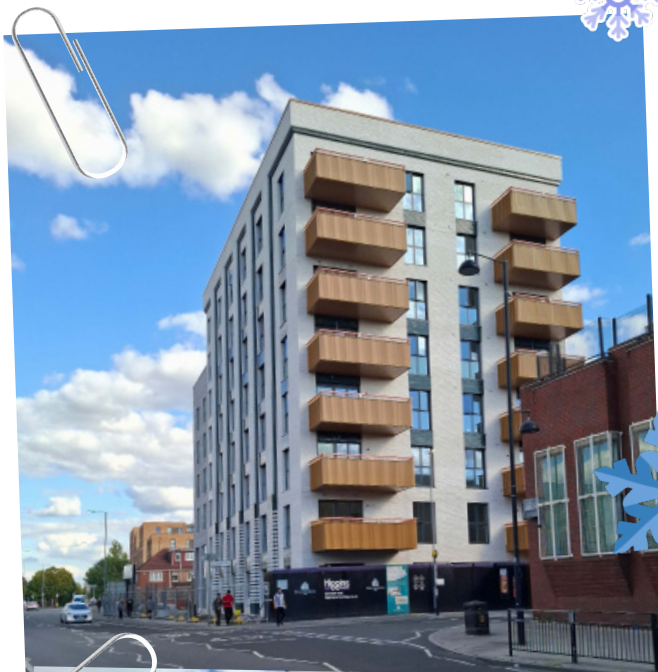




## The Project

Higgins Partnerships has formed a development partnership with Hillingdon Council to jointly deliver the regeneration of Hayes Town Centre Estate and Avondale Drive Estate.



# Hi!

## Hayes Town

Winter 2025



In September, we wrote to you about the potential delays to the new scheme at Seabrook Court these delays also affect several councils and house builders across London delivering new homes.

The Building Safety Act 2022 that became law in 2023 places stringent safety regulations for tall buildings in response to the Grenfell fire tragedy requiring new developments to have an additional staircase.

This legislation was introduced after Seabrook Court had achieved planning consent and construction work had started. The council is now required to register any building with at least seven floor or 18 meters tall or higher with two or more units, as a high-rise residential building with the Building Safety Regulator.

Due to the number of homes affected in London many house builders are facing significant delays with obtaining approval from the new building safety regulator. The council's project team is working closely with the regulator to gain this approval, and we will keep residents informed.

Once this approval is obtained residents can occupy Seabrook Court.

## Design Session

What resident told us – feedback about the designs.

Feedback from the design session and from the drop in design event from local residents of Hayes Town Centre, Phase I.



The next phases will deliver a total of 239 new homes.

*“The consultation was very useful, and the future phases were explained clearly. Thank you, Terry for explaining next steps.”*

## Austin Sewing Club's

Higgins Partnerships are delighted to have funded Austin Sewing Club's second round of eight yoga sessions, to the value of £200.00. The sessions started on Monday 03 November 2025 in the Hayes Town Centre Community Hub and are aiding in the overall health and wellbeing of Austin Sewing Club's members. Raheela, Austin Sewing Club's leading facilitators comments,

*“We started the yoga sessions on Monday 3 November 2025. It was a fantastic session and the ladies really enjoyed it.”*



[www.hi-higgins.co.uk](http://www.hi-higgins.co.uk)

## Our performance

Since the start of the redevelopment, we have;

- In the process of moving 150 households.
- Carried out 322 repairs on the estate improvements in 2024/25.
- Completed 87 community events delivering 753 volunteering hours and sponsoring/donation £12,765 to worth while causes.
- 95 per cent overall satisfaction with the service of the project team.
- For Phase I, 431 local labour including 8 individuals were local Hillingdon residents from the estate, who gained apprenticeships, work experience, and employment opportunities.
- Vacated homes were repurposed to provide permanent housing for residents previously in emergency accommodation.
- 80 homes built with 9 homes for disabled residents.

