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 /ClaptonParkTMO |  @ClaptonParkMO |  'ClaptonParkMO'

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**ALL RESIDENTS: Clapton Park / Nye Bevan / Millfields Estate**

Dear Resident,

**Estate Walkabout Feedback Report**

We carried out our special Estate walkabout through the week of 29th October – 2<sup>nd</sup> November 2018.

Attached with this letter is a list of repair works/cleaning issues that we have scheduled to be carried out along with the target dates for the works to be completed.

If you feel there are any further works not listed that will help improve the condition of your block/street or would like to discuss anything that has/ has not been raised then please contact us at the neighbourhood office.



Calling all residents to represent your block/street as a Block representative! We need **you** to be our eyes and ears on the block to help us swiftly resolve any problems and improve your block! To get involved contact Kazi on 020 8356 6301, email on [CPMOenquiries@hackney.gov.uk](mailto:CPMOenquiries@hackney.gov.uk) or come in and visit us at the neighbourhood office!

Yours faithfully,



Ms Kazi Hashem

Business Development & Governance Manager | Clapton Park Management Organisation

T: 020 8356 6301 | E: [Kazi.hashem@hackney.gov.uk](mailto:Kazi.hashem@hackney.gov.uk)

# Estate Walkabout Feedback Report



Where: **Ashbourne Court**  
 When: **Monday 29<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], LP [Resident], Kazi Hashem [Business Development & Governance Manager]**

## Ashbourne Court Block 1-8 / 24-31

Location	Details of Issue	Action Taken	Job Number / Target Date
Gates between Ashbourne 24-31 and Ashbourne 32-39	Gate has been opened	CPMO to put in a new lock to the gate.	T: 07/12/2018
Outside 3 Ashbourne Court	Drain cover to be placed – trip hazard	Job-ticket raised to CPMO Maintenance Team to resolve.	J: 01958462 T: 07/12/2018
Outside 5 Ashbourne Court	Light needs replacing	Raised to CPMO Clean Team to replace bulb	T: 07/12/2018
Storage Shed Area	Bulked goods dumped within Store Shed area	Letter was sent to residents to respond – Bulk clearance to be carried out by CPMO Clean Team.	T: 07/12/2018

## Ashbourne Court Block 9-16 / 32-39

Entrance door to block	Cobwebs by entrance door	Job-ticket raised to contractor to resolve.	T: 07/12/2018
Block 4-14 > chute room.	Chute hopper and window sill require wash down / clean.	CPMO Clean Team to resolve.	T: 07/12/2018
Block 15-21 > communal stairs.	Replace damaged fire exit sticker to wall of stairs.	Job-ticket raised to CPMO Maintenance Team to resolve.	J: 01918771 T: 07/12/2018

# Estate Walkabout Feedback Report



Where: **Melbourne Court**  
 When: **Monday 29<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], Paul Williams (Head of Operations)**

Location	Details of Issue	Action Taken	Job Number / Target Date
All floors – chute areas.	Chute hoppers require deep clean / washing down.	CPMO Clean Team to resolve.	T: 07/12/2018
Paving to right of main entrance door to block.	Renew broken circular drain cover located to side of bin chamber.	Job-ticket raised to CPMO Maintenance Team to resolve.	J: 01951454 T: 07/12/2018

Where: **Kedleston Court**  
 When: **Monday 29<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], LP [Resident], Kazi Hashem [Business Development & Governance Manager]**

Location	Details of Issue	Action Taken	Job Number / Target Date
Outside 25 Kedleston Court	Clogged drain to be cleared	Job-ticket raised to CPMO DrainAid to resolve.	T: 07/12/2018
1-8 Kedleston Court block – top floor	Missing skirting board to be repaired	Job-ticket raised to CPMO Clean Team to paint over the area	T:07/12/2018
Stairwell area	Floors to be re-painted	CPMO to trial painting of staircases in Kedleston Court	T: TBC
Railings outside Kedleston Court	Loose railing outside on the ramp leading to block	Job-ticket raised to CPMO Maintenance Team to resolve.	J: 01953672 T: 07/12/2018

