



# Property, Highways and Transport Select Committee

**Councillors on the Committee** 

Councillor Keith Burrows (Chairman)
Councillor Steve Tuckwell (Vice-Chairman)
Councillor Alan Chapman
Councillor Darran Davies
Councillor Elizabeth Garelick
Councillor Kamal Preet Kaur
Councillor Peter Money (Opposition Lead)

Date:

**TUESDAY, 6 JUNE 2023** 

Time:

7.00 PM

Venue:

COMMITTEE ROOM 5 -

CIVIC CENTRE

Meeting Details:

Members of the Public and Media are welcome to attend.

The meeting may also be

broadcast live.

You can view the agenda

online at

www.hillingdon.gov.uk

Published: Thursday, 01 June 2023

**Contact:** Steve Clarke

Email: sclarke2@hillingdon.gov.uk

Lloyd White

Head of Democratic Services

London Borough of Hillingdon,

Phase II, Civic Centre, High Street, Uxbridge, UB8 1UW

www.hillingdon.gov.uk

# Useful information for residents and visitors

#### Travel and parking

Bus routes 427, U1, U3, U4 and U7 all stop at the Civic Centre. Uxbridge underground station, with the Piccadilly and Metropolitan lines, is a short walk away. Limited parking is available at the Civic Centre. For details on availability and how to book a parking space, please contact Democratic Services. Please enter from the Council's main reception where you will be directed to the Committee Room.

#### **Accessibility**

An Induction Loop System is available for use in the various meeting rooms. Please contact us for further information.

#### Attending, reporting and filming of meetings

For the public part of this meeting, residents and the media are welcomed to attend, and if they wish, report on it, broadcast, record or film proceedings as long as it does not disrupt proceedings. It is recommended to give advance notice to ensure any particular requirements can be met. The Council will provide a seating area for residents/public, an area for the media and high speed WiFi access to all attending. The officer shown on the front of this agenda should be contacted for further information and will be available at the meeting to assist if required. Kindly ensure all mobile or similar devices on silent mode.

Please note that the Council may also record or film this meeting and publish this online.

#### **Emergency procedures**

If there is a FIRE, you will hear a continuous alarm. Please follow the signs to the nearest FIRE EXIT and assemble on the Civic Centre forecourt. Lifts must not be used unless instructed by a Fire Marshal or Security Officer.

In the event of a SECURITY INCIDENT, follow instructions issued via the tannoy, a Fire Marshal or a Security Officer. Those unable to evacuate using the stairs, should make their way to the signed refuge locations.



#### **Terms of Reference**

#### **Property, Highways and Transport Select Committee**

To undertake the overview and scrutiny role in relation to the following Cabinet Member portfolio(s) and service areas:

Cabinet Member Portfolios	Cabinet Member for Property, Highways & Transport		
Relevant service	1. 1) Property & Estates		
areas	2. 2) Capital Programme - Major Projects		
	3. 3) Transportation		
	4. 4) Highways		
	5. 5) Repairs & Engineering (including housing repairs)		
	6. 6) Building Safety / Facilities Management		

#### Cross-cutting topics

This Committee will scrutinise and review the work of utility companies whose actions affect residents of the Borough.

This Committee will also act as lead select committee on the monitoring and review of the following cross-cutting topics:

• Civic Centre, Property and built assets

#### Specific portfolio responsibilities of the Cabinet Member for Property, Highways and Transport

To oversee and report to the Cabinet on the Council's responsibilities and initiatives in respect of:-

- Major construction projects
- Housing stock development and construction
- Housing maintenance and refurbishment
- Facilities management including Energy / Carbon use and consumption
- Building Safety
- The Council's land and property holdings including its industrial and business units, shops, car parks and meeting halls
- Maintenance of Heritage Assets
- Highway maintenance
- Bus routes and transportation
- Fleet and Passenger Services
- Road safety
- · Traffic management and parking management schemes

The Cabinet Member for Property, Highways & Transport, in conjunction with the Leader of the Council and Chief Officers, will oversee the acquisition, development, use and disposal of land and property assets across all Cabinet portfolios.

