

Updating residents on the CRE regeneration



The regeneration programme is still underway as planned.

Winter 2020

- In preparation for the regeneration, the CRE regen team begins supporting residents in Phase 1 with their moves. Residents will be moved as per the phasing plan in the Landlord Offer.
- Planning application outlining the Masterplan and Phase 1 designs for the CRE regeneration submitted.

Winter 2020 to spring 2021

- Consultation undertaken by the Local Planning Authority (LPA). Local community submitted their views on the outline masterplan and Phase 1 designs.
- All feedback submitted during the consultation period considered by the LPA.

29 April 2021

- CRE regen team wrote to residents about some minor changes to the proposals for the new neighbourhood in light of consultation feedback.

Spring to early summer 2021

- A further re-consultation undertaken by the LPA, again, so the local community can respond with their views.
- All feedback submitted during the re-consultation period considered by the LPA.
- The CRE regen team continues to support residents in Phase 1 with their moves.



Supporting residents in Phase 1 with their moves

Ms B and her family are in Phase 1 of the regeneration and have chosen to stay on the CRE. They have recently moved into temporary accommodation while they wait for the new homes to be built. Speaking about their experience of the process Ms B said,

"The move was so seamless! Our rehousing officer made everything easy by being very informative, patient and kind."

WE ARE HERE

- Digital sensors are being installed in empty homes on the CRE to discourage antisocial behaviour and squatting, improving safety and helping ensure the redevelopment does not get delayed.

What happens next?

- LPA to determine the planning application.



Update on Estate Management

Landlord Services update



New dedicated RSO for the CRE

We have been in the process of recruiting a new dedicated resident services officer (RSO) for the CRE since Jacquie Farrier's move across to the CRE regen team. We are pleased to let you know that from 2 August 2021, we will have a new member of staff as the RSO for the Estate, Adeola Dinah (left).

You can contact Adeola by email at adeola.dinah@kingston.gov.uk. Adeola will get to know you and the Estate over the summer.

Repairs

If you would like to report a repair, please contact our repairs contractor, Axis, on **020 8547 5003** or email kingston.repairrequest@axiseurope.com

Anti-social Behaviour

If you would like to report Anti-Social Behaviour (ASB), please contact the RSO. If the issue is serious, please contact Charlie Aitken, ASB officer, at Charlie.Aitken@kingston.gov.uk. Charlie will liaise with you and the police to gain evidence to take action against the tenancy or refer you to sources of help and support.

Lift maintenance

The process to renew various parts of the lifts in Phases 3–5 is now underway with works scheduled to start later this year. They will improve the reliability of the lifts for people living in homes that are in the later phases of the regeneration. The lifts in Phases 1 and 2 will continue to be repaired as needed. If you do come across a lift which isn't working, please call the contact centre on **020 8547 5003**, so that the repair can be ordered.

Summer events



Wild World Heroes

Summer Reading Challenge for children. Sign up at your local library or at www.summerreadingchallenge.org.uk

Achieving for Children

Take a look at all the events taking place for children, young people and families over the summer holidays at www.kr.afcinfo.org.uk/events

Planning to hold your own event?

You can find guidance on how to hold an event in Kingston on the Council website at www.kingston.gov.uk/host-event-kingston.

This includes how we can bring people together safely following COVID-19 guidance.



Grounds maintenance

We are speaking with our contractor, Idverde, about the conditions on the Estate to ensure the current service specification is delivered during the summer. The council has agreed a new contract for grounds maintenance which will come into effect from 1 November 2021.

If you are concerned about grounds maintenance, caretaking or the state of playgrounds please, contact Ian Hodden-Brown, team leader for estate services, at Ian.Hodden-Brown@kingston.gov.uk. During the summer, we will have more caretakers on the Estate as there are more people at home, on school holidays and working from home too.

If you have concerns about any aspect of the landlord service, please contact us.

Contact details

If you would like to talk to a member of the team about the project or any other queries you may have about the regeneration, please don't hesitate to get in touch. CRE regen team:



Freephone 0800 304 76 33



creregen@kingston.gov.uk



cambridgeroadestate.com

Independent advice

All CRE residents can get independent advice and information. This is to help you make informed decisions about your future housing. Please contact the CRE Regeneration Team for more information.

Difficulty reading this document?

If you would like this information in large print or the support of a translator to access it in another language, please contact the CRE regeneration team on freephone **0800 304 76 33** or email to creregen@kingston.gov.uk.