Townfield
@met.police.uk
Sean.Creaby
@met.pnn.police.uk

For queries relating to the regeneration please call **01895 556 461**

For general housing management queries please call **01895 250 111**

For the Independent Tenant and Leaseholder Advisor (ITLA) please contact Public Voice on **0800 169 8677** or email: **info@publicvoice.london**

Project Key Contacts

Mark Collier
Construction Manager
Phone: 07791 669 315



Terry Mobbs
Site Administrator
Phone: 07527 389 406



Site number: 020 8508 5555

Site office location
Austin Road,
Hayes Town Centre, UB3 3DL

Email: hayestowncentre@higginspartnerships.co.uk

Emergency out of hours contact: 0871 750 3001

Site Working Hours
8:00am – 6:00pm weekdays
8:00am – 1:00pm on Saturdays

We will not be working on Sundays or Bank Holidays

Contact Higgins
Head Office
One Langston Road,
Loughton, Essex IG10 3SD

Office number: 020 8508 5555

Web:
www.higginspartnerships.co.uk

Email:
info@higginspartnerships.co.uk

Twitter handle:
[@HigginsPartner](https://twitter.com/HigginsPartner)

If you would like to receive this information in another language or larger font, please contact us on **CSR@higginspartnerships.co.uk**