# Agenda

7 Hayes Estate Regeneration Project Update

1 - 18



#### HAYES ESTATE REGENERATION PROJECT UPDATE

Committee name Property, Highways and Transport Select Committee

Officer reporting Perry Scott – Corporate Director of Place

Papers with report

Appendix A – Hayes Town and Avondale Drive Redevelopment Newsletters

#### **HEADLINES**

# **Summary**This report provides an update regarding the ongoing delivery of the Hayes Regeneration Project.

#### Putting our Residents First

Delivering on the Council Strategy 2022-2026

This report supports the following Council objectives of:

- Our People;
- Our Built Environment;
- Strong financial management.

The regeneration of the two estates also contributes to the Council's Housing Strategy 2021/22 - 2025/26.

Additionally, the report supports our ambition for residents / the Council to 'Live in good quality, affordable homes in connected communities'.

#### **Financial Cost**

Total gross expenditure for the project is forecast to be £169.8m. After secured GLA grant, sale receipts and land receipts, net expenditure is forecast to be £91.5m. Capital financing is fully provided for in the MTFF.

Relevant Select Committee

Property, Highways and Transport Select Committee

Relevant Ward(s)

Hayes Town and Wood End

#### RECOMMENDATIONS

That the Committee note the contents of the report.

#### SUPPORTING INFORMATION

#### **Background**

Hayes Town Centre Estate, sometimes known as Austin Road Estate, consists of 260 homes including 79 leasehold properties built in the 1970s consisting of medium rise flats and

Part 1 - Public

maisonettes with a high-rise point block of 15 storeys, made up of a mixture of 1,2 and 3 bedroom homes.

The Avondale Drive Estate, also in Hayes, contains 144 homes, of which 28 are leasehold properties. The Estate consists of three 'system built' 12 storey point blocks constructed in the late 1960s and all flats have two bedrooms.

In response to concerns raised by residents about building condition and anti-social behaviour on these estates, the Council has been exploring ways to improve the standard of residential provision for current residents.

It has also taken into account the opportunity to deliver additional housing supply and a high-quality public realm, which is in line with its planning policies for Hayes town centre, the Hayes Housing Zone and the Borough generally.

Following options appraisal, in October 2020 Cabinet agreed that officers should undertake further design work on a redevelopment option for both estates, in consultation with residents, with final proposals on the re-housing offer and indicative design to be put to residents in a GLA compliant resident ballot.

In May 2021 the results of the two ballots were both positive, 79% in favour at Hayes Town Centre and 94% in favour at Avondale Drive.

To ensure that the redevelopment could be delivered, in June 2021 the Cabinet authorised officers to undertake a developer procurement exercise for the two estates, and a strategic pipeline of projects. They also authorised the submission of two hybrid planning applications for the first two estates identified (Hayes Town Centre and Avondale Drive), alongside the acquisition strategy and possession strategy to facilitate an early start on site once a developer partner had been procured.

On 24 March 2022 Cabinet approved Higgins PLC as the preferred bidder and granted delegated authority to approve the final contract terms to the Leader of the Council and Cabinet Members for Property and Infrastructure, Environment, Housing & Regeneration and Finance, in consultation with the Corporate Director of Place.

On 11 July 2022 the Leader of the Council and Cabinet Members approved the final award of contract to Higgins Partnerships 1961 PLC as the developer partner for Hayes Town Centre and Avondale Drive Estates to facilitate their redevelopment and for the strategic pipeline of potential developments described in the procurement documents.

In September 2022, the Council obtained planning consent for the scheme that residents were consulted on and the Council entered into contract with Higgins Partnerships to build new homes for the residents of the Estates.

