



Hi!

Avondale Drive

December 2023

Christmas Shutdown:
The site will be closing for the Christmas period on 22nd December 2023 and will reopen on 2nd January 2024.

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.

During this past year we have been pleased to have commenced the demolition works on the Avondale Drive project and we will continue to keep you updated on the progress on site throughout 2024.

Phase 1 Demolition

The demolition of phase one on both regeneration sites are well underway.



The new homes we are building

As you know, we will be providing the new affordable homes based on housing need which we captured through the housing verification forms completed with you last year.

At Avondale we will be building:

- Social Rent
- 7 one bedroom homes
- 16 two bedroom homes
- 5 three bedroom homes
- 2 four bedroom homes

We will start to formally allocate new homes in late Spring. Allocations will be carried out in a fair consistent way according to the council's Social Housing Allocation Policy and Local Lettings Plan. The new homes will complete by Summer 2025.



COLLABORATIVE



RESPECTFUL



COMMITTED



RESPONSIBLE

Upcoming Schedule of Works (December 2023 - February 2024)

- 1
- 2
- 3
- 4

Construction of new vehicular cross over and new access road between Glenister House and Fitzgerald House

Construction of new parking area between Glenister House and Fitzgerald House

Diversion of Electricity cables

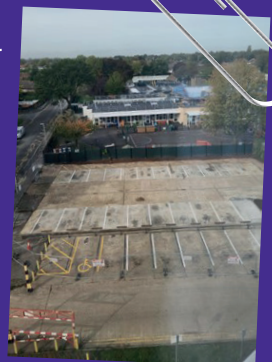
Commencement of drainage works

Safety Awareness - Please do not enter the site while works are ongoing as there may be hidden dangers.

Recently Completed Works (September 2023 - November 2023)

Demolition of car port between Glenister House and Fitzgerald House

Formation of temporary parking area to former garages opposite Glenister House, next to Minet Infant and Nursery School



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

Community Engagement

While Christmas is just around the corner, we are pleased to be supporting Hayes YMCA by offering a donation, which will help them continue to offer their wonderful services and support to young residents in and around the Hillingdon community. We are looking forward to working with Hayes YMCA further in 2024.

Following the success of the Beep Beep Day we held at Minet Infant and Nursery School during summer, we held a Beep Beep event in October at Minet Junior School for their Year 4 students, to inform them about road safety. We provided students with information about how to stay safe while crossing the road including the Green Cross Code and cycling safety. Students also had the opportunity to sit in one of Higgins Partnerships' large Hiab lorries, to understand the blind spots that our drivers experience while driving.



We were pleased to support Hayes and Harlington Community Centre in October, for a children's Halloween party they held. Higgins Partnerships contributed £150 towards the event and in addition, we supported the centre by displaying their event poster in and around the Avondale Drive development to help promote the event. Our Resident Liaison Officer enjoyed helping at the event where residents enjoyed goodie bags, a fun disco and there were prizes for best costume.



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:



At the beginning of 2023, we were delighted to appoint local resident, Gemma as our Resident Liaison Officer. Gemma settled into her role nicely and continues to engage with the local community in positive ways.

Throughout the year, we have held a variety of community events for residents at Avondale Drive, from the Easter Hunt to the successful Beep Beep events at Minet Infant and Junior schools, to inform young residents about the importance of road safety. As the project progresses, we are looking forward to engaging with residents further in 2024 and running more activities to bring people together.

Thank you to the REP's from both Hayes Town Centre and Avondale Drive for your support with bringing about change on both estates.

The Hi! team would like to wish you an enjoyable Christmas and a happy New Year!



Reporting Repairs

We have improved our services when reporting a non-emergency repair. The best way to report a repair is by using our online repair report or call us on **01895 556 600**

You will receive:

- Confirmation of works order
- On the day of the repair a 20-minute confirmation text stating operative is en route
- 24-hour text notifying you when the repair will be carried out
- Opportunity to let us know if we got things right or wrong

Estate Inspections

Did you know the estate management team carry out quarterly inspections to the block as a part of our fire safety in flats and high rise buildings?

If you would like to take part in the quarterly inspections for the estate, please get in touch with a member of the team.

Employment & Training

The development of Hayes Town Centre and Avondale Drive Estates will offer ongoing opportunities for our residents, by welcoming them to help with the redevelopment of the estate by offering training / work placements. We encourage more women in construction currently. If you would like to be considered for a work experience placement on the development, get in touch with us on **csr@higginspartnerships.co.uk**

Energy help for households

For further support please refer to the Help for Households website: **<https://helpforhouseholds.campaign.gov.uk/>**

Farewell

We say a sad farewell to Beverley Coleman, Decant Officer for Avondale Drive Estate. Beverley has been an active member of the regeneration team and instrumental with working to support residents during the moving process.

