



Weekly Estate Bulletin – Golden Lane Estate.

Week ending 17 December 2021

Estate Matters:

Communal repairs

Crescent House

Faulty light fittings outside flats 330, 334, 339, 212 & 112 – Reported to property services on 15.12.21. Status: P2 order raised on 16.12.21. An electrician is scheduled to attend on 20.12.21

Bayer House

Electronic assistive opener on east door not operating properly – Reported to property services on 15.12.21. Status: P1 raised on the same day and AD security attended.

Lift doors continuing to open and close on multiple floors – Reported to Guideline lifts on 15.12.21. Status: Engineers attended on the same day.

Hatfield House

Mains fuses for both lifts have blown due to faults – Reported to Guideline lifts on 13.12.21. Status: One lift is now operational, but engineers are still carrying out tests on the other to ascertain the fault.

Estate Staff can be contacted on 0207 253 2556 / 07715602676 or email goldenlane@cityoflondon.gov.uk.

Christmas office opening hours

The estate office opening hours are displayed in the estate office window and in the notice boards throughout the estate.

For repair issues, residents should contact the Repairs Team directly on 0800 035 0003 or email propertyservices@cityoflondon.gov.uk. To report non-urgent matters after 4:00 p.m. please call 020 7256 6583

COVID-19

NHS



HM Government



Help for residents

If you live in the Square Mile and require support in relation to COVID-19:

- Call **020 7606 3030**
- Email col-covid-19@cityoflondon.gov.uk

Access support

If you are worried about money, or need advice on debt, benefits, housing and other issues call **City Advice**:

- **020 7392 2919**
- Email city.advice@toynbeehall.org.uk

City Advice service is a free, impartial and confidential.

If you require support from Adult Social Care, call the Duty Team on:

- **020 7332 1224** (9am - 5pm, Monday to Friday)
- **020 8356 2300** (for all other times, including weekends)

If you have a concern about a child or young person that lives in the City of London, call the Children and Families Team on:

- **020 7332 3621** (9am to 5pm, Monday to Friday)
- **020 8356 2710** (at all other times, including weekends)

If you are affected by domestic abuse there is support available over the phone. Please call Victim Support on **07944 634946** or email col.vva@victimsupport.org.uk (9am to 5pm, Monday to Friday).

- 24-hour support is available from the National Domestic Abuse Helpline on **0808 2000 247**.