# Estate Walkabout Feedback Report



Where: Monsal Court  
 When: Monday 29<sup>th</sup> October 2018  
 Attendees: JL [Board Member], LP [Resident], Kazi Hashem [Business Development & Governance Manager]

Location	Details of Issue	Action Taken	Job Number / Target Date
Stairwell area	Floors to be re-painted	CPMO to trial painting of staircases in Monsal Court.	T: TBC
Doors to both entrances	Buttons on door buzzers keep jamming causing problems when calling residents.	Job-ticket raised to CPMO Contractors: Alphatrack to investigate.	J: 01954498 T: 07.12.18

Where: 174-240 Daubeney Road  
 When: Monday 29<sup>th</sup> October 2018  
 Attendees: JL [Board Member], Paul Williams (Head of Operations)

Location	Details of Issue	Action Taken	Job Number / Target Date
By barrier gate to car park of 230-240 Daubeney Road.	Obtain quotes for installing raised bed to hard core area around gate post.	Quote requested from The Grass Roof Company.	T: 07/12/2018
Path outside 208-216 Daubeney Road.	Clear 3 x blocked drains along path.	Job-ticket raised to CPMO Maintenance Team to resolve.	J: 01953462 T: 07/12/2018
Path outside 208-216 Daubeney Road.	Renew 1 x circular drain cover to drain on path outside 216.	Job-ticket raised to CPMO Maintenance Team to resolve.	J: 01952909 T: 07/12/2018
Path outside 208-216 Daubeney Road.	Carry out concrete repairs to base of lamppost beside 216.	Job-ticket raised to CPMO Maintenance Team to resolve.	J: 01952909 T: 07/12/2018

Where: Blackwell Close  
 When: Monday 29<sup>th</sup> October 2018  
 Attendees: JL [Board Member], Paul Williams (Head of Operations)

Location	Details of Issue	Action Taken	Job Number / Target Date
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# Estate Walkabout Feedback Report



Estate road – opposite house 14.	Re-set sunken drain cover.	Referred to CPMO Repairs Supervisor / Surveyor to review and raise works accordingly.	T: 07/12/2018
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Where: **Derby Court**  
 When: **Monday 29<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], Paul Williams (Head of Operations)**

Location	Details of Issue	Action Taken	Job Number / Target Date
Stairs down from Redwald Road to Blackwell Close.	Overhanging hedge to side of stairs.	Referred to Community Payback to cut back.	T: 07/12/2018
Stairs down from Redwald Road to Blackwell Close.	Top step – small area of worn step needs re-concreting.	Job-ticket raised to CPMO Maintenance Team to resolve.	J: 01953528 T: 07/12/2018
2 <sup>nd</sup> floor landings.	Wash down / remove pigeon mess to handrails and balcony floors.	CPMO Clean Team to resolve.	T: 07/12/2018
2 <sup>nd</sup> floor – stairwell lobby to section of block containing flats 16-21.	Renew x 1 pane of cracked clear glass. (bottom centre pane)	Job-ticket raised to contractor (SRS) to resolve.	J: 01953541 T: 30.11.2018
Section of block containing flats 16-21.	Renew 2 x panes of cracked glass to front elevation above main entrance door. (may require scaffolding)	Referred to CPMO Repairs Supervisor / Surveyor to review and raise works accordingly.	T: 07/12/2018

Where: **Redwald Road**  
 When: **Monday 29<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], Paul Williams (Head of Operations)**

Location	Details of Issue	Action Taken	Job Number / Target Date
20-30 – top floor of communal stairs.	Remove cobwebs and dust window sill.	CPMO Clean Team to resolve.	T: 07/12/2018
43-53 – stairs to walkway in front of houses.	2 x loose paving slabs (bottom left and top left).	Job-ticket raised to CPMO Maintenance Team to resolve.	J: 01953568 T: 07/12/2018
43-53 & 55-69 – planted areas.	Consult on removing railings to planted areas.	CPMO to consult with stakeholders on removal of railings.	T: 07/12/2018

