

Runnymede Borough Council

Estate Services

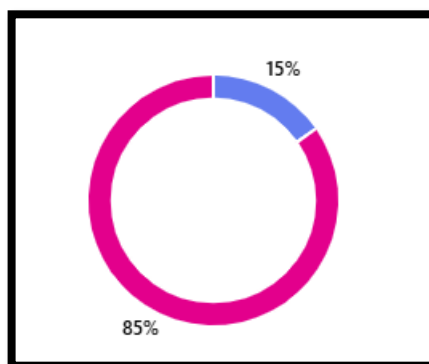
Estate Services Team Leader – Rob

- Manage communal cleaning team (of 3) across Runnymede which includes at Surrey Towers & Garfield Estate as well as 29 other communal estates.
- Waste Management – Refuse & Recycling collections-excess waste-contaminated waste
- Complete Health and Safety inspections - 128 individual blocks (both internal & external)
- Weekly Health and Safety inspections of Surrey communal areas
- Raising repairs & follow ups
- Fly tipping / Abandoned Cars / Items in communal areas & communal cupboards
- Liaise with the Grounds Maintenance Team
- Issuing of TORT Notices (removal of goods)
- Lead on the Housing Estate Improvement Plans
– Lasswade Court, Chertsey currently
- Participate in resident engagement panels

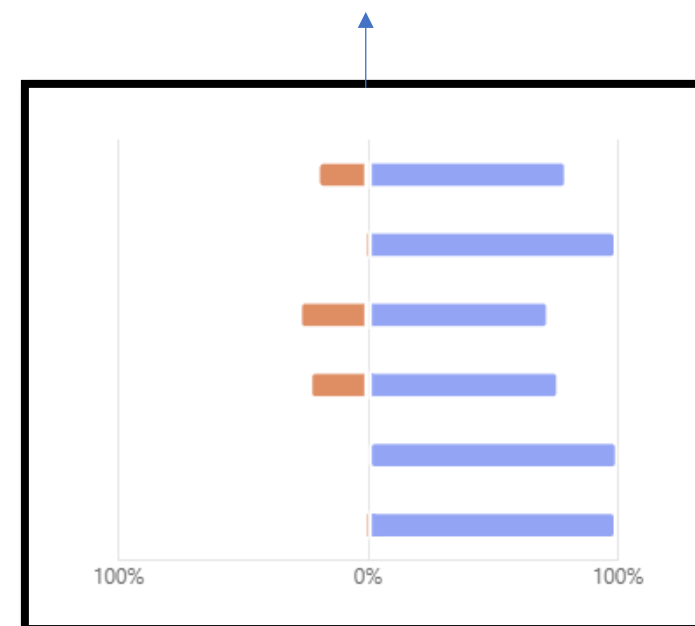
Surrey Towers – Inspections

The Caretaker's complete daily inspections of Surrey Towers

- Recording items left in communal areas
- Raising repairs
- Testing door entry systems
- Recording damage



Items
left in
foyer
area



Items that have been found in the communal areas



Fly-Tipping – Garfield Road Estate

Before



Thank You !

- Massive reduction in fly tipping across the Garfield Estate
- Five resident prosecuted with fly tipping, two currently going through the process
- Details of how to dispose of waste correctly in the current newsletter
- Hidden cameras are now being deployed across the borough
- If you see anyone fly tipping, please report them 01932 838383 or email environmentalhealth@runnymede.gov.uk

TORT Notices

- This is the legal notice which is issued when items are found within the communal areas/communal cupboards
- Legal Notice instruct owner/s to remove & dispose of goods
- Gives residents 14 days to remove items or immediately if blocking a fire escape
- After that date expires, items will be removed and disposed of immediately
- To comply with Fire Risk Assessment (FRA) and to allow for all residents to evacuate safely in an emergency
- A number issued on Garfield Road Estate recently due to items within communal areas

Notice of Tort

Notice of Uncollected Goods and Notice of Intention to Dispose of Goods Torts (Interference with Goods) Act 1977

To Occupiers/ Residents

OF

We Runnymede Borough Council, **HEREBY GIVE YOU NOTICE** pursuant to the Tort (Interference of Goods) Act 1977 as follows;

Personal belongings ("the goods") have been left/abandoned in

We propose to remove and dispose of the goods after 14 days of the date of this notice if you have not removed/collected the goods by that date.