The Council also entered into a Strategic Partnering Agreement (SPA) with Higgins, which has a term of 10 years and may be extended by up to an additional 5 years. Under the terms of the SPA the Council can request that Higgins prepares a business case in relation to identified project

Part 1 - Public

sites. Where a business case is approved by the Council the parties may enter into a development agreement on terms similar to the contract for the redevelopment of the Hayes Estates. The SPA is non-exclusive and the Council is free to seek alternative solutions for the identified sites.

#### PERFORMANCE DATA

The contract with Higgins provides for the delivery of their proposed re-design of both Estates, which compared to the Council's planning consents for the Estates, results in an uplift in numbers of homes, including additional affordable homes and overall improved designs and phasing.

Construction is planned to take place in five phases at Hayes Town Centre and three phases at Avondale Drive. The affordable housing at both Estates will be delivered earlier than originally envisaged, with the first phases at both Estates delivering 110 homes for existing residents by summer 2025. The remaining affordable housing is planned to complete by 2028.

The contract sets out key milestone events and associated target dates to deliver their scheme. Key target dates are set out in the table below:

Hayes Town Centre					
Phase	Tenure	Start on Site	Practical Completion/Handover		
1	Social rent & shared equity	25th May 2023	8 <sup>th</sup> May 2025		
2/3	Social rent, shared equity, London affordable rent & private sale	8th June 2025	8 <sup>th</sup> March 2028		
5	Social rent & shared equity	8 <sup>th</sup> June 2025	8 <sup>th</sup> August 2027		
4	Private sale	8 <sup>th</sup> April 2028	8 <sup>th</sup> October 2031		

Hayes Town Centre – Key Target Dates

Avondale					
Phase	Tenure	Start on Site	Practical Completion/Handover		
1A	Social rent	25 <sup>th</sup> May 2023	3 <sup>rd</sup> February 2025		
1B	Social rent, shared equity, London affordable rent & private sale	18 <sup>th</sup> December 2023	9 <sup>th</sup> November 2026		
2	Private sale	9 <sup>th</sup> December 2026	9 <sup>th</sup> October 2029		

Avondale Drive - Key Target Dates

Higgins started on site in September 2022 and has made good progress in carrying out enabling works including surveys, asbestos removal and utility disconnections, to facilitate demolition works starting at the end of May 2023. The works are currently on programme.

Higgins' proposed design for Hayes Town Centre provides 551 homes, of which 276 are council homes, either for rent or returning leaseholders. The remaining 275 homes are for private sale. At Avondale Drive, Higgins' proposed design provides 310 homes of which 121 are council homes, either for rent or returning leaseholders, with the remaining 189 for private sale. Higgins has held a number of pre application meetings with the Council's planners to progress implementing their proposed designs. Design consultations with residents at both Estates were held in January, which were well received.

Part 1 - Public

#### **RESIDENT BENEFIT**

At Hayes Town Centre, Higgins' proposed design at Hayes Town Centre provides 202 social rent, 45 London affordable rent and 28 shared equity homes and at Avondale Drive provides 121 homes for social rent and 3 homes for shared equity. Overall their designs provide 12 more council homes than the Council's consented planning scheme.

Higgins' scheme delivers the affordable housing at both Estates earlier than originally envisaged as set out above.

The redevelopment will not only improve the physical redevelopment but also the social environment by putting residents first. The contract with Higgins includes a comprehensive approach to stakeholder engagement including a senior Resident Liaison Officer and Resident Liaison Officer on each Estate. In addition a wide range of Social Value Initiatives to meet the needs of the residents and local community will be delivered.

In order to establish the needs and priorities of residents, the estate regeneration partnership team worked with residents at meetings held in February and March 2023 to develop a social value charter and community activity plan for Hayes Town Centre and Avondale Drive Estates. The resulting priorities include providing opportunities for all residents regardless age or background to get involved, improve wellbeing and safety on the estates and better access to local facilities. To date initiatives have included an estate fun day, energy saving workshops, Eid Celebrations, estate coffee morning, quiz for residents to come together in a safe space post pandemic to address the needs of older and vulnerable adults on the estate, health awareness workshops in partnership with Hesa Clinic and a meeting with the Metropolitan Police. The benefits of these initiatives have included employment, raised residents' awareness of ways to save money relating to energy and provided practical MOT health check advice around health, crime and community safety.