## Christmas and New Year Shut Down Dates:

The Higgins site premises will be closed over the festive period from 6:00pm on Wednesday 24 December 2025 and we will re-open from 8:00am on Monday 5 January 2026. During this period, our out of hours service will still be available 24/7 should you need to make a call in the event of an emergency: Bridge Security - **0208 289 5858**.



Through our partnership with Hillingdon Council, Higgins Partnerships are pleased to have funded £1,257.83 towards a series of IT workshops that Hillingdon Council will be running in 2026.

Our financial contribution has gone towards the purchase of 11 Microsoft Licenses for residents to use on the laptops. We are pleased to be supporting the council with this initiative and to help support necessary digital inclusion in the local community.

You will find updates about the project on the Hi! Website, as well as community news and information about upcoming events and more.

You can also use the camera on your phone to scan the QR code here to visit the website:



# Our Performance

## How we are delivering on our commitments



### Ballot Commitment

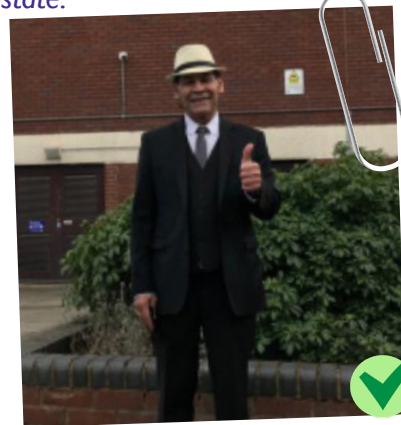
Create a safe and secure new estate through better design

*Our Hayes team picked up Bronze at the Considerate Constructors Scheme National Site Awards! These awards celebrate sites that go above and beyond for their communities, workforce, and the environment. A huge milestone for our teams!*



We will begin the buy-back process for resident leaseholders early after a 'YES' vote and the council's Cabinet decision, if they wish.

*The Council has now purchased all leasehold interests on the estate.*



Secure and assured tenants that under occupy (for instance a couple living in a two-bedroom home) will be able to keep an extra bedroom

*"In the beginning, I wanted to stay on the estate. I didn't want to move as we had lived there for many years, but decided to take the opportunity to move. I'm so glad that we've moved, nice shops, lots of amenities and the pubs and bars, and we have a park nearby. The area is quiet.*

*Overall, I think we were treated very well, but I think it was more the team that was dealing with us and the attention that we received from them. We were kept up to date on everything about the regeneration and relocation process. We are very happy in our new home, and we have no intention of moving again."*

*~ Mr and Mrs B, council tenant for 40 years*



We will make sure that resident leaseholders receive a fair deal and affordable options to assist you to buy one of the new homes on the estate.



Secure council and assured housing association tenants who wish to stay on the estate will be guaranteed an offer of a new home at social rent levels on the new estate

*Hayes Town Centre 82 per cent of the estate residents moved or in the process of moving to suitable accommodation.*



We will ensure that secure and assured tenants are provided with a home that matches their housing needs, which will mean that overcrowded families will be able to move to a larger home.

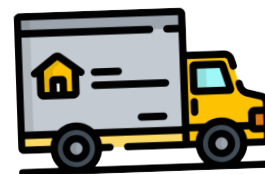


We will work with private tenants whose homes are affected on a one-to-one basis to provide support and guidance to secure an alternative home.



We have supported residents by providing 1-2-1 drop in session.

We will pay compensation and cover the cost of moving for all households that are eligible.



For residents taking a new home on the estate, we will take into consideration your preferences in terms of location, floor level and neighbours.

*During the new homes workshop that took place back in Decemeber 2025. Residents got an overview of the new properties, energy and utilities, rents and service charges, tenancy agreement, refuse and collection days, new property repairs and aftercare processes and moving home timetables.*

All residents will have the opportunity to participate in the next stage of the design process, working alongside the design team.



We will build modern homes that are attractive, energy efficient and accessible.



We will make sure that all homes have private secure outside space, either a balcony or terrace, that is big enough to accommodate everyone in the household.



We will build a mixture of maisonettes and apartments and there will be a mixture of homes with separate or open plan kitchens.



All residents moving into one of the new homes on the estate will have the opportunity to personalise it with a choice of kitchens, floor coverings and paint colours.



