

M [REDACTED]
[REDACTED] Cuddington
Deacon Way
London
SE17 [REDACTED]

Heygate Rehousing Team
Direct dial: 020 7525 4805

Dear Mr [REDACTED]

Rehousing of Residents from the Heygate Estate

We wrote to you at the end of September this year explaining that the rehousing programme had been delayed beyond the original target end date of September 2009. This was due to the tragic fire in a housing block in Camberwell, resulting in over 100 families being made homeless and the loss of six lives. This required the Council to focus extra resources on these households to ensure that they were moved into a new home as quickly as possible.

We have been working hard to make up for the lost time and currently there remain less than 20 secure tenants on the estate who currently don't have an offer of alternative accommodation.

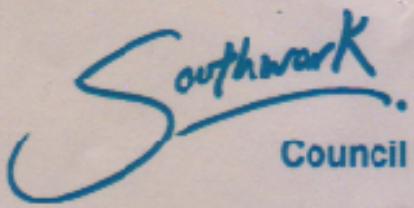
As explained previously, we are taking every measure within our control, to ensure that those who remain living on the Heygate Estate continue experience a clean and safe environment. The reality is that the estate is in poor condition and we are losing the battle to keep the lifts and the heating system working. We have no way of knowing exactly how long we will be able to rely on the heating and the lifts.

Our maintenance regime has already identified a number of lifts that must be closed permanently as we are unable to access the motor rooms to carry out essential work as the condition within the lift shaft has deteriorated to the point that Contractors are unable to enter to repair it. This affects Kingshill, Claydon and Ashenden and we believe it is only a matter of time before this becomes an issue for the remaining high rise blocks on the estate.

This increases the urgency of the rehousing programme and our aim now is to fast forward the process so that where homes have been identified, residents are able to move off the estate and into their new homes before Christmas. We understand that this seems challenging but we would like to reassure you that we are here to ensure that the process is as stress free as possible and that we will provide additional support to those families needing to move before Christmas.

Whilst the reality of having to move quickly is unsettling, the alternative of remaining on the estate has serious implications particularly for residents in the tower blocks. It would be miserable to experience something like an emergency situation this winter such as the complete failure of the heating or the effect of the Council being forced to close the blocks at short notice due to fire safety issues as these issues are magnified by the emptiness of the estate.

We will continue to identify direct offers for residents who have not been able to secure a new home using the Homesearch magazine. Given the current situation it is important that when you are considering offers, you also bear in mind the deteriorating condition of the estate and the impact this



could have on your quality of life, especially at this time of year when it may be difficult for family or friends to be able to visit due to the lifts being out of use.

If you feel that we have not met your needs in the offer that has been made to you, please come and discuss this with us before making any final decision. Often we are able to resolve most issues and we have numerous examples of residents who are happily living in new homes that they did not initially think were suitable and our team is very experienced in making the move successful.

Between now and Christmas we will prioritise our support to assist those families on the higher floors of the tower blocks where we are no longer able to provide a lift, so that they are able to move on as fast as possible and you will be hearing from us directly in the very near future.

Whilst residents remain on the estate we will continue to provide the 24 hour patrols of the estate with our multi agency security team of wardens, the police joint partnership team and the night time security guards. These officers make regular patrols of all areas of the estate, but also pay particular attention to landings where residents have no immediate neighbours either side. The wardens' also carryout weekly visits to check on lone residents

The night time security team works 7pm-6am and all weekend (every 3rd weekend Saturday day time cover is provided by the police joint partnership team). The security guards can be reached during these hours on **07983 223 872**, should you need to report anything that is not an emergency.

In the event of an emergency please dial **999**.

If you have any concerns or issues that you would like further information about and would like to speak to a senior officer, please mention this to your case management officer and we will be happy to arrange a mutually agreeable time to discuss things with you

Yours sincerely

A handwritten signature in black ink, appearing to read "Ola".

Mrs Ola Agbaimoni (MIMA)

Heygate Rehousing
Project Director