Further timetabled activities include resident estate clean up days, engaging with youth through sport, family fun days, and bingo. Financial exclusion and digital workshops are also underway.

Higgins has provided financial support to several organisations operating locally including the Austin Estate Sewing club and BUILD; a construction social enterprise to upskill residents. Future work with the estate resident engagement panels and wider community groups is planned to attract and unlock external match funding to run further initiatives in a multi partnership approach.

The partnership will maximise job creation through construction apprentices and local labour opportunities and Hillingdon local businesses supply chains. To date, one resident has been successful in being appointed as a Resident Liaison Officer and work is underway with BUILD to run a series of construction workshops for women.

The social impacts of the regeneration are monitored and evaluated at monthly scheme social value partnership meetings with representatives from the Council and Higgins. In addition Higgins

Part 1 - Public

produce a quarterly monitoring report.

A summary of information and events is outlined in the quarterly estate newsletters and partnership website.

#### FINANCIAL IMPLICATIONS

The Hayes Regeneration Project commenced in 2021/22. Total gross expenditure for tenant decant, land assembly, and regeneration works is forecast to be £169.8m. The current MTFF 2022-28 has allocated gross capital financing of £161.0m. After secured GLA grant of £44.4m, estimated shared equity sales receipts from returning resident leaseholders of £7.9m and land receipt of £26.0m, the total net cost to the council is forecast to be £91.5m.

#### **LEGAL IMPLICATIONS**

NIL.

#### **BACKGROUND PAPERS**

NIL.

#### **APPENDICES**

- 1. Hayes Town Centre Estate April 23 newsletter
- 2. Avondale Drive Estate April 23 newsletter

Higgins & Hillingdon Council website link: https://www.hi-higgins.co.uk/



















# Upcoming Schedule of Works (April – June 2023)



Soft stripping works; comprising of removing windows and doors will commence from April.



Demolition is forecast to start towards the end of May



Hoarding will be erected.



Disconnection / diversion of existing services will be carried out.

# Recent Completed Works (January - March 2023)



Underground utility surveys.

2

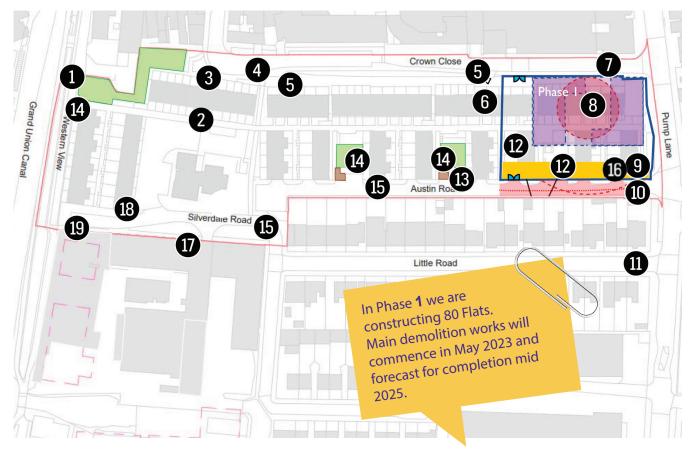
Tree removal.



3

Services Isolation.

We would like to thank residents in advance for your co-operation and understanding.



