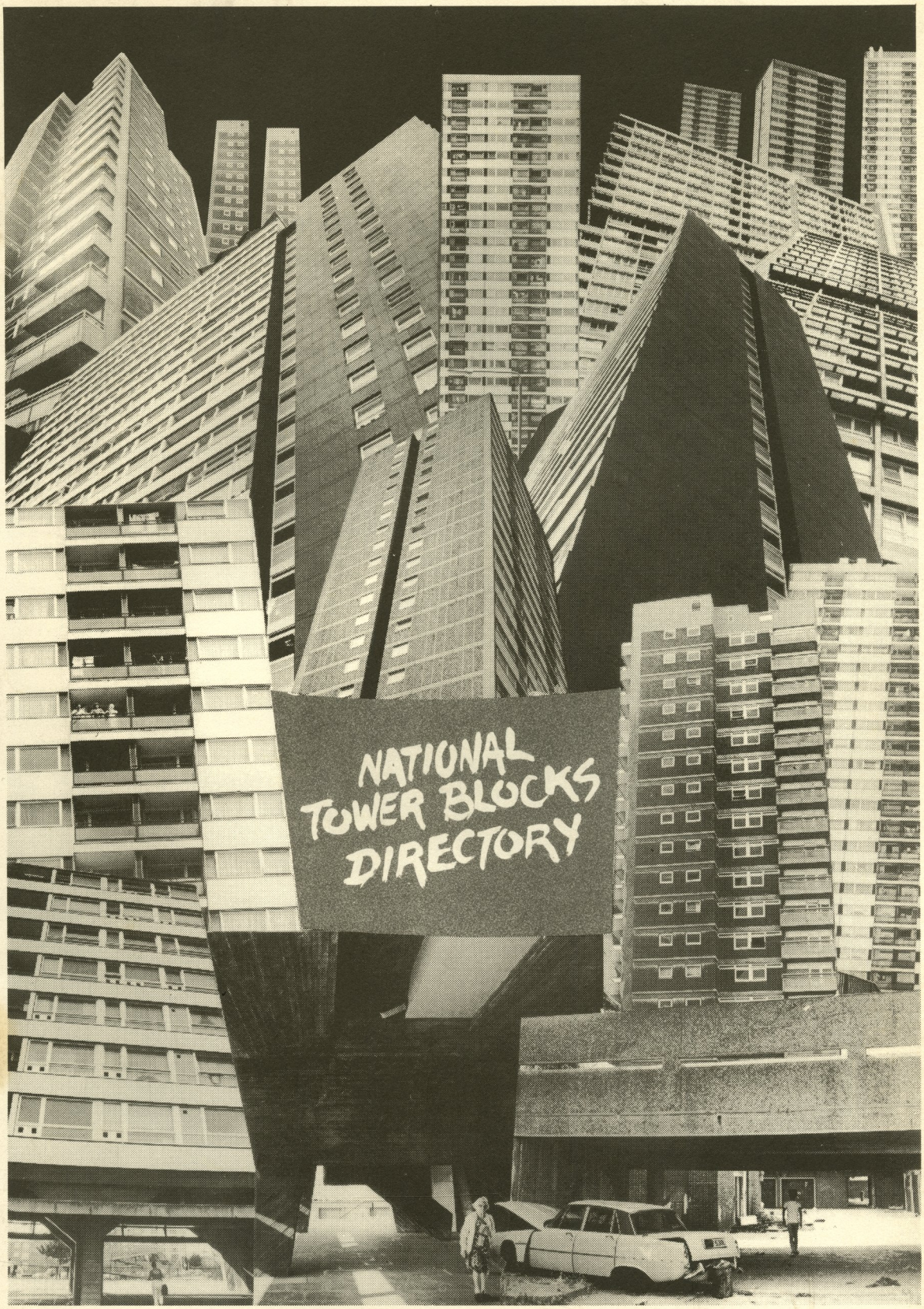
Sam Webb 1987



INTRODUCTION TO THE NETWORK

THE NATIONAL TOWER BLOCKS NETWORK is composed of individuals and organisations concerned to improve the quality of life in Britain's tower block homes. The Network was established in 1984 to gather and share information about the social and structural problems of tower blocks and to promote solutions to these problems. It is a Community Links project.

COMMUNITY LINKS is an independent social action centre in Newham, East London. It was formed by local volunteers in 1977 to work practically on the problems that concern them. **Our work with children** is principally aimed at those who are 'at risk' either as the result of their own behaviour or situation or that of their family. We provide constructive activities for all age groups including After School Clubs, a Toy Library, Holiday Playschemes and a range of unique groups for young children with special difficulties and for teenagers who've been in trouble. **Our work with adults** includes a wide variety of advice sessions, most run by trained volunteers. From them many very active self help groups have developed. These include the Handicapped Helpline, the Pensioners Club, a campaign for the Single Homeless, a Mother and Baby group, and the Asian Women's group. **Our national role** has developed from the success of these local activities. Both the National Tower Blocks Network and Action Match (which promotes the commercial sponsorship of community action) seek to effectively share local experiences and thus inform policy and improve practise at a national level.

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The National Tower Blocks Network has been funded by the Department of the Environment, the Calouste Gulbenkian Foundation, the Abel Trust and Shelter. We gratefully acknowledge this support.

GUIDE TO USING THIS DIRECTORY

The National Tower Blocks Directory has been compiled by The National Tower Blocks Network.

This Directory contains information from local authorities who own tower blocks, from local and national tenants and community groups who represent tower block tenants and from other organisations and individuals who have responded in a variety of ways to tower block problems.

Councils, organisations and individuals were asked to describe in their own words the type of tower blocks they owned, lived in or worked in; what problems they had identified; what plans they had; and what actions they had taken.

The Directory is divided into two sections: the first includes lists of Councils, organisations and individuals who responded to the survey. The second is devoted to more detailed examples of the work of some of the respondents.

The first section includes an alphabetical list of local authorities, tenants and community groups, national groups and individuals. Each entry includes contact name, address and telephone number plus a brief description of the nature of involvement with tower block issues. There is also a summary, in code form, of the particular tower block problem which the respondent has tackled. The information included here has all been provided by the individual respondents.

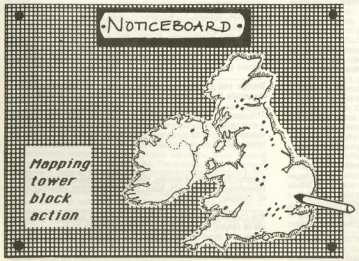
The same respondents have then been arranged in a geographical list which is divided into regions. Under each regional heading there is a list of every Council, organisation and individual included in the Directory. There is also a further list of national organisations who serve all the regions.

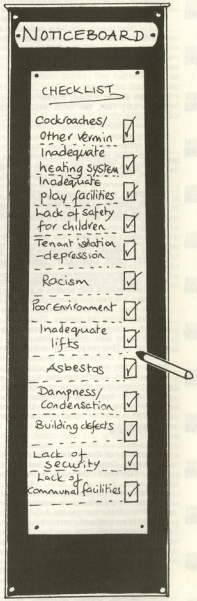
The first section concludes with a "problems and issues list". This is divided into the categories included in the questionnaire. Respondents who have tackled particular problems eg. Asbestos, are listed under that heading.

