

HAVE YOUR SAY ON THE FUTURE MANAGEMENT OF EBURY BRIDGE

Consultation on how the buildings,
public spaces and neighbourhood
will be managed in the future.



Tuesday 30 January to Monday 26 February 2024





CONSULTATION SO FAR

We have worked with Ebury Bridge residents since 2017 on the regeneration proposals for the estate. In 2024, the homes in Phase 1 will be ready for council tenants, returning leaseholders and new residents to move into.

As part of the regeneration of Ebury Bridge, the council has talked to the existing community about how the new estate should be managed once work has been completed. This included the types of services residents wanted to see such as better security, cleaning and maintenance.

With the first new homes nearly completed, we want to set out how we think services should be delivered and hear your views on the proposals (which are set out in this document). We have included a feedback form at the end this brochure.



OUR CONSULTATION APPROACH

The consultation runs from Tuesday 30 January to Monday 26 February 2024 and will involve a number of 'in-person' events, information you can consider at home and opportunities for you to drop in and talk to us. This brochure is also available in Bengali, Portuguese and Cantonese. We want to hear from as many existing residents as possible about what you think of the proposed options for the future management of the new Ebury Bridge.

This consultation forms part of the council's Section 105 (of the Housing Act, 1985) responsibility which means that Secure Tenants should be asked about any proposed changes to services already agreed in your council Tenancy. We're also asking resident leaseholders their views on the proposed service as these changes will impact you too.

After Monday 26 February 2024, we will consider all responses from the Ebury Bridge community before reporting back on what you told us. The feedback will then form part of the decision-making process where the council may look to appoint an estate management company to deliver some of the services at Ebury Bridge.

WHY ARE WE CONSIDERING CHANGES?

Throughout the consultation process around the regeneration of Ebury Bridge, we've outlined how elements of the service will need to change. This includes management of the new energy systems, building and estate maintenance, security and onsite staff to provide services locally. This is in part to meet the needs of the increased number living in the neighbourhood.

We're committed to working with the community to deliver the best possible solution for the neighbourhood and want to hear your view on how we propose these services are delivered.

NEXT STEPS

After the closing date, a summary of the consultation will be sent to all onsite and offsite Tenants and returning Leaseholders of Ebury Bridge. Your comments will be captured in a report that will help the council make a decision on any future service. We will then keep you updated on what the council has decided and what you can expect to see next.



THE PROPOSAL – ESTATE AND BLOCK MANAGEMENT OF EBURY BRIDGE

The new Ebury Bridge will include an onsite management hub, four new public squares which will have hard surfaces, soft landscaping, trees and play spaces with play equipment. The limited vehicle traffic that will enter the estate will also need to be carefully managed and controlled.

To help us successfully manage these new additional features at Ebury Bridge, the council is seeking a high-quality estate management company with experience of mixed tenure development and facilities management. This specialist experience will help support the council in delivering a high-quality service for all residents.

WHAT DOES THIS MEAN TO ME?

Firstly, all Secure Tenants and Resident Leaseholders will still have the same relationship with Westminster City Council. The council will remain your landlord and anything behind your front door (such as repairs for Secure Tenants will be delivered by the council). We're not expecting many repairs initially, as the buildings will be brand new, but after the defects period the council will repair things in your home (in line with the Tenancy Handbook).

Currently, Westminster City Council and our contractors provide all the services to residents of Ebury Bridge. To reflect the changes to the new estate, the council is looking to employ an external company to deliver specific services. Improved grounds maintenance, more frequent cleaning of external and internal communal areas, estate-wide security and window cleaning. To deliver this enhanced specification, it's likely that a dedicated team will work from Ebury Bridge and there will be employment opportunities for local residents.

WHY IS THE COUNCIL PROPOSING THIS?

We want everyone living in Ebury Bridge to enjoy the same level of service across the new neighbourhood. We also want to maintain the new buildings and facilities so that they remain in the highest possible condition for years to come.

In order to deliver this service, the day-to-day management of the estate (such as cleaning and grounds maintenance) will be based at the Management Hub on the ground floor of Building 7 (Sutherland Apartments). There will be opportunities for you to meet your housing officer in the Hub by booking an appointment (or by dropping in on advertised days). More details of how to meet with Westminster Council staff will follow.

To ensure everyone receives the same level of service, we feel we can achieve this by a joint working arrangement between Westminster's Housing teams and an experienced management company to deliver extra services on the estate.