- Existing amenity space/ playground
- 2. Primary 1st floor podium pedestrian routes around estate
- 3. Residents stair cores (ground to 2nd floors)
- 4. Ground floor pedestrian through estate route
- 5. Emergency vehicle access only
- 6. Void/buffer dwellings

- 7. One way construction traffic route
- 8 Luffing tower crane
- 9. Site accommodation & welfare
- 10. Car parking bays suspended to facilitate two way access
- 11. Estate vehicle routes
- 12. Unloading areas
- 13. Refuse storage & collection points
- 14. Existing courtyard amenity areas

- 15. Existing residents access to tnder croft parking areas
- 16. RLO office & respite area
- 17. Existing commercial units access & refuse to be maintained
- 18. Existing residents meeting hall
- Access ramp (Silverdale Road up to canal embankment western view)

# Considerate Constructors Scheme

This site will be registered with the Considerate Constructors Scheme (CCS). Over the duration of the project there will be a number of visits from a CCS Monitor.

Considerate Constructors Scheme (CCS) is a scheme which aims to improve the image of the

construction industry by striving to promote and achieve best practice. Higgins is a partner of CCS which demonstrates our commitment to the scheme and improving the image of construction. As a partner we agree to comply with the scheme's Code of Practice and require all our sites to register; they are then monitored at regular intervals over the project.

Page 9



# Christmas 2022 Charitable Giving

In the lead up to Christmas 2022, Higgins Partnerships supported The Care Pack charity with a donation of £1,550.00.

The Care Pack support London's rough sleepers particularly during the winter months, by distributing backpacks filled with essential items to help through the harsh weather conditions.



## Community Charter

Higgins has run a Community Charter Workshop with the Resident Engagement Panel (REP), to help develop a Community Charter which will pledge our commitments during the regeneration.

Collaboration with the REP is helping us to develop a schedule of events and social value activites to benefit the community.



# Design Workshops

The design consultation events with residents went well and we received positive feedback. One key benefit is that the proposals will result in council homes being delivered faster than originally planned, including 80 council homes being finished in 2025, located in phase 1.

The design proposals are being worked up in more detail and will require planning permission to proceed. Residents who were unable to attend the consultation event are welcome to visit the Regeneration Hub at Hayes Town Centre Estate to see the proposals on the design boards.

# **Energy Café**

On the 24th of January we were pleased to have held our first Energy Café event.

Residents were given information and tips about ways they can keep their home warm, reduce their energy bills, support available and ways that they can reduce their carbon footprint.

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





# HRUC Skills for Life Careers Fair

During National Apprenticeship Week (February 2023) Higgins Partnerships attended the Harrow, Richmond & Uxbridge College (HRUC) Skills for Life Careers Event.

The event provided students with an insight into the Construction Industry and apprenticeship roles which will become available through the regeneration.



# **Support for Local Communities**

We are pleased to be supporting local community group, Austin Sewing Club through a donation of £1,265.00.

This donation will contribute towards the purchasing of materials which enable the weekly club to continue and along with helping them to run yoga classes and knitting classes which improve mental health and wellbeing for residents.

Open for residents to join! 11:00am-2:00pm Mondays at The Regeneration Hub (term time only).



# **Upcoming Easter Events**

# Come and join us...

# Easter Bonnet Making Workshop

WHEN: Tuesday 4th April 2023

TIME: 4:00pm - 6:00pm

WHERE: The Regeneration Hub on Silverdale Road

#### **Easter Egg Hunt**

WHEN: Wednesday 5th April,

TIME: 3:30pm-4:30pm

WHERE: Avondale Drive children's play area



AUSTIN ROAD

## Job Opportunities

Awarded Highly Commended Large Employer of the Year at the National Apprenticeship Awards 2022, Higgins creates employment and training opportunities around its projects, helping residents receive the training they need to access roles, start their careers through apprenticeships, or retrain and upskill to enter the sector, creating a positive impact on the local economy and help to transform lives.

Over the project duration we will be recruiting for a number of site based roles including apprenticeships.

We are delighted to announce that our new Resident Liaison Officer, Gemma joined Higgins Partnerships in January. Gemma is a local Hillingdon resident, and she is supporting the site team with day to day tasks, whilst acting as a point of contact to maintain the communication between the site team and residents.











If you are interested in any opportunities, please contact csr@higginspartnerships.co.uk



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.