These three lists are intended to enable the reader to identify respondents who have tackled particular problems, and to find out about other councils, organisations and individuals in their own region.

The second section of The Directory highlights particular problems and examines some of the responses we have come across throughout the country. Most are, we feel, examples of good practice. Some are examples of what not to do! Both are included to help the reader tackle the problems of their estate armed with some knowledge about what has and has not worked elsewhere.

Examples of the questionnaires sent to councils, tenants' and community groups and individuals.





City of Aberdeen District Council, Housing Department, St. Nicholas House, Upperkirkgate, Aberdeen. Tel: Aberdeen 642121. CONTACT: Mr. M. Scott, Deputy Director.

Aberdeen own 60 blocks which represent 11% of their total housing stock. These blocks are of various designs and structures including in situ concrete, load bearing brick and large panel system. The large panel system built blocks are Bison Wallframe dwellings. The Council claim a good safety and maintenance record and have enhanced security by installing controlled entry systems in all of them. A caretaker is responsible for each of the blocks and is backed up by Housing Inspectors. The Housing Department have set up a team "to assess, measure and discuss the position within their multi-storey stock and to advance ideas, proposals and solutions for any difficulties identified." Through liaison with other departments the Housing Department tries to give some priority to maintaining the quality of the environment within and around the blocks. Allocation policies are regularly reviewed, they are currently assessing the numbers and circumstances of wheelchair users, of non-ambulant and of blind people, who have expressed a desire for more suitable accommodation. They have designated 'Special Purpose' blocks, for people aged over 40, in which they are currently installing common rooms.

HSF

Norman Arnold & Eddy Walker Architects, 4A Corn Exchange, Leeds LS1 7BP. Tel: 0532 445795. CONTACT: Eddy Walker.

This private firm of architects have been providing technical advice to housing action groups for nine years. They have advised on large panel system defects, disrepair, dampness, hard to heat, structural surveys, rate reductions and compulsory purchase orders. They work for law centres and for firms of solicitors under the Legal Aid system. They also sometimes provide technical aid on a voluntary basis. The services they provide range from surveys to preparation and costing repair schemes and include various legal and public actions. They try to work under the direct control of local groups, in an equal partnership, rather than as outside experts.

HDB

Assist Architects Ltd., 6 Dixon Street, Glasgow G1 4AX. Tel: O41 221 0505. CONTACT: John Gilbert

Assist is a firm of community architects who work as a co-operative. They have worked with tenants in and around Glasgow for the last ten years. It is their aim to work closely with tenants on all aspects of design work. They offer technical assistance to tenants' groups, such as carrying out surveys. These are usually sought to give a second opinion on Council actions. They have advised tenants whose blocks were suffering from severe condensation and water penetration. They are currently working with the Royston Hill tenants, focussing on problems with structural strengthening and tenants' dissatisfaction with the type of accommodation. They also provide reports which tenants can use in their campaigns, they prepare drawings and carry out contract supervision for groups and Housing Associations. Work is generally done on a fee earning basis although reduced rates may be charged to tenants' groups. They have produced a Tenants Handbook for Scotland.

HPEDBSF

Association of Community Technical Aid Centres, The Royal Institution, Colquitt Street, Liverpool L1 4DE. Tel: O51 708 7607. CONTACT: Christine Bailey / Martin Mounsey.

The Association of Community Technical Aid Centres (A.C.T.A.C.) is the umbrella organisation for community technical aid centres in the U.K. It has 70 member groups. A.C.T.A.C. does not provide technical support to tenants' and community groups itself, it refers all enquiries to an appropriate local member. These community technical aid centres provide free or cheap advice on the following topics: community architecture, surveying, town planning, ecology, environmental education, fundraising, project management, community development, graphics and presentation. By providing this type of service community technical aid centres have enabled groups to get the facilities they need; to convert buildings, use vacant land, create new buildings, provide amenities, improve housing, living and environmental conditions and to assist local communities in putting their ideas forward to the local authority. If you are interested in getting in touch with a technical aid centre in your area, contact A.C.T.A.C. for the details.

HPCELADBSF

Balgraylhill Tenants Association, 17/4 42 Viewpoint Place, Springburn, Glasgow G21 3AS. Tel: O41 558 1233. CONTACT: Mrs C. McIver.

This tenants' association represents four large panel system-built Reema tower blocks, two are 25 storeys high and two are 24. Altogether there are 392 two-and three-apartment flats in the four blocks. The Association describes the layout as good and the view as beautiful. The Association runs a variety of social functions although they don't have a community hall of their own. They have campaigned successfully to get a bus route into their district, to get road crossings and safety railings. The lack of play areas is a problem as parents can't now let their children play in the park over the road because of attacks, muggings and assaults. The blocks have had new cladding which has helped a little with the dampness. White meter storage heaters have been installed and after some teething problems are considered by the Tenants Association to be reasonably successful. Regular lift breakdowns remain a serious problem.

VPELGDF

Banger and Keele Residents Association, 6 Banger House, Forth Drive, Fordbridge, Solihull B37 6PG. CONTACT: Mr. R. G. Carr.

This Association represents the two tower blocks, Banger and Keele. The blocks suffer from a number of problems including dampness and condensation, building defects, and inadequate heating systems. The Residents Association is concerned about childrens safety in the blocks and by the need for improved security measures. They also report that tenants in the blocks experience isolation and depression due to their living conditions. Representatives of the Residents Association meet with tenants in the blocks individually to find out about their problems. They then liaise with local housing officials in an effort to find a solution to these problems.

DHBICS

Bangladesh Youth Approach, Sylhet Community Centre, Harford Street/Duckett Street, London E1. Tel: 01 790 9733. CONTACT: Mr. M. Bashir Chaudhary.

Bangladesh Youth Approach run a Sylet Community Centre on the Ocean Estate in the London Borough of Tower Hamlets. This estate contains low and high rise buildings, including three 14-storey large panel Taylor Woodrow-Anglian System tower blocks. The Community Centre was converted from a disused laundry after a long campaign , the initial costs were met by the Greater London Council. The Centre provides the base for a variety of advice sessions, community and leisure activities. The Bangladesh Youth Approach have been very active in tackling the mounting racism in their area and in Tower Hamlets generally.

HPRF

London Borough of Barking and Dagenham, Housing Department, Heathway, Dagenham, London. Tel: O1 592 4500. CONTACT: Mr Crowley, Acting Housing Manager.

The London Borough of Barking and Dagenham were unable to respond to the National Tower Blocks Directory Questionnaire due to staff shortages. Information included in the Building Research Establishment report: "Large panel system dwellings: preliminary information on housing and condition" indicates that amongst their tower block stock Barking and Dagenham have 19 large panel Bison system blocks, which contain 1,446 dwellings.

Barton Hill Entertainments Committee, 56 Ashmead House, Avondale Road, Barton Hill, Bristol. CONTACT: Mrs D. Rowe.

