

Latest news and views from around the estate - from Industrial Dwellings Society (IDS)

*Please come along to our residents meeting on Wednesday 19th July from
5.30pm until 7.30pm.*

*We will be joined on the evening by the Safer Neighbourhood Team
for Shacklewell, MNM's senior representative and you will have a chance to
meet our new Operations Director.
The meeting will be held outside SAS, hope to see you all there.*

Updates Following residents meeting 11/05/23

Car Parking

It has been reiterated to all contractors that they are not to park in parking bays. Please continue to report if they breach this.

Ventilation and Fan Pilot

Post inspection of the works took place on Friday 9th June where we visited all properties who allowed access. Any remedial works found are now being booked in. All extractor fans being installed conform to all building regulations and exceed all recommended extraction values.

Main Entrance Doors

We have drafted a cost for all the doors to have the same improvement works to be done. This is currently going through our internal approval process.

We have completed 5 so far which have had positive feedback around security and ease of use.

Entrance Bollard

We began a parking / barrier consultation with all Evelyn Court residents on Monday 5th June. We received 69 responses. The responses were variable (keep the bollard/remove the bollard/try ANPR) and showed no clear favoured option going forwards but having looked at the feedback we are proposing to introduce an ANPR system (70% of respondents said yes to this). We have meetings lined up with providers to look at how this will work in practice, and we will feedback to residents once we have some more information this.

Roof Works

We are soon to commence a roofing project. The works will involve the waterproofing of flat roofs, will also include associated flashing repairs, render repairs and decorations to chimneys and tank rooms at roof level. These works will contribute significantly to the reduction of damp and mould in the properties. BTS is the roofing contractor that have been awarded the tender. They have been on site recently mobilising their welfare unit and we will update residents separately regarding this.

Kitchens and Bathrooms

We are currently finalising the list of kitchens and bathrooms due for renewal across the whole of IDS, we have an estimated timeline for the tendering process, and we aim for the contract to be awarded by 28/08/2023. All works will be coordinated with residents and the RLO on site.

IDS Vacancies

We sent out a notification of new IDS vacancies to all Evelyn Court residents on 14th June

MNM Concerns

Weekly meetings are taking place with MNM. Complaints and observation shared with us via our residents meeting and repairs surveys shared are being discussed with our contractor focusing on conduct and quality of works. Assurances have been shared around their improvement of processes going forward namely appointments being made and kept etc.

Resident Liaison Officer- (RLO)

As a direct response from residents' feedback at the meeting we have advertised a part time role for an RLO to assist with contacting residents following completion of repairs. This role has been recruited and we are pleased to advise that Reah King will be joining the IDS Team at Evelyn Court.

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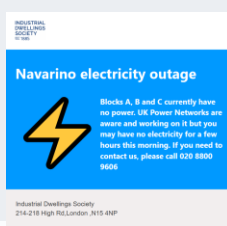
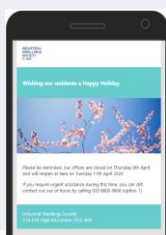
What is the Housing Ombudsman?

Housing
Ombudsman Service

It is a service set up by law to look at complaints about housing organisations. Sometimes we make mistakes, and we encourage residents to complain to us if we have not done what we have said we will do. The Ombudsman is available to all residents who have a need to complain to their landlord for advice and guidance as well as to carry out formal investigations into unresolved disputes. If you need to contact the Housing Ombudsman about a complaint, you can call on 0300 111 3000 or online at www.housing-ombudsman.org.uk

Communication with residents

You may have noticed we have been sending out some communications more recently via text and email. These have included surveys about services you have received from us, or informative communication. We want to do more of this to enable us to get messages out more quickly to you, gather your feedback and provide bespoke messaging to your area. Please make sure we have your correct mobile number or email address to ensure you get these communications from us.



In the Loop - a residents' newsletter from Industrial Dwellings Society 020 8800 9606 www.ids.org.uk

IDS is a registered provider of social housing, Regulator of Social Housing number L0266.

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