

Eastfields Estate

Residents' Newsletter

June 2021



CLARION
HOUSING



As a follow up to the letter sent last week, we want to provide you with an update on the actions we are taking to address the issues some of you have been experiencing on the Eastfields Estate.

We want to take this opportunity to acknowledge that the service we have delivered over the last 18 months has not been as good as we would have liked.

We recognise that we need to do things differently in Merton. The Eastfields Estate is coming to the end of its life and the solution is our proposed regeneration. As a result, there is always a balance to be struck between how much we invest in the short term and longer term. We recognise that we have not always got this balance right and as a result we are making changes to our approach. We recognise that some repairs and pest control measures have taken too long over the last few months. This was a result of staff shortages during the second wave of the pandemic.

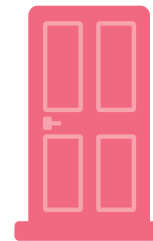
We have developed an action plan for the Eastfields Estate and this will begin with the following elements. We will continue to evolve this plan to suit your needs over the coming months.



1. We have set up a dedicated contact email address: eastfieldsrepairs@clarionhg.com for Eastfields residents to report repairs, monitored by a local team. You should have received this information, which was hand delivered to each home over the weekend. If you have any issues with your home going forward, please contact us directly using the email above and we will get back to you immediately. Please note, this email is not monitored over the weekends or outside office hours. For emergency repairs, please continue to use our emergency repairs phone line **0300 500 8000**.



2. We are setting up an office on the Eastfields Estate in the caretakers' office located next to block 33-36 Clay Avenue. This will be open from Wednesday 16 June. All residents will be able to drop in and report any repairs and we will endeavour to manage these cases swiftly.



3. An estate day for the Eastfields Estate will take place on 25 and 26 June, where Clarion staff will knock on the door of every single resident. If we don't manage to speak to you on the day, we will make sure we phone you. We hope that by doing this we can give you the confidence that we are committed to resolving your issues.



4. We will also be targeting outstanding communal repairs and, to tackle the pest control issue, we will be expanding our existing baiting policy to include the inside of residents' homes.



5. We will continue to do all we can to manage the issues on the Eastfields Estate. Clarion's purpose is to provide good homes for those who need them and to maintain them as well as we possibly can. Almost all of these homes on the Eastfields Estate are reaching the end of their life and many of the problems are just not possible to solve. However, we are committed to doing the very best we can.



Clarion is committed to
investing **£1.3billion**

2,500
new homes

700
social rent

We are clear that the long-term solution for this estate is to replace these homes and transform the area so residents can be offered new and efficient homes which are fit for the long term. Clarion is committed to investing £1.3billion across three estates and building more than 2,500 new homes, including at least 700 for social rent.

For repairs, please contact
eastfieldsrepairs@clarionhg.com

For office appointments, please visit
Eastfields Estate caretakers' office
located next to block 33-36 Clay Avenue
from Wednesday 16 June.



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