This group run a community room on the Barton Hill Estate. They run a wide variety of social activities in the community room and organise outings in order to try to overcome the problems of isolation and loneliness. They are supported by The Bristol Settlement.

London Borough of Bexley, Housing Department, Civic Offices, Broadway, Bexleyheath, Kent. Tel: O1 3O3 7777. CONTACT: Mr. G. Cooper.

The Council owns 18 tower blocks containing 1,240 flats. The blocks are of varying heights: eight of 14 floors, five of 13 floors, two of 12 floors and three of nine floors. This represents 11% of the total housing stock. 13 blocks are constructed of "No fines" Concrete and five of "Reinforced Concrete". The Council is carrying out a number

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of improvements to its tower block stock including lift replacement and the installation of door entry systems.

HLS

Bickerdike Allen Partners, 121 Salusbury Road, London NW6 6RG. Tel: O1 625 44ll. CONTACT: Jack Anderson/Roger Bloomfield

This firm of architects has wide experience of designing and building most types of housing. However, some members of the firm have been instrumental in avoiding the construction of tower blocks. They provide a range of technical and architectural services and have worked for landlords and tenants. They carry out surveys and report on conditions. They programme and cost remedial and repair works. They report that they " are accustomed to plain language presentation of issues in exhibitions and open meetings." They charge for their services.

HPCELADBSF

Birmingham City Council, Housing Department, Bush House, Broad Street, Birmingham B1 2HL. Tel: O21 235 39O4. CONTACT: Mr. R. Blackaby.

Birmingham Council owns 426 multi-storey blocks containing 22,O5O flats. These blocks range in height from six to 32 storeys and were built between 1953 and 1972. The majority of blocks fall into three basic construction types: Traditional, Wimpey "No fines" and large panel Bison System blocks. Multi-storey blocks represent 18% of Birmingham's total housing stock. The Council's overall objective is "to promote high rise living as a suitable form of housing for particular needs, providing the blocks are structurally sound and in a satisfactory environment". The Council has adopted a number of blocks for use by particular groups, i.e. elderly people, young single people, and people over 4O. They have also designated 235 blocks where children cannot live and several where they can live only on the lower four floors. A survey of the external condition of each block has been carried out and repairs to a number of blocks have been completed or are underway. The remaining blocks are being assessed to determine whether repairs are feasible or whether blocks should be demolished in the short or medium term. Racial harassment is an 'offence' under conditions of the tenancy. (See Highlight: ENTRANCES AND EXITS : How can we make them secure and welcoming?)

HPCIRELADBSF

Birmingham Council Estates Project, Holloway House, Browning Street, Ladywood, Birmingham Bl6 8EH. Tel: O21 454 644O. CONTACT: Fiona Hughes/Philip Shiner.

The Birmingham Council Estates Project was set up in 1985. This project adopts a joint legal and community work approach to its work with tenants' groups. They have primarily been involved in dealing with the problems of condensation and dampness in system built homes. They have advised tenants' groups on taking the Council to court on a collective basis under Section 99 of the Public Health Act 1936. They also have some knowledge of heating systems, ventilation and other methods of dealing with dampness. They have supported the setting up of new tenants' associations and helped establish the Ladywood Tenants Repairs Action Committee which acts as a repairs reporting service. The Project also provides welfare benefits advice.

HIBS

The Birmingham Settlement, 318 Summer Lane, Birmingham. B19 3RL. Tel: O21 359 3562. CONTACT: Peter Houghton.

The Birmingham Settlement is based in Newtown, an area in which 27 tower blocks are based within one square mile. The Settlement's two community workers work extensively within the tower blocks, running community flats in three blocks. The activities that take place in these flats, such as food clubs, help to break down the isolation felt by many tenants. Household repairs are carried out by the area caretaker: The Settlement has carried out a number of surveys in various blocks to establish, for example, the extent of damp in individual flats and the need for structural repairs. They are in the process of developing a new initiative to tackle these and other related problems in a particularly neglected block.

IDF

Birmingham Tenants Federation, 5 Crusader House, 24 Livery Street, Birmingham B3 2PA. Tel: O21 236 8264. CONTACT: Hugh Lynch.

The Federation estimates that there are approximately 472 tower blocks in Birmingham on estates all over the city. The blocks are being catalogued by the Federation by construction type, design, dates built, and contractor. The Federation would like to see all the tower blocks in the city demolished and replaced by low rise housing which they feel would be more appropriate to tenants needs. The Federation promotes and supports the formation of tenants' groups in the city and co-ordinates campaigns on a variety of tower block issues.

HPCIRELADBSF

Bolton Metropolitan Borough Council, Housing Department, Paderborn House, Civic Centre, Bolton BL1 1JW. Tel: Bolton 22311. CONTACT: Mr. P. D. Gee, Assistant Director.

Bolton has three tower blocks on one estate built in 1967. These blocks contain 198 one- and two-bedroom flats. This represents less than 1% of the Council's stock of housing. The blocks are constructed of concrete sections with concrete facia panels, they are large panel Fram Russell System blocks. The Authority has an "acute dislike of tower blocks" which prevented them from building many. They have a careful allocations policy which restricts the numbers of young children in flats and helps " to preserve our three blocks in good condition and keep them relatively settled". Door entry phone systems were fitted to all three blocks in 1983.

S

Bradfield and Greenfield House Association, 12 Bradfield House, Greenvale Avenue, Sheldon, Birmingham B26 3XJ. Tel: O21 742 8786. CONTACT: Mrs L. Russell.

This Association represents two tower blocks. There are 3O flats in each block which have one or two bedrooms. The blocks are 35 years old and house mostly elderly people. The Tenants Association was set up after the Council carried out refurbishment works. The tenants weren't moved while the work was being carried out and suffered the effects of dirt and dust and other damage. The tenants formed an Association to pressurise Tarmac, the firm who carried out the work, to provide compensation. They have now been sucessful and compensation has been paid to the majority of the tenants. The Association is now trying to persuade the Council to install a warden controlled entry phone system.

FEDS

City of Bradford Metropolitan Council, Directorate of Housing and Environmental Health Services, Jacobs Well, Bradford, West Yorkshire BD1 5RW. Tel: O274 753973. CONTACT: Mick Johnston.

Bradford Council owns 36 tower blocks of between eight and 15 storeys high. The methods of construction used include: traditional front and back, with concrete panel sides; Wimpey "No fines"; large panel Bison Wallframe and Laing Systems, and in situ reinforced concrete. Four Bison Wallframe blocks off Manchester Road were closed during 1983 due to structural, heating and insulation problems and are due to be demolished. The 32 blocks still in use represent 5% of the Council's total stock. With the exception of the four blocks the Council does not consider its tower block stock to be a major problem. Vandalism has been largely dealt with by a system of caretakers, 17 of whom cover the 32 blocks. They have found that problems are greatly reduced where there is an active tenants' association and these are positively encouraged. The Council report that their most notable tower block scheme is York House on the Thorpe Edge Estate. This eight-storey block contains 1O1 flats. Refurbishment was carried out in 1984, alterations included making one new central entrance, building a wall around the block and installing close circuit television cameras. The door is now staffed continuously and the block is jointly managed with the Tenants Association. The lettings policy is selective and priority is given to 'mature applicants' (over 4O).