Please drop in to site, we have a temporary office location at Flat 3, Wellings House, Avondale Road. Ask for Mark, our Construction Manager if you have any concerns or queries, full contact details can be found to the right of the page.

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

Deliveries are scheduled to avoid peak periods wherever possible.

Vehicle wheel washing facilities will be in place to avoid the transfer of mud to surrounding roads and pedestrian pathways.

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**

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 Hayes Town: Antony.J.Gray@met.police.uk Kuljit.Marway@met.police.uk For queries relating to the regeneration please call 01895 556461

Contact us

Leanne Richards Tenancy Management Officer

Deepak Vaghela Tenancy High Rise Officer Skeffington Court

Contact: 01895 556666

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



Jason Ludlow Director of Production Phone: 0208 508 5555



Site number 020 8508 5555

Email: avondaledrive @higginsparnterships.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

Socials handle: @HigginsPartner

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

















# Upcoming Schedule of Works (April – June 2023)



Demolition of existing garages – From end of May.



Formation of temporary parking.



Disconnection / diversion of existing services.



Demolition of the car park located between Fitzgerald and Glenister House. Please refer to the information about the works involved provided below.

In July 2023, we will be demolishing the car park between Glenister House and Fitzgerald House, in order to create a new long-term temporary car park and access road for residents.

The works will involve the removal of 36 parking spaces and whilst these works are being completed, a short-term temporary car park will be provided on the garage site.

Please see plan provided below:

# Recent Completed Works (January - March 2023)



Underground utility surveys.



Tree removal.

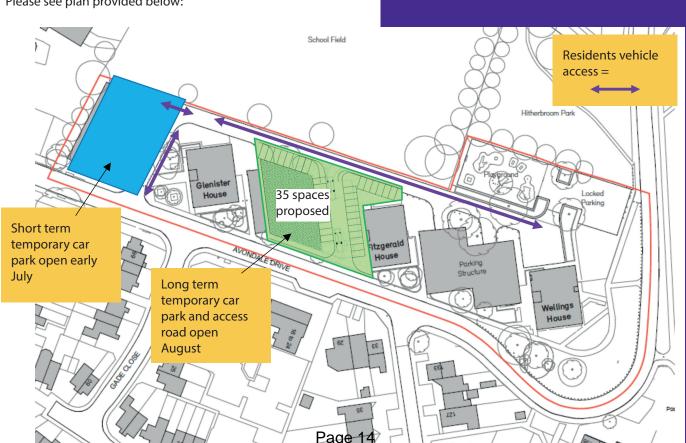






Removal of asbestos sheeting from garages.

We would like to thank residents in advance for your co-operation and understanding.





- 1. Luffing tower crane
- Site accommodation & welfare
- 3. Minet Junior & Infant School
- Temporary access road, parking
   play area
- 5. Secondary pedestrian routes to tower blocks rear entrances
- 6. Existing amenity space/ playground

- 7. Temporary estate vehicle route
- 8. Existing parking areas
- 9. Temporary crossover
- 10. Pedestrian pavement around perimeter of estate
- 11. Refuse storage & collection points
- 12. Primary pedestrian routes to tower blocks front entrances
- 13. New access route for residents access, emergency vehicles, refuse collection and delivery provisions to facilitate Phase 1a and 1b
- 14. Construction traffic route
- 15. Pedestrian footpath maintained/ open by utilising protective gantry over footpath
- 16. Unloading area/requiring parking controls

# Considerate Constructors Scheme

This site will be registered with the Considerate Constructors Scheme (CCS). Over the duration of the project there will be a number of visits from a CCS Monitor.

Considerate Constructors Scheme (CCS) is a scheme which aims to improve the image of the

construction industry by striving to promote and achieve best practice. Higgins is a partner of CCS which demonstrates our commitment to the scheme and improving the image of construction. As a partner we agree to comply with the scheme's Code of Practice and require all our sites to register; they are then monitored at regular intervals over the project.

