



Serpentine Court Quarterly Update Spring 2024

Welcome

Welcome to the latest newsletter for Serpentine Court residents. This edition includes exciting news on the start of the development of new homes on the Lakes Estate. It also includes messages from the Serpentine Court Steering Group and representatives from the developer GRAHAM.

If you have any questions, please don't hesitate to get in touch. You can reach the Community Engagement Team via email on regeneration@milton-keynes.gov.uk or by calling 07443 204 793



Message from Serpentine Court Steering Group

All Systems Go!!

I am very pleased to announce that work is underway to deliver Milton Keynes' first regeneration project on the Lakes Estate following the Council decision made late last year. Building contractors GRAHAM have started onsite to build over 180 new council homes, a nursery, community centre and retail space.

This has been a long time coming and at times I didn't think it would happen but at last we can begin to see signs of the plans coming to fruition. When they are built the new homes will give Serpentine Court residents high-quality, energy efficient homes along with other people waiting for a new council home.

We look forward to regular updates from both Milton Keynes City Council and GRAHAM regarding the development of these new homes which are due to be completed in 2026.

Danielle Slaymaker - Chair of Serpentine Court Steering Group (SCSG)

Below: Cllr Emily Darlington with Jonathon Hall (GRAHAM), Mariee Wymer (Lakes Estate Renewal Forum), Robyn May (SCSG), Carol Cairns (Homes England), Sebastian Power (SCSG) and Danielle Slaymaker (SCSG).



Repairs and Maintenance on Serpentine Court

As previously reported MKCC continues to carry out repairs and maintenance work at Serpentine Court. Where items are beyond repair, MKCC will replace or upgrade as needed; this is being done on a case-by-case basis. Please continue to report any communal issues in the usual way, especially external lighting.

MKCC continue to carry out safety checks to fire doors and emergency lighting. Other safety measures include fencing off some parts of the estate and taking them out of use. Where this has happened, alternative routes have been made available.

There are safety works planned for the precinct area in and around the steps near the Bakers. This is currently at the planning stage. More details will be shared with everyone in the next newsletter.

Signage has been installed at the back of the shops to remind people not to go onto these flat roofs. The roofs are only designed to take the load of the roof, not people. If you see anyone on these flat roofs, please report it to Thames Valley Police and your neighbourhood officer. They are putting themselves at risk, as well as breaking the law.

MKCC is working with both Thames Valley Police and Buckinghamshire Fire and Rescue to ensure that where support is needed, this is actioned.

To report your repair and maintenance issues please use one of the following:

Telephone Mears on 0330 123 2522, this is answered 24 hours a day, 7 days a week.

Email: repairs.miltonkeynes@mearsgroup.co.uk

If you have any other housing related issues your neighbourhood officers are here to help. Please call or email them on:

- Andrew Johnson Tel: 07584 884557 or email Andrew.Johnson@milton-keynes.gov.uk
- Rachel Harding Tel: 07785 474093 or email Rachel.Harding@milton-keynes.gov.uk

Please note MKCC officers carry their ID with them at all times, please ask to see ID before letting them in, if you are still not sure please call MKCC on 01908 691 691

Housing Needs Assessment

Housing needs assessments (HNA) will be carried out to gather more details needed to ensure we allocate residents a suitable property. We have a dedicated allocation officer who will be carrying out the assessments meeting everyone on a one-to-one basis. We will be contacting all residents of Serpentine Court with secure tenancies to offer home visits at times and days that suit them.

As part of the assessment the allocations officer will complete an income and expenditure form so please make sure you have all your relevant up to date paperwork and figures including wages/benefits, utility bills etc. Please also have three months of bank statements, ID and any other documents including medical information you may feel relevant to find a suitable home. We request financial information so that we can signpost if we think you may be entitled to more benefits, signpost for debt support and by doing this we ensure affordability of any future offer of accommodation. We will send out further information before we intend to start the HNA so that you have time to prepare for the visit as it may take time to get hold of some of the required documents.

Please note MKCC officers carry their ID with them at all times, please ask to see ID before letting them in, if you are still not sure please call MKCC on 01908 691 691

Message from Sam Carney, Resident Liaison Officer for GRAHAM



Hi, my name is Sam, I would like to introduce myself as your Resident Liaison Officer from GRAHAM Construction. You might see me out and about around the estate – feel free to say hello!

If you have any queries or concerns with anything relating to the construction works, please email me on buildingsouthcustomerrelations@graham.co.uk

Independent Advice

Independent advisor TPAS has a freephone telephone line and email address specifically for Serpentine Court residents. If you would like to find out more about the current consultation on the future of Serpentine Court; have any questions or wish to put your point of view across, you can contact Kevin Farrell for free Independent Advice using the freephone and email details:

Freephone: 0800 731 1619

Email: serpentinecourt@tpas.org.uk