HBS

London Borough of Brent, Housing Department, 356-368 High Road, Wembley, Middlesex HA9 6BX. Tel: O1 9OO 5328. CONTACT: Michael Wilson

Brent have 27 tower blocks. The Borough's strategy for tower blocks involves an acceptance that they will provide housing for the forseeable future, as the council has such an acute housing

shortage, it cannot envisage demolishing any blocks. The Council is committed to making high rise blocks safe, pleasant and secure places to live and is pioneering the development of concierge systems which involve controlled entry and receptionists. Brent currently has one scheme in operation and are planning an installation for the near future. The Council's allocation policies do not allow families with children under ten to be housed above the fifth floor. (See Highlight: Entrances and Exits : How can we make them secure and welcoming?)

SC

Brent Federation of Tenants & Residents Associations, 6 Cavendish Close, Cavendish Road, London NW6. Tel: O1 451 1122. CONTACT: Irene Bannon.

This Federation includes a number of affiliated tenants associations which represent tower blocks. The main methods of construction include large panel Bison System and brick with glass and steel. The Federation seeks to support tenants associations in their efforts to improve conditions. They have assisted groups in having their blocks surveyed for structural stability, for vermin and for asbestos. They have been involved with tenants' groups working to make blocks secure, through the closure of walkways, through the installation of entry phone systems and through the staffing of reception areas by people employed by the tenants.They have been particularly involved with the Gloucester House Tenants Association (See Highlight: Entrances and Exits: How can we make them secure and welcoming?). The Federation have also supported tenants' groups in getting lift maintenance improved and in improving heating systems.

VHCIRELABDSE

Bristol City Council, Housing Department, Council House, College Green, Bristol BS1 5TR. Tel: 0272 266O31. CONTACT: Mr. B. Farajian (Statistics Officer).

Bristol has 65 tower blocks containing 4776 dwellings, this represents 1% of their total housing stock. 54 of these are of large panel and in situ concrete construction, the remaining ones are Wimpey "No fines" and large panel Easiform Laing System blocks. The Council is concerned particularly about the problems facing families with children in tower block flats. Families with children under 14 are not housed in tower blocks unless they request them in writing (See Highlight: Thinking of the Children — Play in Tower Blocks). The Council also monitors the number of children in flats, awards families additional high rise points, carries out safety checks to balconies and windows where children are living and gives families extra access to communal landings. They wish to encourage the formation of tenants' associations in order to "permit a continuing process of consultation" and they "will listen sympathetically to proposals from tenants in high rise blocks to improve facilities."

VHPCIRELABDSF

Bristol Settlement, 43 Ducie Road, Barton Hill, Bristol 5. Tel: 0272 556971. CONTACT: Dan Lloyd.

The Bristol Settlement is the base for a wide range of activities and services. They have worked with individual tower block tenants and with tower block groups on the nearby Barton Hill Estate. They supported 'The Blocks are No Place for Children' campaign which led Bristol Council to reconsider their policy of housing families with children in tower blocks on the estate. (See Highlight: Thinking of the Children- Play in Tower Blocks).

PC

Broadmead Estate Community Association, Community Hall, c/o 44 Liston Way, Broadmead Road, Woodford Green, Essex. Tel: O1 5O4 9685. CONTACT: Mrs. Tapsfield.

The Broadmead Estate in the London Borough of Redbridge consists of six 11-storey tower blocks of large panel Wates System construction. The Association believes that all blocks should "be reduced to no more than six storeys". They provide a range of social and youth club facilities. The estate is about to be given a face lift.

F

Broadmead Family Centre, Liston Way, Woodford Green, Essex. Tel: O1 5O5 6559. CONTACT: Lesley Rainbow.

The Broadmead Family Centre was established by Dr Barnados and is now managed by Redbridge Social Services. The Centre serves the Broadmead Estate which contains six 11-storey large panel Wates System tower blocks. The Centre provides playgroup and day

care provision for the under fives. The estate is geographically isolated from other facilities and services. Problems have been experienced on the estate with glue sniffing, heroin abuse and high unemployment. The Centre hopes to relieve some of the pressure being experienced by families in the often too small and overcrowded flats.

P

Broadwater Farm Residents Association, Broadwater Farm Estate, 55 Tangmere Block, London N17. Tel: O1 8O1 5415. CONTACT: Sheilah Ramdin(Chair), L. Leon (Development Worker).

The Broadwater Farm Estate contains two 14-storey tower blocks, which contain 1OO flats each. The method of construction used was large panel Taylor Woodrow-Anglian System. The estate contains 1O63 flats in all. The Residents Association are concerned that tenants should be able to partipate in housing management and they are working to change the "bad image of the Estate". They have also been involved in tackling the problems of unemployment. (See Highlight: Beating the Cockroaches)

VPPCIRELABDSE

London Borough of Bromley, Housing Department, Sherman House, I6 Sherman Road, Bromley, Kent BR1 3TF. Tel: O1 464 3333. CONTACT: Mrs. S. Barrett, Caroline Ware.

Bromley own ten blocks containing 596 flats. This represents 3.61% of their total housing stock. They only let tower block accommodation to families without young children unless a family specifically requests it. Tenants qualify for a transfer after seven years of being in a tower block, but only 5% of vacant properties per year are available for these transfers. They have renewed window catches, fitted entry phones and 'enveloped' one block. Programmes to deal with building defects were carried out in 1975 and 1978. The external skin of one block was rebuilt and balconies were reconstructed. The Council have introduced security patrols on some estates and are currently reviewing security measures. They plan to carry out environmental improvements on some estates including the Groves Estate where they are also currently setting up a local housing office in response to problems being experienced there.

CDSEFIF

The Building Research Establishment, Building Research Station, Garston, Watford WD2 7JR. Tel O923 674O4O. CONTACT: Lesley Bonshor

The Building Research Establishment (B.R.E.) is part of the Department of the Environment. The Defects Prevention Unit (D.P.U.) at the Building Research Establishment provides information to local authorities on the avoidance of common defects in dwelling construction. The D.P.U. produces Defect Action Sheets; each sheet describes a specific defect and briefly gives guidance on good design or the proper selected Action Sheets are sent, free of charge, to a nominated contact point in each local authority and Housing Associations receive free copies on request. The Unit are currently evaluating large panel system buildings. They report that "The programme on large panel system buildings aims to provide technical information and guidance to local authorities and their consultants on approaches to investigation and assessment of safety and serviceability including the effects of fire and explosion, durability, weathertightness and internal environment, including heating , ventilation, insulation and condensation, as a basis for decisions on cost effective measures for maintenance and repair." The B.R.E. has published a variety of Reports on the following topics: the structure of Ronan Point and other Taylor Woodrow-Anglian buildings, the ownership and condition of large panel system built dwellings, weatherproof joints, overcladding extenal walls, fire precautions, and the "ructural adequacy and durability of large panel system dwellings. The Defect Action Sheets, Reports and Information Papers on large panel systems are available from the Publications Sales Department at the Building Research Establishment.