The likely new services that residents will enjoy;

- High quality cleaning services across all blocks in the new neighbourhood
- Regular gardening and estate services
- On site security
- Regular window cleaning
- High quality maintenance service for heating systems
- Health and Safety, Fire and estate inspection service

WHAT COULD THE ESTATE MANAGEMENT COMPANY BE RESPONSIBLE FOR (AND EVERYONE ENJOY)?

From the Management Hub on the ground floor of Building 7 (Sutherland Apartments), the estate management company could manage the following areas:

The Residential Blocks

- Communal repairs including maintenance of lifts
- Cleaning of communal spaces such as corridors and foyers
- Cleaning the refuse and recycling areas and making sure our waste teams have access to pick up the rubbish
- Regular communal window cleaning using the newly installed machinery on the top of the blocks
- Estate and block security including door entry systems, vehicle access and fire protection

The Structure of the Blocks

- Gutter and façade cleaning – jet washing hard landscapes and walls
- Maintenance the mechanical and electrical machinery that heats and cools the blocks
- Manging the heat and cooling contract with the energy provider

External Spaces

- The amenities including the landscape, parks, walkways and pavements (trees, plants and play equipment etc)
- Car parking, cycle stores and estate roads
- Estate security including CCTV

Inspections and Health & Safety

- Carry out quarterly inspections of the estate and buildings
- Carry out surveys including the structure, fabric, machinery etc
- Undertake Health & Safety inspections, water quality testing, portable appliance testing, fire, and general risk assessments
- Ensure staff receive Health & Safety training



WHAT WILL THE CITY COUNCIL STILL BE RESPONSIBLE FOR?

You will still receive your rent and service charge bills from Westminster City Council. For tenancy management issues (through your Housing Officer) or leasehold queries (through the council's Leasehold Team) you will still contact the council's Housing Service Centre. Services delivered by the council would include;

Tenancy Management (for Secure Tenants)

- You will remain a Secure Council Tenant (with a Westminster City Council Tenancy Agreement)
- The council will provide tenant welcome packs and your tenancy handbook
- Any housing related issue around your tenancy (such as successions, mutual exchanges, downsizing etc) will be managed by your Housing Officer or Area Team
- You will pay rent to Westminster City Council and we will deal with rent queries and arrears
- Antisocial behaviour and managing tenancy management matters

Repairs and Maintenance

- All repairs inside your home
- Customer contact and satisfaction

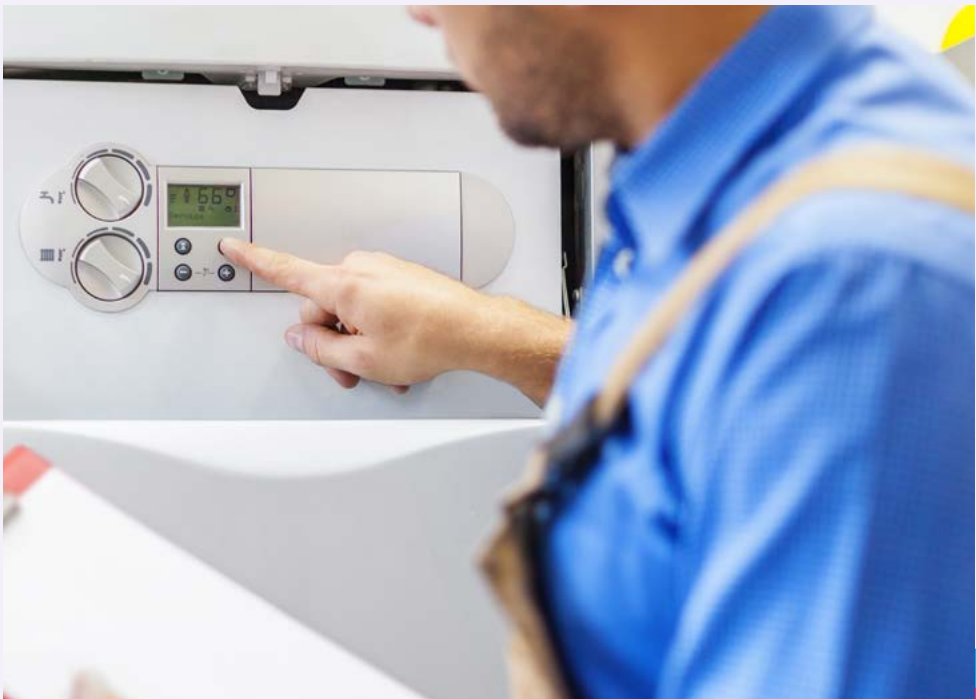
Leasehold Services

- Your relationship with Westminster City Council will not change and management of all leasehold services remain with the council
- Elements such lease requirements, adaptations, subletting and sales will be through Westminster City Council