# Estate Walkabout Feedback Report



71-83 – pavement beside walkway to front of houses.	Remove bricks	CPMO Clean Team to resolve.	T: 07/12/2018
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Where: **Ilkeston Court**  
 When: **Tuesday 30<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], LP [Resident], Tracey Brissett [Housing Services Manager]**

Location	Details of Issue	Action Taken	Job Number / Target Date
Outside Flat 37	Floor tiles needs securing – potential trip hazard.	Job-ticket raised to CPMO Maintenance Team	J: 01953749 T: 07/12/2018
Landing areas	Areas to be cleaned.	CPMO Clean Team to resolve.	T: 07/12/2018
Lift areas in both blocks	Lift areas to be cleaned to remove scuff marks.	CPMO Clean Team to resolve.	T: 07/12/2018
Outside Flats 20-21	Cobwebs are in communal landing.	CPMO Clean Team to resolve.	T: 07/12/2018

Where: **6-40 Overbury Street (Odd)**  
 When: **Tuesday 30<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], LP [Resident], Tracey Brissett [Housing Services Manager]**

Location	Details of Issue	Action Taken	Job Number / Target Date
All Floor Landings	Cobwebs in the communal landing	CPMO Clean Team to resolve.	T: 07/12/2018
2 <sup>nd</sup> Floor Landing	Area to be swept up and cleaned	CPMO Clean Team to resolve.	T: 07/12/2018
2 <sup>nd</sup> Floor communal area	Stains on ceiling on 2 <sup>nd</sup> floor following a roof leak- ceiling to decorate	CPMO Clean Team to resolve.	T: 07/12/2018
Ground floor & 1 <sup>st</sup> Floor landings	Drains to cleaned out.	CPMO Clean Team to resolve.	T: 07/12/2018
Outside Flat 34	Missing drain cover to be replaced.	Job-ticket raised to CPMO Maintenance Team	J: 01953772 T: 07/12/2018

# Estate Walkabout Feedback Report



Where: 1-55 Overbury Street (Odd)  
 When: Tuesday 30<sup>th</sup> October 2018  
 Attendees: JL [Board Member], LP [Resident], Tracey Brissett [Housing Services Manager]

Location	Details of Issue	Action Taken	Job Number / Target Date
Communal areas	Areas to be swept and litter picked	CPMO Clean Team to resolve.	T: 07/12/2018
Garage Area	Area to be swept and litter picked	CPMO Clean Team to resolve.	T: 07/12/2018
Outside 1-27 Overbury Street	Area to be swept and litter picked	CPMO Clean Team to resolve.	T: 07/12/2018
Flower beds located outside blocks	Area to be litter picked	CPMO Clean Team to resolve.	T: 07/12/2018
Front wall of 1-27 Block	Missing bricks x2 to be replaced on the wall.	Job-ticket raised to CPMO Maintenance Team	J: 01953761 T: 07/12/2018
Outside Flat 19	Missing drain cover to be replaced.	Job-ticket raised to CPMO Maintenance Team	J: 01953761 T: 07/12/2018
Garage Area	Missing manhole cover (x2) to be replaced.	Job-ticket raised to CPMO Maintenance Team	J: 01953768 T: 07/12/2018

Where: Glyn Road  
 When: Tuesday 30<sup>th</sup> October 2018  
 Attendees: JL [Board Member], LP [Resident], Tracey Brissett [Housing Services Manager]

Location	Details of Issue	Action Taken	Job Number / Target Date
Outside properties	Area to be swept up and cleaned	CPMO Clean Team to resolve.	T: 07/12/2018
In front of Flats 180-188	Broken fence to be removed outside 180-188	Job-ticket raised to CPMO Maintenance Team	J: 01953774 T: 07/12/2018