[www.hi-higgins.co.uk](http://www.hi-higgins.co.uk)

We appreciate your ongoing patience and understanding. Everyone from Higgins wishes you all an amazing Christmas and New Year.

Hillingdon Council together with Higgins Partnerships will be holding a Christmas Event Wednesday 18 December 2025 and all are welcome to attend. Please come and join us with your children where there will be Christmas craft activities, dress ups and festive treats to enjoy. More information will be displayed in your communal entrance areas in due course so keep a close eye out for details soon.



### Resident feedback

*"The council has delivered on their proposals, and they have consulted and listened to the residents. It has been great! I did not think that we would have been moved, personally I thought it would be a at least 3 years before we were moved but they have done very well."* - Mr. L. Hayes Town resident

*"The regeneration team are doing a good job to meet their commitments. The council has made me feel valued."* - Mrs. N. Hayes Town resident

### Health Matters

This winter the council is working with community centres, interfaith organisations, leisure centres, churches and libraries, to offering a range of activities for residents to take part in throughout the winter. Call **0208 756 4391** for more information.



Scan QR Code



While each offer something a little different, everywhere you visit will offer you a warm and friendly place to enjoy some company and get help and advice. There will also be opportunities to access health information, workshops and screenings, such as falls prevention information and blood pressure testing.

You will find updates about the project on the Hi! Website, as well as community news and information about upcoming events and more.

You can also use the camera on your phone to scan the QR code here to visit the website:





## Duty of Care

We understand that working closely with the community, residents and stakeholders is important. We always aim to limit disruption to all, whilst the works are in progress.

All machinery used is fitted with noise suppression devices where possible. Deliveries are scheduled to avoid peak periods wherever possible.

The Regeneration Hub Hayes will be closes on Thursday 11 December 2025 and reopens on Wednesday 7 January 2026

Please note: Staff and Operatives will start to arrive on site from 7:30am but will not commence works until 8:00am and works will cease by 6:00pm.

## Staying safe on the estate

If you wish to report any crime happening on the estate, you can do so anonymously through the charity Crimestoppers.

No one will know you have reported it.

Contact crimestoppers on: [www.crimestoppers-uk.org/](http://www.crimestoppers-uk.org/) to give information or **0800 555 111**

In an emergency call **999**



Police Officer for Avondale Estate:  
**SNTXH-Townfield**  
[@met.police.uk](mailto:@met.police.uk)  
**Sean.Creaby**  
[@met.pnn.police.uk](mailto:@met.pnn.police.uk)

For queries relating to the regeneration please call **01895 556 461**

For general housing management queries please call **01895 250 111**

For the Independent Tenant and Leaseholder Advisor (ITLA) please contact Public Voice on **0800 169 8677** or email: [info@publicvoice.london](mailto:info@publicvoice.london)

## Project Key Contacts



**Mark Collier**  
Construction Manager  
Phone: 07791 669 315



**Terry Mobbs**  
Site Administrator  
Phone: 07527 389 406



**Site number: 020 8508 5555**

**Site office location**  
Austin Road,  
Hayes Town Centre, UB3 3DL

**Email:** [hayestowncentre@higginspartnerships.co.uk](mailto:hayestowncentre@higginspartnerships.co.uk)

**Emergency out of hours contact:** 0208 289 5858

**Site Working Hours**  
8:00am – 6:00pm weekdays  
8.00am – 1.00pm on Saturdays

We will not be working on Sundays or Bank Holidays

**Contact Higgins**  
Head Office  
One Langston Road,  
Loughton, Essex IG10 3SD



**Office number:** 020 8508 5555

**Web:**  
[www.higginspartnerships.co.uk](http://www.higginspartnerships.co.uk)

**Email:**  
[info@higginspartnerships.co.uk](mailto:info@higginspartnerships.co.uk)

**Twitter handle:**  
[@HigginsPartner](https://twitter.com/HigginsPartner)

If you would like to receive this information in another language or larger font, please contact us on [CSR@higginspartnerships.co.uk](mailto:CSR@higginspartnerships.co.uk)