HDE

Bus Stop Theatre Co. Ltd., Room AI3, Selby Site, Selby Road, Tottenham, London NI7 8JN. Tel: O1 8O8 O334. CONTACT: Kay O'Brien.

The Bus Stop Theatre Company is a touring childrens theatre group which runs a Playbus, and organises children's shows and workshops for the seven to 12 age group. The Playbus visits tenants' halls and large estates, including high rise, and also takes part in community festivals. They work all over London, most notably in Camden, Tower Hamlets, Hackney, Haringey and Southwark. Their experience leads them to feel that tower blocks are "terrible, harmful, soul destroying places to live — this is reflected in the lack of enthusiasm the children have for their surroundings and for their over enthusiasm sometimes to become involved in the work we do." The Theatre Company see their work as a means of providing "some sort of artistic diversion from the conditions inhabitants have to live with." (See Highlight: Thinking of the Children — Play in Tower Blocks)

PIRE

Calderdale Metropolitan Borough Council, Housing Department, Northgate House, Halifax. Tel: Halifax 246177. Mixenden District Office, 1O3 Mixenden Road, Mixenden, Halifax. Tel: 0422 24O57B. CONTACT: Helen Windsor, Community Development Worker.

Calderdale has 21 tower blocks of varying heights: four of 17 storeys, five of 15 storeys, six of 14 storeys, one of 13 storeys, one of ten storeys, two of eight storeys and two of seven storeys. All have a concrete structure with either brick infill panels or cement pebble dash render. These blocks represent 5% of the total housing stock. Some of the blocks, particularly those in the centre of Halifax are very popular. Calderdale tries not to house families with children in tower block flats and tenants with children are given priority for transfer. Some blocks have visiting wardens and priority is given to housing elderly people in these. In 1964 six tower blocks were built in Mixenden, a small village outside Halifax. These blocks have always had management problems and have been subject to several initiatives. Two blocks were emptied in the late 197Os, one has since been sold to a private developer while the other remains empty. Another of the blocks is now successfully administered by the Housing Advice Centre as furnished accommodation which is largely let to 'professional' people. Another of the blocks is selectively let to the over 25's. The two remaining blocks are still a problem to the council who now intend to introduce a 24 hour caretaking service which they hope will discourage vandalism, improve security and create a more stable environment. The Mixenden District Office service is underway they plan to offer furnished accommodation to young singles. With an Urban Aid Grant a Community Development Worker was appointed in 1984. This worker uses a converted flat as an office in one of the blocks. A residents association has been formed. (See Highlight: Entrances and Exits: How can we make them secure and welcoming?)

VFESIRELABDSE

London Borough of Camden, Housing Department, Bidborough House, 38/5O Bidborough Street, London WC1H 9DB. Tel: O1 278 4444. CONTACT: Helen Gunesekera (Policy and Information Unit).

Camden own 139 blocks of five storeys and over which contain approximately 8,358 flats. A variety of methods of construction have been used: in situ concrete frame, load bearing brick and one large panel Reema System block — Hawkridge in West Kentish Town. Camden's system for awarding points for transfers includes points for dampness and for the number of children living above the fifth floor. Their allocations policy used to prevent families with children under 11 being offered accommodation above the fifth floor, except in one district and unless a tower block flat was specifically requested. This policy has, however, been abandoned due to the pressure of homelessness.

BDPR

Camden Federation of Tenants, 3O Camden Road, London NW1 9PD. Tel: O1 267 5328. CONTACT: Sue Berger/Hilary Barnes

The Camden Federation of Tenants brings together tenants groups in the London Borough of Camden. They offer advice and support to existing tenants associations and help tenants to set up new associations. They are currently involved in supporting tower block tenants' groups undergoing estate modernisation and in working on estates where the heating and hot water systems are faulty. In the past they have worked on the issue of asbestos in tower blocks. They produce the newsletter "Camden Tenant", which is circulated to 150 tenant groups.

HA

Canada Estate Tenants association, 5O Selby Road, Canada Estate, London SE16. CONTACT: Julie Donovan

Canada Estate includes two tower blocks containing 8O one-and two-bedroomed flats in each. The blocks have experienced problems with the electric under floor heating systems, condensation, dampness and mould over a number of years. These blocks were included in the research done by the GLC into the effects of wind around tower blocks. New heating systems, double glazing, insulation and better louvres in the common areas were installed in response to these problems. They succeeded in getting designated 'Hard to Heat' by the H.S.S.

HD

CASE-UK, The National Campaign Against Sale of Estates, c/o SCAT, 3I Clerkenwell Close, London ECIR OAT. Tel: O1 253 3627.

CASE-UK is the campaign by tenants and trade unionists to oppose the sale of council estates to private companies, and any other moves to privatise the building, repair or management of council housing. They have regular meetings of representatives from local campaigns and groups. They can provide support, information, research and advice. CASE-UK recognise that most campaigning on this issue will be at a local level and therefore see the role of the national campaign as focussing and linking local action.

City of London, Housing Department, P.O. Box 27O, Guildhall, London EC2P 2EJ. Tel: O1 28O 1652. CONTACT: Mr P Willey.

The City of London owns 14 tower blocks which represent 37% of their total housing stock. Most of the blocks are constructed of reinforced concrete with brick infill panels. They try not to place families with young children in the blocks although they do house them in their three-bedroomed flats. Several of the blocks consist of one-bedroomed flats and bedsitters and they are generally let to young single people or to the elderly . They report that they do not generally have any problems letting the flats. They have removed asbestos from three blocks as part of a window renewal project. They have installed new lifts in several blocks, including one block where they have provided additional openings so that both lifts can serve each floor. Door entry phones have been installed in most blocks and there are plans to fit them in the remaining ones. They are now installing audio/visual systems.

VLAS

Claywood Tenants Association, Claywood Drive, Sheffield S22 TV. Tel: Sheffield 75O245. CONTACT: Mrs. M. I. Falat.

This Tenants association represents 36O flats including three 15-storey tower blocks. This Association reports a general feeling of isolation amongst tenants. The estate suffers from the range of tower block problems but the Association have been made it their priority to deal with the problem of the expensive and inadequate underfloor electric heating system. They have campaigned for improved heating and insulation and do not wish to accept the package of heating and insulation works proposed by the Council which they consider to be unsuitable. This group belongs to the high rise working party, established by Sheffield Federation of Tenants, which meets council representatives every two months to discuss problems. The Association have, alongside the Council, carried out a survey of their flats. They have also drawn up plans with a council architect for a community centre on the estate and are looking for funds to build it.

VHPCIELDSE

Community Architecture Information Services, 5 Dryden Street, Covent Garden, London WC2E 9NW. Tel: O1 24O 243O. CONTACT: Nick Wates

Community Architecture Information Services (C.A.I.S.) provides consultancy on community architecture, planning and design. It was formed in 1986 to organise 'Building Communities', the first international conference on community architecture. The service continued after the conference in response to the growing level of interest in community architecture. C.A.I.S. works for residents groups, local authorities and private companies. They will carry out feasibility studies on estates, attend meetings, and provide a range of contacts and information. C.A.I.S. currently operates as a commercial enterprise and therefore does charge for its services.