# Estate Walkabout Feedback Report



Where: **Rushmore Road**  
 When: **Tuesday 30<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], LP [Resident], Tracey Brissett [Housing Services Manager]**

Location	Details of Issue	Action Taken	Job Number / Target Date
Communal walkway	Area to be swept up and cleaned	CPMO Clean Team to resolve.	T: 07/12/2018
Outside 210-240	Loose manhole to be secured/levelled	Job-ticket raised to CPMO Maintenance Team.	J: 01953790 T: 07/12/2018
Outside 210-240	Broken slabs to be replaced – Potential trip hazard	Job-ticket raised to CPMO Maintenance Team.	J: 01953790 T: 07/12/2018

Where: **Radbourne Close**  
 When: **Tuesday 30<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], LP [Resident], Tracey Brissett [Housing Services Manager]**

Location	Details of Issue	Action Taken	Job Number / Target Date
Communal walkway	Area to be swept up and cleaned	CPMO Clean Team to resolve.	T: 07/12/2018
Garage Area	Area to be swept up and litter picked	CPMO Clean Team to resolve.	T: 07/12/2018
Communal Walkway	Weeds to be removed	CPMO Grounds Maintenance contractors Grassroof Company to resolve.	T: 07/12/2018
Garage 17	To be boarded and cleaned up	CPMO Clean Team to resolve.	T: 07/12/2018
Outside No.12	Missing drain cover to be replaced.	Job-ticket raised to CPMO Maintenance Team.	J: 01953779 T: 07/12/2018



# Estate Walkabout Feedback Report



Where: **Millfields Estate**  
 When: **Tuesday 30<sup>th</sup> October 2018**  
 Attendees: **JL [Board Member], GW [Resident], Natasha James [Housing Officer]**

Location	Details of Issue	Action Taken	Job Number / Target Date
Outside Orient Way	Cones left on the bays by residents	Housing Officer have written to residents.	Completed
Outside Caldecott Way (15)	Missing bricks from the wall to be replaced.	Job-ticket raised to CPMO Maintenance Team.	T: 07/12/2018
Outside Caldecott Way (85)	Dumped bike wheel and laminated floor boards to be removed	CPMO Clean Team to resolve.	T: 07/12/2018
Outside Plumpton Lodge	Overgrown tree to be cut back	CPMO Grounds Maintenance contractors Grassroof Company to resolve.	T: 07/12/2018
Outside Welford Close	Possible abandoned vehicles to be reported.	Housing Officer report to abandoned vehicle team to resolve.	Completed

Where: **53-98 Nye Bevan Estate**  
 When: **Wednesday 31<sup>st</sup> October 2018**  
 Attendees: **JL [Board Member], Mohsin Ahmed [Housing Officer]**

Location	Details of Issue	Action Taken	Job Number / Target Date
All floors	Lights to be investigated and repaired.	CPMO Grounds Maintenance contractors Fixatex Ltd to resolve.	J: 01949015 Completed: 02/11/2018
3 <sup>rd</sup> Floor – Close to Flat 66	Communal window to be repaired.	Job-ticket raised to CPMO Maintenance Team.	J: 01958496 T: 07/12/2018

# Estate Walkabout Feedback Report



Where: **1-16 Nye Bevan Estate**  
 When: **Wednesday 31<sup>st</sup> October 2018**  
 Attendees: **Jeff Pemberton [Housing Officer/ Cleaning Supervisor]**

Location	Details of Issue	Action Taken	Job Number / Target Date
Between 9-12 Nye Bevan Estate	Windows to be cleaned by the staircase.	CPMO Clean Team to resolve.	J: 01949015 Completed: 02/11/2018
By 13-16 Nye Bevan	Hole in stairwell to be plastered.	Job-ticket raised to CPMO Maintenance Team.	J: 01953799 T: 07/12/2018

Where: **99-116 Nye Bevan Estate**  
 When: **Wednesday 31<sup>st</sup> October 2018**  
 Attendees: **Jeff Pemberton [Housing Officer/ Cleaning Supervisor]**