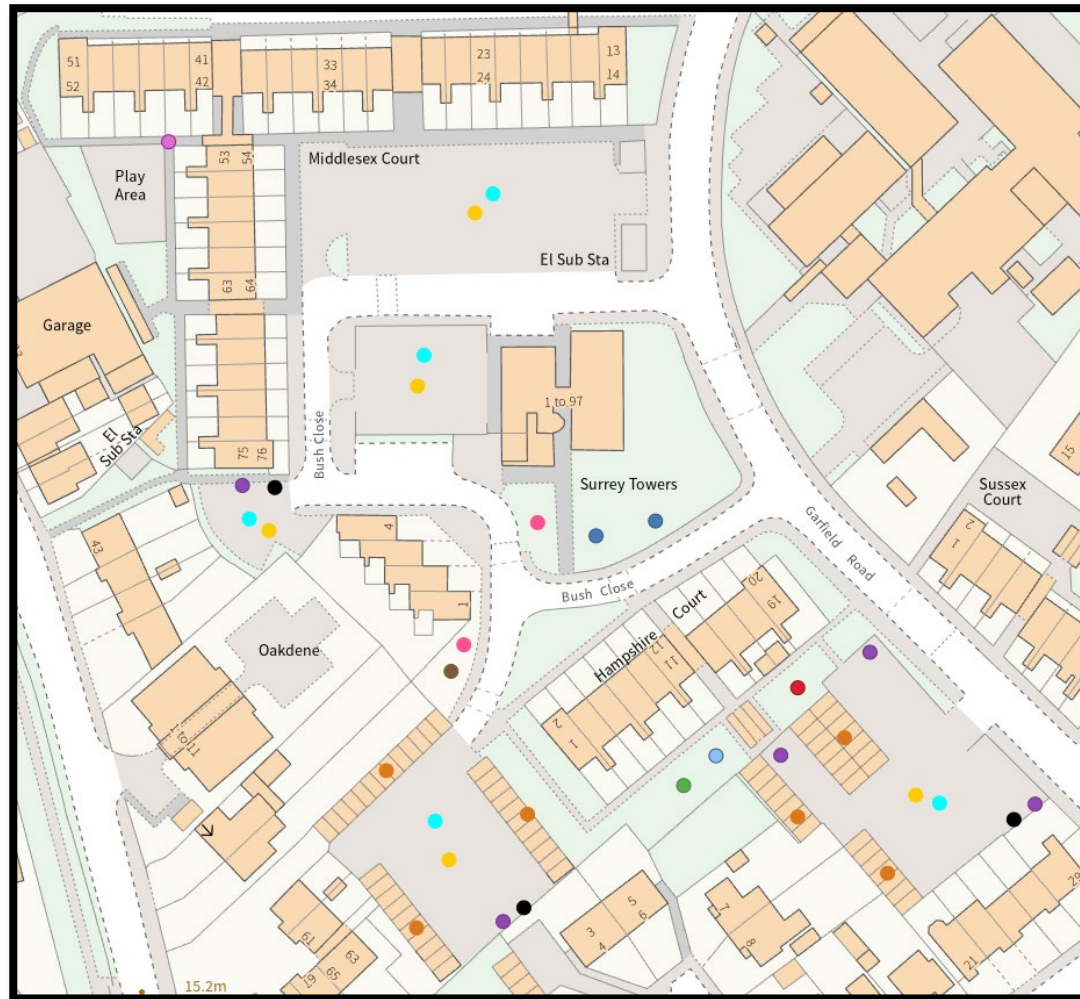
We consider that this period is sufficient to provide you with a reasonable opportunity to take/remove the goods.

If you fail to collect the goods within 14 days of the date of this notice Runnymede Borough Council reserves the right to dispose of the Goods.

Dated:

The Goods are as follows _____

The Garfield Estate - Consultation



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Map Key

- Basketball Court/Potential MUGA Area
- Benches
- Bike store
- CCTV
- Communal garden
- Demolition of concrete wall
- Additional Bollards or Planters
- Parking Permit Scheme
- Repainting and Reorganisation
- Football pitch
- Garage review/Additional parking
- Lighting



The Garfield Estate - Feedback

- **Response Level** - The initial consultation generated a strong level of engagement, with **68 responses received over a three-week period**

Category	Total Entries	Yes	No
Parking Permit Scheme	23	23	0
Lighting	8	8	0
Additional Bollards or Planters	5	5	0
CCTV cameras (Middlesex Court)	5	5	0
Garage review / Additional parking	5	5	0
Basketball court/MUGA	4	4	0
Communal garden	3	3	0
Football pitch	3	2	1
Demolition of concrete wall	3	2	1
Repainting and Reorganisation	3	3	0
Benches	3	2	1
Bike Stores	3	2	1
Play area fencing height increased to exclude night gatherings	1	1	0

The consultation invited residents of the Garfield Road Estate to share their views on how the estate could be improved. We presented a series of key proposals aimed at creating a safer, more vibrant, and inclusive environment, while emphasising that not all ideas would necessarily be implemented.

Final decisions will depend on further resident feedback, feasibility, and available resources.