- For any Major Works or changes to your lease you would receive section 20 consultation notices from the council
- Your Service Charge bills will come from Westminster City Council

Tenant Engagement

- Provide regular updates and communicate with tenants
- Carrying out bi-annual satisfaction surveys
- Tenant Engagement Programme



GET IN TOUCH

Please let us know what you think about the way services could be delivered at Ebury Bridge. Through a partnership between the council and an estate management company we intend to deliver a high level of service to all Ebury Bridge residents. There are several ways for you to find out more, ask questions and have your say. You can engage in-person, online, over the phone, by email or post.



Webinar: If you are unable to attend in person, we are hosting two webinars. You will need **Microsoft Teams** to join the meetings and can use your computer or mobile app. Scan the QR code to join or use the details below.



**Tuesday 30 January
from 6pm to 7.30pm**

Meeting ID:
368 923 454 516
Passcode: 2Y6dN4

The sessions will be recorded and published on the website so if you are unable to attend you can watch at another time.



**Tuesday 6 February
from 1pm to 2.30pm**

Meeting ID:
359 015 507 658
Passcode: mKFDqH



In-person workshops: Attend the consultation workshops at Ebury Edge Community Space on **Tuesday 13 February at 1pm to 2.30pm** or **Tuesday 20 February at 6pm to 7.30pm** at Ebury Edge Community Space.

Attend the monthly drop in at Ebury Edge Community Space on **Tuesday 6 February between 4pm and 6pm.**



Visit us in-person: You can visit the Regeneration Office at Studio 7, Ebury Edge every **Monday afternoon from 1pm to 4pm and every Tuesday from 10am to 4pm.**



Go to the website: Visit **eburybridge.org** for more information on the consultation or for more information about the regeneration programme.



Call us: Phone us on **FREEPHONE 0800 011 3467** between 9am to 5pm Monday to Friday



Email us: You can email your comments or send us your questions to **eburybridge@westminster.gov.uk**



Write to us: Please complete the feedback form enclosed and return it to Ebury Bridge Consultation, 13th Floor City Hall, 64 Victoria Street, London, SW1E 6QP



Independent Advice: Communities First provide free independent and confidential advice to tenants and leaseholders on the implications of regeneration plans on your estate. You can contact Louis on **0300 365 7150** or email **ebury@communitiesfirst.co.uk**





GET IN TOUCH

Ebury Bridge Regeneration Office, Studio 7 Ebury Edge every Monday afternoon from 1pm to 4pm and every Tuesday from 10am to 4pm.

- 0800 011 3467
- Eburybridge@westminster.gov.uk
- www.eburybridge.org
- Ebury Bridge Consultation, 13th Floor. City Hall, 64 Victoria Street, London, SW1E 6QP

You can keep track of the latest news on Ebury Bridge estate at the website **eburybridge@westminster.gov.uk**

Follow us on Facebook: **facebook.com/EburyBridgeRenewal**

NEED HELP?

If you need any extra help so that you can take part in this consultation, please get in touch using the contact details above. Request for materials by post. Hard copies of any consultation materials can be requested to your home free of charge. Call us to request.

Do you need.. ؟ترجمة, Traduction? Përkthimi? Tradução? ¿Traducción? Traduzione? ?অনুবাদ? 翻译? 翻譯? LARGE PRINT?

If you have difficulty reading this document because of a disability or English is not your first language, we can help, please call **0800 011 3467**

Independent advice: Communities First, you can contact Louis on **0300 365 7150** or email **ebury@communitiesfirst.co.uk**

FEEDBACK FORM

Please send us your comments and views on the proposal



Name:

Address:

Contact information

My comments are:

Please tear off and return to Ebury Bridge Consultation, 13th Floor. City Hall, 64 Victoria Street, London, SW1E 6QP. Or you can email your comments or contact us by phone see overleaf for contact details.