We are currently recruiting a new officer. If you have any queries in the meantime, please do not hesitate to contact a member of the project team on **01895 556 461**



Age UK - Hillingdon

Age UK – Hillingdon offers a range of free and confidential advice. To make an appointment with one of their advisers or for any information, contact them on: 0208 756 3040 between 9am – 3pm.

Below are just some of the services that Age UK – Hillingdon provide:

Help at home

This service assists elderly with day-to-day tasks such as groceries, cleaning and laundry.

Phone: **0208 756 3053**

Dementia Activities

This service offers a 6 week programme for individuals based on Cognitive Stimulation Therapy such as music therapy and arts and crafts. For more information about this service, please contact Kelly Mattoo on:

Phone: **07925 148 169**

Email: kmattoo@ageukhbb.org.uk



Estate Maintenance & ASB Update

A big thank you to all who attended the recent Resident Engagement Panel meeting at Avondale Drive Estate.

You said/ We did

Since reporting the housing team have been working hard to rectify the issues raised

You said...

- Lifts not stopping at all levels Glenister house
- Door entry problems at Fitzgerald House

We did...

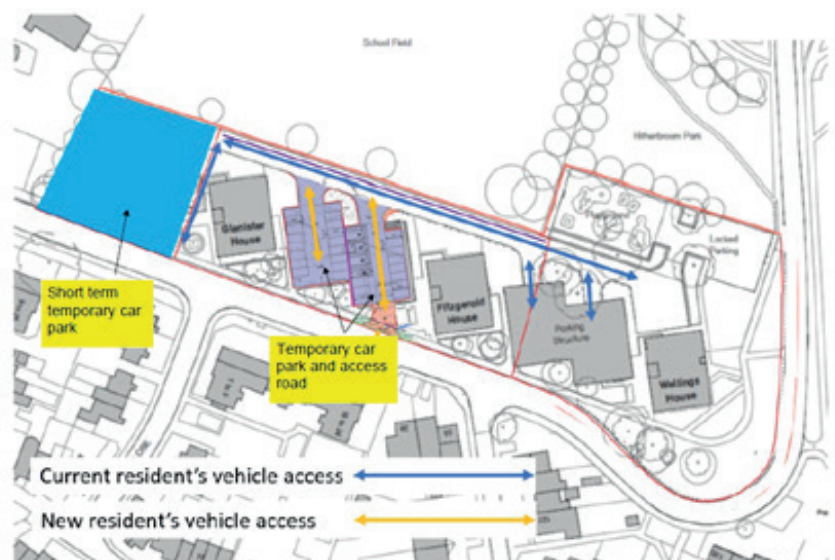
- We have notified our lift engineer and a replacement part is required for Glenister & Fitzgerald lifts. This item has been ordered and this will be replaced shortly
- We have reviewed the communal entry system, and this will require full replacement. Due to the redevelopment of the estate we are looking at sourcing parts from another upgrade and hope to rectify the issues soon. If this can't be fixed then we will consult with you about full replacement



Car parking for residents

As the redevelopment progresses we have demolished the car parking cages and are creating temporary car parking spaces located between Glenister House and Fitzgerald House. Please refer to the image below. This will provide enough parking for existing residents to park. We have also provided residents with permits.

Longer term we will create parking spaces that will be positioned on the street and within podium car parks, depending on where your new home is located on the new development. We will provide further information as the development unfolds.





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.



Housing Matters

Civic Centre Christmas Closure

The Council offices will be closed on Christmas, Boxing day and New Years day. Housing Management repairs will be available **01895 55 6600**.

The community Hub will be closed from:
13th December 2023

Reopens from:

10th January 2024 however residents can contact the Regeneration Project Team on **01895 556461**

Car parking

We have terminated all the bays outside the garage area therefore residents can no longer park in these areas. We thank residents for their co-operation.

Reporting a crime

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/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 556461**

For general housing management queries please call **01895 250111**

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 669315



Gemma Harling
Resident Liaison
Officer
Phone:
07739 630 527



Site number
020 8508 5555

Site office location
Flat 3 Wellings House,
Avondale Drive

Email: avondaledrive@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
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One Langston Road,
Loughton, Essex IG10 3SD

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Web:
www.higginspartnerships.co.uk

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info@higginspartnerships.co.uk

Socials handle:
@HigginsPartner

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