



Grange Farm News

April 2020

Hello

Current circumstances mean that the Council is temporarily changing the way we do things, including the format and content of the Grange Farm Newsletter. We'll go back to the previous system once things return to normal but in the meantime we need to ensure residents are kept up to date with any changes – not in itself a small task in the current situation.

Coronavirus and its impact on the community

The Council recognises that the current and evolving environment affects everyone and we are working to ensure that important services continue. We appreciate this has impacted on people's daily lives and livelihoods and many people are struggling to make ends meet

Harrow Council has set up a Hardship Fund that Harrow residents can access. If you think you need this support. Search for ***Harrow Council hardship fund*** online, and register. In addition, Council staff members are calling vulnerable council tenants and sorting out free food deliveries if they don't have access to food through family or neighbours. If you are having difficulties now please call the Harrow Council Coronavirus Hotline for vulnerable residents on 0208 901 2698.

If you are worried about paying your council tax, go to:

<https://www.harrow.gov.uk/coronavirus-covid-19/support-residents/3?documentId=13133&categoryId=210288>

If you are worried about paying your rent, go to:

housing.residentservices@harrow.gov.uk - council tenants

housing.advice@harrow.gov.uk - temporary accommodation tenants

Following Public Health England (PHE) advice, www.gov.uk most council officers are working from home and are responding to telephone calls and emails.

Specific impacts for Grange Farm

The impact of social distancing means that we cannot run the usual activities on the estate for the foreseeable future in order to keep residents safe. MyYard has created a video about the estate with the support of some residents. Here is the link: <https://youtu.be/eaLp3cFc7ns>

Thursday Officer Drop-in day

Officers will no longer be coming in person to the estate on a Thursday. However, if you have a housing needs, tenancy or regeneration question, you can contact officers by phone or email – see the back page.

Estate Walk-about

These events, normally scheduled every 2 months, are cancelled for the time being.

Wednesday Youth Club

Christchurch Roxeth has stopped its regular Wednesday night youth club events for the foreseeable future.

50's+ ladies group

This group on a Friday has stopped for the foreseeable future.

Free Food deliveries on the estate



MyYard continues to organise free Food Deliveries to Grange Farm residents, donated largely by M&S, City Harvest and hot meals care of the Breaking Bread Trust and Toro's Steakhouse London. This can't happen without the support of many volunteers, including residents living on the estate and Rachel Dimond, MyYard, who continues to organise all this behind the scenes.



If you need a free bag of food, contact [@tmjwalker](https://twitter.com/tmjwalker) on Twitter, to be added to the WhatsApp distribution list.



Grange Farm Steering Group update

Raj Kumar, Independent Tenants Advisor says " I am sorry to say that the Grange Farm Steering Group meetings will not be taking place until further notice. However,

we are in contact with Higgins and the council by other means. If you have a question for the Steering Group, please contact me on the details provided on the back page"

Communicating Grange Farm updates to residents

It's easier to contact you by email than post at the moment, so if you received this newsletter by post, please can you help us by emailing Salome your current email address:

Salome.irungu@harrow.gov.uk . Thank you.



Housing services in operation

You can read all about what Housing services are being delivered on the council's website:

[Housing services, as of March 2020](#)

Council tenants: Emergency repairs only

For tenants who have a domestic gas boiler within their property and you wish to report no heating and/or hot water/radiator defects/central heating-hot water pipe leaks/boiler not firing up, please continue to call Quality Heating Services in the normal manner on 01494 795 000

From now on, the repairs team will only offer a priority 1 emergency service, for example

1. Lost keys
2. Blocked toilets/drains
3. Major leaks
4. No power to one or more rooms
5. Essential repairs following adverse weather such as storms
6. Communal repairs such as broken communal door/window, hanging roof tiles, burst pipes causing major flooding
7. Any repair that represents an essential health and safety concern to the well-being of a resident or major property damage

And Council surveyors will no longer be able to visit you, but if a survey is required they will contact you by telephone.

At the first instance if you have an emergency repair please contact

Access Harrow: **020 8901 2630 or 0800614 456**

or on-line <https://www.harrow.gov.uk/housing-property/request-repair-council-home> with the full nature of the repair so we can process your request efficiently.

Estate services

We're running a reduced caretaking service which will focus on urgent health and safety tasks, checking corridors are clear, bulk removal, only. If you are requested to remove items from the communal areas please do so immediately. This is to keep you and other residents safe.