Community Energy Research, 3 Tower Street, Newtown, Birmingham B19 3RL. Tel: O21 359 291O. CONTACT: Peter Gorbing or Tony Carter.

Community Energy Research (C.E.R.) was set up by the West Midlands Heating Group which is a campaigning forum of voluntary sector advice/welfare agencies and tenants groups. The aim of this group is to tackle fuel poverty. C.E.R. offers an independent energy advice service to tenants and community groups. C.E.R. also works

with local authority departments and housing authorities. Most of their work concerns tower blocks and other forms of housing which are hard to heat. C.E.R. provide a variety of services. They produce technical reports for tenants groups to use in D.H.S.S. heating benefit take-up campaigns. These reports include information on heatloss, insulation, heating systems, dampness and other related building defects. They compare tenants' incomes with computer predicted heating costs as an objective basis for the allocation of Heating Additions to benefits. Other reports have been produced to support campaigns for improvements to heating systems and insulation. They carry out energy audits and surveys using computer calculations of tenants' heating costs and they make proposals for heating and insulation measures. The Computer programme used was developed from research carried out by the Building Research Establishment into heat loss from domestic buildings. They also run a range of training courses and carry out policy research. The service to groups in Birmingham is either free or the charges are low, the fees for groups outside Birmingham are negotiable. (See Highlight: Fighting the Cold)

MAP

Community Projects Fund, Royal Institute of British Architects, 66 Portland Place, London, W1N 4AD. Tel: O1 58O 5533. CONTACT: Stella Yarrow.

The Community Projects Fund assists community groups and voluntary organisations in England with grants toward the architects or professional advisors fees for the preparation of feasibility reports on building projects or environmental improvement schemes. The Fund is administered by the Royal Institute of British Architects and has been running for 5 years. Grants of up to £1,OOO are awarded.

Coventry Resource and Information Service, Unit 15, The Arches Industrial Estate, Spon End, Coventry CV1 3JQ. Tel: O203 77719. CONTACT: Dod Forest

Coventry Resource and Information Service (C.R.I.S.) offer printing and publishing and community art resources and use of a small library, with a section on housing, to local groups. They have students on social work placements and volunteers who work with community and tenants groups. Students from C.R.I.S. have worked with tenants in Meadow House, a tower block that houses mostly elderly people. Meadow House Tenants Association have succeeded in getting the Council to improve services in the block. A group worker is now based in the block. She provides support for individuals and encourages the use of the community rooms.

Coventry Trades Council Housing Sub-Committee, 123 Belgrave Road, Coventry CV2 5BJ. Tel: O203 618849. CONTACT: Tim Brown.

The aims of Coventry Trade Council's Housing Sub-Committee, established in 1977, are to bring housing issues to the notice of the trade union movement and to campaign for radical housing policies. They campaign with and provide information for tenants' and residents' groups and housing campaign groups. They provide links for these groups with trade unions and have collected information on all 32 blocks in Coventry. The groups they have worked with have experienced the full range of tower block problems including inadequate fire escape provision, poor repairs service, poor caretaker service and general neglect. As a result, some members of these groups have campaigned for demolition rather than for repairs and modernisation.

VHFCIRELADDSF

Coventry Workshop, 38 Binley Road, Coventry CV3 1JA. Tel: O203 27772. CONTACT: Sue Kingswell.

Coventry Workshop is an independent trade union and community resource centre. They provide a range of services including: information on the working class, housing, health and other community issues, help with printing and technical and legal help. They offer help in initially organising a group or campaign as well as longer term support. They have provided support to many local housing groups including repairs and asbestos campaigns. Alongside the Trades Council Housing Sub-Committee, they helped tenants living in tower blocks to organise.

VHFCIRELADDSF

Crewe & Nantwich Borough Council, Housing Department, Delamere House, Delamere Street, Crewe, Cheshire. Tel: O27O 583191. CONTACT: Mr. P. Simpson.

Crewe and Nantwich Borough Council own only one tower block. The block contains 94 flats and represents 1% of their total housing stock. The block is 12 storeys high and includes 35 one-bedroom flats and 59 two-bedroom flats. Families with children under 16 are not housed in the block. The Council aims to provide in this block a housing unit of the highest possible standards. A caretaker occupies a ground floor flat and has an adjoining office. Access to the flats is by means of an entry phone system.

E

London Borough of Croydon, Housing Department, Taberner House, Park Lane, Croydon CR9 1DH. Tel: O1 686 4433. CONTACT: Sean Phillips.

There are 45 tower blocks in the Borough, 17 are between seven and nine storeys and 28 are over ten storeys. These blocks contain 1,732 flats, this represents 8.86% of the Council's total stock. Croydon use several blocks for sheltered accommodation, in these blocks they have converted flats for pensioners and single persons. Improvements have been carried out in some of the blocks, such as the replacement of heating systems and the installation of entry phone systems. A variety of landscaping schemes have been carried out. They also intend to continue to carry out modernisation and environmental improvements on tower blocks as resources permit. They had a policy of moving families with children above the seventh floor to more suitable accommodation because of safety fears, but now only priority transfers can be obtained.

HCBS

Dame Colet House, Ben Johnson Road, Stepney, London E1. Tel: O1 79O 9O7O. CONTACT: Diana Kelly/Kumar Murshid.

Dame Colet House is a community centre serving the Stepney area of the London Borough of Tower Hamlets. The Centre is the base for a range of activities and services including a Citizens Advice Bureau, several Pensioners Groups, and a Youth Project. They also work with a variety of local tenants and tenants' groups. The Centre is located very near to The Ocean Estate which includes several tower blocks. Some of the blocks are constructed from in situ concrete and three are large panel Taylor Woodrow-Anglian (T.W.A.) System blocks. Dame Colet has worked with tenants on the Ocean Estate trying to tackle the many problems experienced there. Tenants of the three T.W.A. blocks mounted a successful campaign to be moved out when serious structural faults were discovered. A major remedial works programme has been carried out on the blocks with a view to them being inhabited once more. Dame Colet has also been involved in trying to counter the growing racism in the area and in offering support to people being harassed. They worked with the Limehouse-Fields Tenants Association and Tower Hamlets Tenants Federation to organise a series of workshops to confront racism. A report of these sessions called Tenants Tackle Racism is available from Dame Colet House. (See Highlight: Tackling Racism)

RD

Darnley House Residents, 4O Darnley House, Camdenhurst Street, LONDON EI4 7NU. Tel: O1 79O 8OO2. CONTACT: Mrs. Rita Curry.

This tenants' group represents three 16-storey blocks with 66 flats in each. They were built by Jerrams in 1969. Security has been a major problem on this estate. After several burglaries the tenants took a front door to a council meeting as proof of its weakness. They also organised an independent assessment of Crime Prevention. As a result a new entry phone system with cameras has been installed. The tenants look after the garden in front of their blocks. The surrounding area is being upgraded with Inner Area Programme Money (75% Department of the Environment and 25% Local Authority).

