

Department of Community and Children's Services

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Date 17 October 2016

Dear Resident

Estate Office

As some of you are aware, our Customer Service Officer, Bryony Andrews, has moved to another department. I am sure you will join me in wishing her all the very best for the future.

This means that a vacancy now exists within the estate office team.

I am able to utilise the cleaning/portering staff for short periods in the office but only in the short term because this takes them away from their main areas of work.

However, I have started the process of recruiting to this position but in the meanwhile I have had to make subtle changes to the office opening times due to the vacancy. Therefore with effect from Monday 24 October 2016 the reception opening hours will be as follows:

Monday to Friday – 8.30am to 11.30am and 2pm until 4pm.

This change should have little or no impact on the service we are able to provide but it will allow officers to undertake aspects of their work which otherwise we would not be able to carry out due to the shortage of staff.

The telephone service will continue as it currently stands and residents will still be able to contact us by telephone between 8.30am and 5pm.

As soon as we have a full compliment of staff we will revert to our usual opening times.

I appreciate your cooperation during this time.

Yours sincerely



Laurence Jones
Estate Manager