Support services

For people who might be having difficulty topping up their energy supply:-

<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

Free radio if you are 70+ years old

Wave Length are a charity providing media technology to lonely people living in poverty.

They are giving away free DAB radio to over 70s. Ideal if you enjoy listening to the radio <https://wavelength.org.uk/>

Support Agencies you can contact for help:-

<https://www.harrow.gov.uk/downloads/file/27272/support-services-26-3-20>

GOOD NEWS STORIES

Newly decorated Centre

A huge thanks to Higgins and Bounceback for redecorating the interior of the Grange Farm Centre on 9th/10th March. It looks so much better and will make it a smarter environment for everyone to enjoy once we are able to re-open it. In addition, Higgins has donated two large noticeboards, one for regeneration updates and one for use by the community.



New door entry systems at Grange Farm

Harrow's contractor has advised that (as of 26th March)

- they have completed fob reader install to the first 4 blocks
- they have not activated system or handed over fobs
- they have suspended works due to the social distancing requirements
- the plan is to return to work once the lockdown ends but we are not able to estimate when that will be

Regeneration update



BUILDING A BETTER
HARROW

Prior to the social distancing restrictions Higgins were in the process of carrying out necessary surveys and investigations on site including asbestos 'Refurbishment & Demolition' surveys of the vacant properties that are to be demolished. This enables them to formulate an accurate plan for the safe removal and disposal of asbestos. They have appointed a suitably qualified asbestos removal contractor and the Health & Safety Executive has been notified of the works.

The asbestos will be removed under extremely controlled conditions and the properties will be subject to further testing once the asbestos has gone. This test must be successfully passed and the properties certified to be clear of asbestos before any demolition of the actual buildings takes place.

Due to the social distancing requirements, Higgins closed the site on the 27th March and the asbestos removal works are suspended. This will delay the demolition works due to commence in May.

The council is continuing to work with Higgins on various 'behind-the-scenes' work streams and we will update residents in due course. The Council recognises the importance of delivering the regeneration and wants to retain momentum wherever possible but time-scales will change

Next steps once social distancing is relaxed

- The Council will seek input from residents on design matters such as the landscaping proposals for phase 1 which were discussed at the February Resident Steering Group. There will be a follow-up to this to consider specific detailing (eg: planting, external furniture, and play equipment for the new courtyard area)
- Selection process for a developing partner for Phases 2 and 3:

This will take place over the next 12 months and the Grange Farm Steering group will be involved.

Residents in the Temporary Accommodation (TA) homes in Phase 2 will not need to relocate until Summer 2021 onwards (this is later than previously estimated).

Purchase of leasehold properties

- We continue to negotiate with individuals and organisations to voluntarily buy their properties
- As a fall-back position, the Council continues on work for a Compulsory Purchase Order (CPO)

TerraQuest Survey

As part of the CPO work, this firm is assisting the Council to gather information on all land interests at Grange Farm. You will have received an introductory letter from Harrow followed by a Survey to complete and return to TerraQuest. Thank you to all who have so far completed this – your input is really appreciated. Staff can assist with completing those which have not yet been returned. See contact details below.

Useful contacts

For temporary tenants, to discuss your housing options

Rosaline Nolla, Accommodations Officer for surnames beginning A-M
020 8416 8440 / rosaline.nolla@harrow.gov.uk

Pauline Dawes, Accommodations Officer for surnames beginning N-Z.
020 8424 1948 / Pauline.dawes@harrow.gov.uk

To report anti-social behaviour or ask about your tenancy

David Worrall, Housing Officer Housing Officer

020 8901 2630 / housing.residentservices@harrow.gov.uk

To report an emergency repair

Access Harrow 020 8901 2630 or 0800 614456 / housing.repairs@harrow.gov.uk

To ask about regeneration and design

Kamal Uddin, Regeneration Officer kamal.uddin@harrow.gov.uk

Salome Irungu, Decant and Resettlement Housing Officer
02084241415 / Salome.irungu@harrow.gov.uk

To talk about your rent account

Neeta Bhayani, Rent Officer

020 8901 2630 / housing.residentservices@harrow.gov.uk

To make a complaint

Search online for 'Harrow Council complaint' and complete form or email
housing.customerservices@harrow.gov.uk

For free independent tenant advice Contact One Enterprise Ltd

03450 573995 / Raj@1enterprise.co.uk