ES

Deane Tenants Association, 129 The Deane, Halton Moor, Leeds LS15 OBY. Tel: Leeds 6O1621. CONTACT: Barbara Young.

This estate consists of three 1O-storey blocks. There are 6O one-and two-bedroom flats in each block. They are of large panel Reema System construction. This group has campaigned very actively about the defects in their system built blocks. They have staged an exhibition and produced a video which they showed to the previous Minister for Housing and the current Minister has visited their estate. They are asking Leeds Council to carry out a thorough structural survey. The Deane Tenants Association have linked up with other Reema groups around the country and have taken part in visits to other estates to gather information. They also took part in a meeting with the Building Research Establishment Team who are investigating large panel systems.

HIELDBS

Delyn Borough Council, Housing Department, Civic Offices, Coleshill Street, Holywell, Clwyd CH8 7LX. Tel: Holywell 71O71O. CONTACT: Mr. F.G. Boneham.

This Council owns three tower blocks which contain 274 flats. This represents 5% of their total housing stock. The blocks are of the large panel Bison Wallframe System of construction. These blocks were initially occupied by people over 4O, the flats are now only offerred to pensioners and a sheltered housing scheme has been established. The blocks have entry phones and warden call alarms. Attempts are currently being made to deal with the heating system's problems. Work is also being carried out on the structure of the building.

LBS

Deptford Housing Aid Centre, 171 Deptford High Street, Deptford, London SE8 3NU. Tel: O1 691 13OO. CONTACT: Housing Aid Workers.

The Deptford Housing Aid Centre is an independent housing advice centre in the London Borough of Lewisham. They offer a daily advice service on a wide range of housing issues to individuals, including legal advice. They also offer support and advice to tenants' groups. The issue which they have been most involved with on tower block estates has been dampness, condensation and mould growth. They have contact with the Lethbridge Estate tenants group. Lethbridge is a large panel Taylor Woodrow-Anglian System estate.

D

Dickens Estate Tenants Association, 5 Dartle Court, Scott Lidgett Crescent, London SE16. Tel: O1 237 83O9. CONTACT: Eddie Hart

The Dickens estate, in the London Borough of Southwark, includes two 2O-storey tower blocks. The blocks contain one and two-bedroom flats. Major works were carried out on the blocks in 198O. Structural faults in balconies and spalling concrete were repaired. During this work asbestos was discovered and dealt with. Improvements were also carried out to the interiors of the flats. Double glazing was fitted. The tenants succeeded in persauding the council to fit double glazed units on a sweep frame rather than the heavy lift out units originally proposed. Problems have been experienced with the heating system and with condensation, dampness and mould growth.

EH

Divis Residents Association, 22 St Peters Row, Belfast BT124RR, N. Ireland. Tel: Belfast 231394/232147. CONTACT: Marie Osborne/Francis McCann.

There is currently one 19-storey block on this estate and eight seven-storey blocks. Two of the seven-storey blocks are due to be demolished at the end of 1987. The blocks are of large panel system construction built by Sectra. The Divis Residents Association (D.R.A.) have been campaigning to have the Divis Complex totally demolished for many years. A variety of groups have been involved in this Campaign since 1972. Victory was achieved in September 1986 when the Northern Ireland Housing Executive announced its plans to demolish the estate over the next seven to ten years. The D.R.A. feel that no one should be forced to live in tower blocks and that they are especially unsuitable for families. They are hoping to be involved in planning what will replace the Divis flats. They feel that traditional housing is what most tenants want. (See Highlight: "Divis — The Worst Housing in Europe")

VHFCIELADDSF

Doddington and Rollo Community Association, Community Centre, Charlotte Despard Avenue, London SW11 5JE. Tel O1 627 4O45. CONTACT: Helen Pritchard.

The Doddington and Rollo Community Association represents an estate in the London Borough of Wandsworth. The estate includes seven ten-storey large panel built tower blocks. The Community Association have a centre between two of the blocks. The Centre was converted from unused garages. They run a 4O place day nursery for local children in the basement of one of the blocks. The nursery was converted from store rooms. There are also 28 workshops on the estate for use by small local businesses. Wandsworth are developing several of the blocks for sale. Tenants have experienced problems with heating systems, vermin, lack of security and inadequate sound proofing between flats.

F

Druids Heath Tower Blocks Association, 12 Brookpiece House, Milston Close, Druids Heath, Birmingham B14 5TB. Tel: O21 43O 3747. CONTACT: Mr. L.P. Gilman.

This Tenants Association represents 16 tower blocks of Bison Wallframe construction. They were built, under license, by Bryants in the late 196Os. The blocks are 12 storeys and contain 5O flats each. Of the total 8OO flats, half are one-bedroom and half are two-bedroom. The Tenants Association describe these blocks as "cold and forbidding". A member of the Association's Committee had an energy audit carried out on his flat. With the assistance of a community architect he claimed an "exceptionally hard to heat" allowance from the D.H.S.S., and after appealing he was successful. The Association then supported other tenants in making the same claim and in also claiming grants for draughtproofing. As a result of this work a welfare rights group was formed on the estate and they have gone on to successfully claim laundry allowances. The Association have placed temperature monitoring devices in five flats to gain conclusive evidence about the inefficiency of the insulation. They are also photographing leaking windows and walls with a data-back camera which records the time and date onto the negative in an effort to convince the Council that leakage, not condensation, is their problem.

HEADBS

Dumbarton District Council, Housing Services Department, Mansefield House, Strathleven Place, Dumbarton, Scotland. Tel: Dumbarton 651OO. CONTACT: Mr. A.T. Rhead.

Dumbarton own seven 15-storey blocks, they contain 62 flats each and are of a large panel Crudens Skarne System of construction, built in 1971£1972. The blocks, which are in high demand, are used for general needs housing. The blocks near the town centre are mostly occupied by elderly and middle-aged people and those on the edge of the town by younger people. 6O flats have recently been converted to sheltered housing. There are laundries on the ground floor of each block. A firm of consultants has been investigating dampness problems. In an effort to deal with this problem new roofs have been fitted and top floor flats have been insulated. A survey of the condition of the lifts is currently taking place. High winds are a problem and entrance doors and screens have been fitted in exposed locations. Safety catches at windows have been fitted in an effort to safeguard young children. Consultation has taken place with tenants' associations, social workers and the police regarding the drug problem in the blocks.

HEADBS

Dundasvale Residents Club, 12 Dundasvale Court, Glasgow G4 OJS. Tel: O41 332 8337. CONTACT: J. Ayton

Dundasvale is situated in the centre of Glasgow, 3OO yards from Sauchiehall Street. The estate includes three 23-storey tower blocks, each containing 138 two-and three-bedroom flats, as well as a number of five-storey blocks. The estate was built between 197O and 1978. Families with children under 14 are not allocated flats on the estate. 9O% of residents are pensioners. A Tenants' Association was formed in 1974 which worked for a place on the estate for tenants to hold meetings and to socialise. Eventually an unused shop in the middle of the estate was converted for community use and the Residents Club was opened in 1979. The community activities provided in the Residents Club seven days a week are impressive. As the estate is in the centre of the city the tenants had a serious problem with parked cars. They felt as though they were "living in a car park". They succeeded in getting yellow bands painted throughout the estate. The problems on the estate which the group are currently concerned about include the security in the flats, the old fashioned heating system and the inadequate lifts. (See Highlight: "Let's Do Something!" — Community Activities on Tower Block Estates)

HCLS

City of Dundee District Council, Housing Division, 7/21 Castle Street, Dundee, Scotland. Tel: O382 23141. CONTACT: Tony Burns.