Page 15



# Christmas 2022 Charitable Giving

In the lead up to Christmas 2022, Higgins Partnerships supported The Care Pack charity with a donation of £1,550.00.

The Care Pack support London's rough sleepers particularly during the winter months, by distributing backpacks filled with essential items to help through the harsh weather conditions.



## Community Charter

Higgins has run a Community Charter Workshop with the Resident Engagement Panel (REP), to help develop a Community Charter which will pledge our commitments during the regeneration.

Collaboration with the REP is helping us to develop a schedule of events and social value activites to benefit the community.



# Design Workshops

The design consultation event with residents went well and we received positive feedback. One key benefit is that the proposals will result in council homes being delivered faster than originally planned, with 95% being finished by 2026.

The design proposals are being worked up in more detail and will require planning permission to proceed. Residents who were unable to attend the consultation event are welcome to visit the Regeneration Hub at Hayes Town Centre Estate to see the proposals on the design boards.

# Energy Café

On the 24th of January we were pleased to have held our first Energy Café event.

Residents were given information and tips about ways they can keep their home warm, reduce their energy bills, support available and ways that they can reduce their carbon footprint.

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





# HRUC Skills for Life Careers Fair

During National Apprenticeship Week (February 2023) Higgins Partnerships attended the Harrow, Richmond & Uxbridge College (HRUC) Skills for Life Careers Event.

The event provided students with an insight into the Construction Industry and apprenticeship roles which will become available through the regeneration.



# **Support for Local Communities**

We are pleased to be supporting local community group, Austin Sewing Club through a donation of £1,265.00.

This donation will contribute towards the purchasing of materials which enable the weekly club to continue and along with helping them to run yoga classes and knitting classes which improve mental health and wellbeing for residents.

Open for residents to join! 11:00am-2:00pm Mondays at The Regeneration Hub (term time only).



## **Upcoming Easter Events**

# Come and join us...

#### **Easter Bonnet Making** Workshop

WHEN: Tuesday 4th April 2023

TIME: 4:00pm - 6:00pm

WHERE: The Regeneration Hub on Silverdale Road

#### **Easter Egg Hunt**

WHEN: Wednesday 5th April,

TIME: 3:30pm-4:30pm

WHERE: Avondale Drive children's play area



# Job **Opportunities**

**Awarded Highly Commended** Large Employer of the Year at the National Apprenticeship Awards 2022, Higgins creates employment and training opportunities around its projects, helping residents receive the training they need to access roles, start their careers through apprenticeships, or retrain and upskill to enter the sector, creating a positive impact on the local economy and help to transform lives.

Over the project duration we will be recruiting for a number of site based roles including apprenticeships.

We are delighted to announce that our new Resident Liaison Officer, Gemma joined Higgins Partnerships in January. Gemma is a local Hillingdon resident, and she is supporting the site team with day to day tasks, whilst acting as a point of contact to maintain the communication between the site team and residents.











AUSTIN ROAD



If you are interested in any opportunities, please contact csr@higginspartnerships.co.uk



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.

Please drop in to site, we have a temporary office location at Flat 3, Wellings House, Avondale Road. Ask for Mark, our Construction Manager if you have any concerns or queries, full contact details can be found to the right of the page.

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

Deliveries are scheduled to avoid peak periods wherever possible.

Vehicle wheel washing facilities will be in place to avoid the transfer of mud to surrounding roads and pedestrian pathways.

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**

#### Car parking

We have terminated all the bays outside the garage area therefore residents can no longer park in these areas.

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 gueries please call 01895 250111

For the Independent Tenant and Leaseholder Advisor (ITLA) please contact PPCR on 0800 317 066 or email: info@ppcr.org.uk

## Project Key Contacts

Mark Collier Construction Manager Phone: 07791 669315



Jason Ludlow Director of Production Phone: 0208 508 5555



Site number 020 8508 5555

Email: avondaledrive @higginsparnterships.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

Socials handle: @HigginsPartner

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