Location	Details of Issue	Action Taken	Job Number / Target Date
By 113-116 block	Two scooters outside back door need to be moved.	Housing Officer to write to residents to have this removed	T:07/12/2018

Where: **117-128 Nye Bevan Estate**  
 When: **Wednesday 31<sup>st</sup> October 2018**  
 Attendees: **Jeff Pemberton [Housing Officer/ Cleaning Supervisor]**

Location	Details of Issue	Action Taken	Job Number / Target Date
Outside block entrance	Loose paving to be replaced	Job-ticket raised to CPMO Maintenance Team.	J: 01953805 T: 07/12/2018
Front of block	Uneven and broken paving in front of block to be replaced.	Job-ticket raised to CPMO Maintenance Team.	J: 01953805 T: 07/12/2018
By the back door entrance	Fencing outside the backdoor to be repaired	Job-ticket raised to CPMO Maintenance Team.	J: 01953832 T: 07/12/2018
Communal walls (123-127 Nye Bevan)	Scuff marks on the wall to be removed	CPMO Clean Team to resolve.	Completed: 01/11/10
By the back door entrance	Rubbish to be removed and cleaned	CPMO Clean Team to resolve.	Completed: 01/11/10
Garden Area	Area to be litter-picked	CPMO Clean Team to resolve.	Completed: 01/11/10

# Estate Walkabout Feedback Report



Where: 140-151 Nye Bevan Estate  
 When: Wednesday 31<sup>st</sup> October 2018  
 Attendees: Jeff Pemberton [Housing Officer/ Cleaning Supervisor]

Location	Details of Issue	Action Taken	Job Number / Target Date
Top floor of stairwell	Lino to be replaced or fixed back on.	Job-ticket raised to CPMO Maintenance Team.	J: 01953844 T: 07/12/2018
Top floor of stairwell	Lamp cover and fitting need replacing.	Job-ticket raised to Fixatex Ltd.	J: 01942826 T: 07/12/2018

Where: 152-162 Nye Bevan Estate  
 When: Wednesday 31<sup>st</sup> October 2018  
 Attendees: Jeff Pemberton [Housing Officer/ Cleaning Supervisor]

Location	Details of Issue	Action Taken	Job Number / Target Date
Stairwell area	Boxes of tiles to be removed x2	CPMO Clean Team to resolve.	T: 07/12/2018
Stairwell walls	Scuff marks to be removed	CPMO Clean Team to resolve.	Completed: 01/11/2018
Top floor landing	Cobwebs to be cleared and removed	CPMO Clean Team to resolve.	Completed: 01/11/2018
Outside 153 & 154 Nye Bevan	Diffuser (Lamp cover) needs replacing	Job-ticket raised to contractors Fixatex Ltd.	J: 01942685 T: 07/12/2018

# Estate Walkabout Feedback Report



Where: **Pedro Street**  
 When: **Wednesday 31<sup>st</sup> October 2018**  
 Attendees: **Jeff Pemberton [Housing Officer/ Cleaning Supervisor]**

Location	Details of Issue	Action Taken	Job Number / Target Date
6-16 Pedro Street	Weeds need respraying	CPMO Grounds Maintenance contractors Grassroof Company to resolve.	T: 07/12/2018
28-48 Pedro street	Ends of the pathway to have retractable bollards placed to stop vehicles driving in.	CPMO to look at options to place reasonably sized planters to block off cars.	T: TBC
By 42-48 Pedro street	Paving is uneven and unbalanced – trip hazard	Job-ticket raised to contractors EBS to investigate and provide quotes for works.	J: 01942739 T: 07/12/2018

Where: **Heanor Court**  
 When: **Thursday 1<sup>st</sup> November 2018**  
 Attendees: **JL [Board Member], Kazi Hashem [Business Development & Governance Manager]**