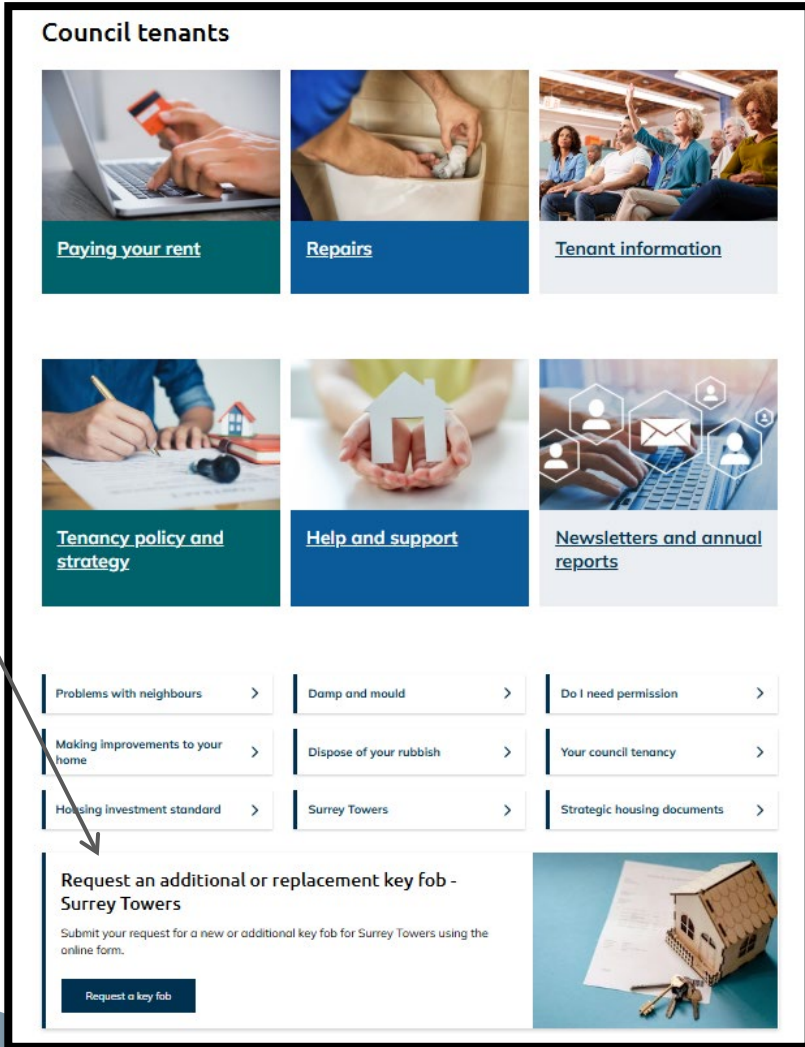
The Garfield Estate - Progress

- **Car Parking permit scheme** with additional bollards was the strongest supporting project by far – Currently being progressed by our Head of Tenancy Services – Deana Humphries
- **Short Term Projects** – Demolition of Concrete Wall / Car Parking Lighting / CCTV viability in Hampshire Court and Middlesex Court Garages areas – quotations currently being sought for these.
- **Medium Term Projects** – Benches / Communal Use Gardens / Bike Store
- **Longer Term Projects** – Basketball Court & Proposed MUGA (**M**ulti **U**se **G**ames **A**rea) – Football Pitch

* Further consultations will be sent out to all residents for further feedback.

Surrey Towers Door Entry Fobs

Council tenants



The screenshot displays a grid of service tiles for council tenants. The tiles include: 'Paying your rent' (with an image of a hand using a card on a laptop), 'Repairs' (with an image of hands in a sink), 'Tenant information' (with an image of a group of people), 'Tenancy policy and strategy' (with an image of a hand writing on a document), 'Help and support' (with an image of hands holding a house icon), and 'Newsletters and annual reports' (with an image of a hand on a keyboard with icons). Below these is a list of links: 'Problems with neighbours', 'Damp and mould', 'Do I need permission', 'Making improvements to your home', 'Dispose of your rubbish', 'Your council tenancy', 'Housing investment standard', 'Surrey Towers', and 'Strategic housing documents'. At the bottom, there is a section titled 'Request an additional or replacement key fob - Surrey Towers' with a subtext 'Submit your request for a new or additional key fob for Surrey Towers using the online form.' and a 'Request a key fob' button. An image of a small house model with keys is also present.

[Paying your rent](#)

[Repairs](#)

[Tenant information](#)

[Tenancy policy and strategy](#)

[Help and support](#)

[Newsletters and annual reports](#)

[Problems with neighbours](#)

[Damp and mould](#)

[Do I need permission](#)

[Making improvements to your home](#)

[Dispose of your rubbish](#)

[Your council tenancy](#)

[Housing investment standard](#)

[Surrey Towers](#)

[Strategic housing documents](#)

Request an additional or replacement key fob - Surrey Towers

Submit your request for a new or additional key fob for Surrey Towers using the online form.

[Request a key fob](#)

- Additional and Replacements Fobs now available on the Runnymede website in the Housing section – council tenants.
- Cost £20 each
- Each request is reviewed by Tenancy Management before issuing

Questions - Answered

- The Hampshire Court car park, can the caretakers extend their clearing of rubbish/litter seems just to concentrate on the tower block and no other area ?
- There is overgrown weeds growing quite high, its unsightly and needs addressing because its social housing doesn't mean no-one cares.
- What is happening with the garage that has started coming down it has a cage round it apparently; it's been like that for a couple of years?
- What is happening with the guttering at all the blocks ?

Thank You for listening

Any Questions