

GLERA repairs report

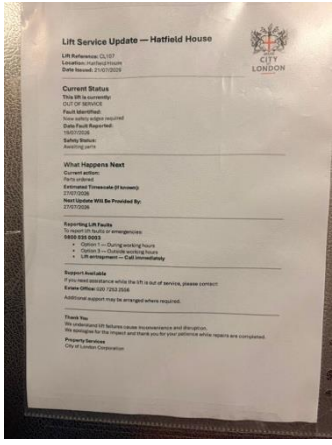
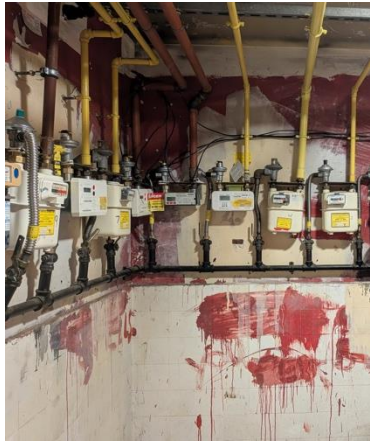
Presented to City of London, 29 July 2026

Things are getting worse, not better

- Repair issues routinely unacknowledged & unfixed for **months or weeks**
- These include **multiple, serious health, safety & security issues**
- Reporting processes are **years behind** other housing authorities
- CoL is not meeting its:
 - commitments in its own Internal Action Plan
 - obligations set out in the UK Housing Act 2024
- Residents tell us they feel communal repairs have **completely broken down**

Current communal repair issues include:

Block	Problem	Impact	Response
Hatfield	Lift to Basements and Lower Ground Floor	Resident with baby sat on steps yesterday for 30 minutes in heat waiting for somebody to help her lift her pram	- Notice states fix due by 27 July - No update by 29 July
Hatfield	Basement door unlocked and accessible from street	Anybody can enter the electricity or gas rooms and tamper with the supply. Resident belongings at risk of theft. Rough sleeper and anti-social behaviour reported.	- Reported 7 July (3 wks ago) - Chased 24 July - no reply
Bowater	Stairwell light timings	Residents routinely walking up stairs in the dark risking falls	Reported 22 Dec (7 mths ago) to Beverly Andrews by Ceri Williams
Hatfield (W) Bowater (E)	Heavily smashed windows	Risk of glass falling out causing serious injury	- Reported 9 Jun (>1 mth ago) - Reported Feb (5 mths ago)
Crescent	Newly installed podium lights permanently 'on'	Energy and money being wasted and charged to leaseholders. Breach of City's Climate Action Plan	- Reported 1 Jun (>1 mth ago) 12 emails sent raising the matter



GLERA will:

- **Run** a 3-month pilot asking members to notify us about significant communal issues and the service they are receiving
- **Monitor** the trends
- **Publish** issues and outcomes on the GLERA website
- **Share** evidence:
 - in regular meetings with CoL
 - with third parties as necessary



Golden Lane Repairs

A form to report defects to the public areas of the Golden Lane Estate. This data is being collected by residents, for the purpose of monitoring status of repairs. It does not replace the system for reporting faults to the City of London. For details of how to do that see Section 2 of this form.

pauldrinkwater@gmail.com [Switch accounts](#)



The name, email address and photo associated with your Google Account will be recorded when you upload files and submit this form

* Indicates required question

1. Which Block is affected? *



CoL's internal action plan (5 May, > 2mths ago)



"All communal door failures will be treated as **Priority 1 (Emergency) repairs**, without exception"



"Where permanent repair cannot be achieved immediately, proportionate interim **securing measures** will be implemented on the same of **within one working day**"



"Any breach involving gas meter rooms or other **safety-critical areas will trigger immediate escalation** and emergency controls until secured"



"Blocks will be subject to **scheduled, documented checks** of communal access points, **audited by senior officers**"



"Delays to emergency communal security repairs **must be escalated on the day identified**"



"Residents will be **informed the same day** where a communal security issue cannot be resolved immediately"