Location	Details of Issue	Action Taken	Job Number / Target Date
Garden outside No.1	Paving needs replacing as it has sunk in – trip hazard	Job-ticket raised to CPMO Maintenance Team.	J: 01953873
Lift	Rail handle in lift to be tightened back on.	Job-ticket raised to CPMO Maintenance Team.	T: 07/12/2018
4 <sup>th</sup> Floor – Exit closest to 32	'Exit' Button has come out of the socket.	Job-ticket raised to Alphatrack to remedy.	J: 01954120 T: 07/12/2018
4 <sup>th</sup> to 2 <sup>nd</sup> Floor	x3 Missing Tiles to be replaced	Job-ticket raised to CPMO Maintenance Team.	J: 01954123 T: 07/12/2018

# Estate Walkabout Feedback Report



Where: **Kirkstead Court**  
 When: **Thursday 1<sup>st</sup> November 2018**  
 Attendees: JL [Board Member], SO [Board Member], Paul Williams (Head of Operations), Kazi Hashem (Business Development & Governance Manager)

Location	Details of Issue	Action Taken	Job Number / Target Date
Chute rooms	Wash down chute hoppers and deep clean chute room floors to remove grease stains.	CPMO Clean Team to resolve.	T: 26/11/2018
3 <sup>rd</sup> floor – chute room nearest flat 33.	Renew pigeon netting to chute room.	Job-ticket raised to CPMO Maintenance Team.	J: 01954126 T: 07/12/2018
1 <sup>st</sup> floor – flat roof beside both chute rooms.	Clean flat rooves.	CPMO Clean Team to resolve.	T: 26/11/2018
1 <sup>st</sup> floor stairs – nearest flat 31.	Handrails dusty. Require wash down.	CPMO Clean Team to resolve.	T: 26/11/2018

Where: **Willington Court**  
 When: **Thursday 1<sup>st</sup> November 2018**  
 Attendees: JL [Board Member], SO [Board Member], Paul Williams (Head of Operations), Kazi Hashem (Business Development & Governance Manager)

Location	Details of Issue	Action Taken	Job Number / Target Date
Column lamps.	2 x column lamps reported defective.	Job-ticket raised to Fixatex Ltd. to repair the lights.	Completed
By barrier gate nearest to LBH depot.	Remove bricks dumped by gate.	CPMO Clean Team to resolve.	T: 26/11/2018

# Estate Walkabout Feedback Report



Where: **Ladybower Court**  
 When: **Friday 2<sup>nd</sup> November 2018**  
 Attendees: JL [Board Member], Daniel Rivenell [Housing Assistant]

Location	Details of Issue	Action Taken	Job Number / Target Date
Located outside flat 8	Loose floor tile to be replaced/repaired	Job-ticket raised to CPMO Maintenance Team.	J: 01952626 T: 07/12/2018
Located outside flat 17	Loose floor tile to be replaced/repaired	Job-ticket raised to CPMO Maintenance Team.	J: 01952615 T:07/12/2018
On the block above Housing Office	Defective wall lights alongside the side of the block to be repaired	Job-ticket raised to CPMO contractor Fixatex Ltd	J: 01950623 T: 14/11/2018

Where: **Belper Court**  
 When: **Friday 2<sup>nd</sup> November 2018**  
 Attendees: JL [Board Member], Daniel Rivenell [Housing Assistant]

Location	Details of Issue	Action Taken	Job Number / Target Date
Entrance to Belper Court	Lino is peeling off – needs to be placed back in.	Job-ticket raised to CPMO Maintenance Team.	J: 01958473 T: 07/12/2018

Where: **Wharfdale Court**  
 When: **Friday 2<sup>nd</sup> November 2018**  
 Attendees: JL [Board Member], Daniel Rivenell [Housing Assistant]

Location	Details of Issue	Action Taken	Job Number / Target Date
Front side Chute door	Front Bin chute Door Damaged beyond repair	Job-ticket raised to CPMO Maintenance Team.	J: 01950559 T: 04/01/2019