There are 55 tower blocks in Dundee which contain 5,219 flats. This represents 13% of the total council housing stock. The blocks are constructed in various ways including large panel Crudens and Bison systems. All the blocks were built between 1962 and 1971. The Council reports that multi-storey blocks are generally fairly popular in Dundee. "There are no serious letting problems and no defect that is going to seriously threaten the future life of the blocks." There is a growing security problem and the Council has started a programme

of controlled entry. 32 of the blocks have entry systems which are staffed from early evening until 2 or 3 a.m. Other improvements have been carried out including the replacement of lifts and windows, and repairs to rough-cast, metals, and concrete. A communal lounge has been established in the Whitfield Multis and a variety of services are based there, including a communal laundry and play facilities for children.

H P C I E L P D B S F

London Borough of Ealing, Housing Department, Town Hall Annexe, New Broadway, Ealing, London W5 2BY. Tel: O1 579 2424. CONTACT: Worth Houghton.

Ealing has 45 tower blocks which contain 2,966 dwellings, this represents 14.6% of the total stock. Five more blocks have been sold. Families with children under 13 are only allocated flats below the third floor. Ealing have tried to deal with a variety of problems in their various tower blocks. For instance, in an effort to deal with condensation they have provided Humidistat controlled extractor fans in kitchens plus permanent ventilation and drainage channels to upper floor windows as well as normal insulation to walls, windows and cold bridging areas. They have installed steel and polycarbonate glazed wind breaks to protect main entry areas from high winds. Ealing have worked with N.A.C.R.O. to facilitate tenants' consultation in one part of the Borough.

V H P I E L A D B S F

Eastbourne Borough Council, Housing Advice Centre, 61 Seaside Road, Eastbourne BN21 3PL. Tel: 0323 21333. CONTACT: Mr. A. Carter, Principal Housing Officer.

Eastbourne has one large panel Bison built tower block, containing 4O one- and two-bedroom flats. They have no special allocations policy for the block. After Ronan Point collapsed, the gas warm air heating system was replaced by storage heaters and the external corners of the block were strengthened. The entrance lobby of the block has been altered and wallpapered to offset the severe concrete look. The exterior of the block has been coated with 'decacrete' (liquid plastic) to deal with damp. Balconies have been filled and glazed to prevent water penetration.

H E D B

The City of Edinburgh District Council, Housing Department, 23/25 Waterloo Place, Edinburgh EH1 3BH. Tel: 031 225 2424. CONTACT: Dave Roberts, Policy Services Section.

Edinburgh have 81 blocks between five and 2O storeys, these contain 6,128 flats and represent 11% of their stock. The structure of the blocks vary, they include large panel Bison and Skarne System built blocks, in situ concrete frames with brick or concrete panel infill, load bearing brick and Wimpey "No fines". This authority has a comprehensive strategy for improving the quality of life in tower blocks. They are working towards five related goals. 1/To increase the desirability of the blocks "to allow them to be used as an integral part of the letting resources available to the city in time of great need". They are trying to encourage a 'suitable mix' of tenants within blocks. Internal improvements to stairways, landings and other communal areas as well as landscaping works are being carried out. 2/To develop the caretaker service to provide increased supervision and introduce community caretakers. 3/To provide a development programme to upgrade the facilities and amenities. To provide, for instance, community rooms, entry phone and door porter systems and cable television. 4/To enable tenants to be secure in their homes. 5/To provide an efficient and effective maintenance service. The Council have ceased to allocate tower block flats to families with children under 16 and they are trying to move families with young children out to low rise accommodation. Three blocks represent the main priority for action, they require a complete rehabilitation package after which alternative tenure mixes are to be investigated.

H P C I E L A D B S F

Edmiston Residents Association, Ibroxholm Community Flat, 29 Ibroxholm Oval, Ibrox, Glasgow G51 1TJ. Tel: O41 427 4437. CONTACT: Raymond Finlayson.

This Association represents three tower blocks of 21 storeys. There are 99 two- and three-bedroom flats per block. The blocks were built in 1963 and are of steel and reinforced concrete design. The group describe their main aim as trying to combat the lack of community spirit which they feel the very presence of the tower blocks causes. The Association report that the estate suffers from a high incidence of break-ins and muggings. Consequently they feel that there is a 'critical need' for a 24 hour caretaking/concierge system. The Association successfully campaigned for a play area for their children. They also now have a small community flat and the Association are the sponsors for an Manpower Services Commission cleaning project on the estate.

F I S F

Emergency Exits Arts, 13 Rowley House, Watergate Street, London SE8. Tel: 01 692 4476. CONTACT: Paul Lowe, Les Sharpe.

Emergency Exits Arts (E.E.A.) is a London based visual theatre group composed of artists, performers, musicians, inventors and builders. E.E.A. seek to provide exciting and accessible entertainment for people in their own environment, including tower blocks. They organise large scale events, touring street theatre shows and projects where they live for a time with local communities. They have created shows for a variety of settings and are currently researching a large scale spectacular climaxing in the demolition of a tower block. E.E.A. raise funds as required for the projects they undertake.

Energy Conservation and Solar Centre, 99 Midland Road, London NW1 2AH. Tel: O1 38O 1OO2. CONTACT: Catrin Maby.

Energy Conservation and Solar Centre (E.C.S.C.) is an educational charity advancing the knowledge about and the application of energy conservation and solar energy. They run a tenants energy advice service which provides free technical support on heating issues to tenants' groups and advice workers. This support includes temperature monitoring and energy auditing to provide evidence of insufficient heating or insulation and to indicate the best solutions and claims for heating additions. They also work with local authorities to develop coherent energy policies and to run an Energy Audit Service (fee paying). This service is used largely by local authorities to audit estates although individual householders and housing associations have made use of the Service.

H D

London Borough of Enfield, Housing (Technical Services) Division, Carterhatch Lane Depot, Carterhatch Lane, Enfield, Middlesex EN1 4BJ. Tel: 01 366 6565. CONTACT: Mr. M. Nichols.

Enfield own 69 tower blocks, the tallest of which is 26 storeys high. The blocks are constructed from reinforced concrete slabs or frames with either concrete or brick cladding panels. They have some large panel Reema and Wates System blocks. They house families with children only up to the tenth floor. They have converted some flats into sheltered accommodation for the elderly. Enfield keep detailed tower block record sheets for each of their tower blocks on which they attempt to record a variety of information including details about the form of construction, the original team involved in the construction, compliance with the fifth amendment to the Building Regulations, durability, and remedial works carried out.

V H L E A D B S

Estate Action, Department of the Environment, Urban Housing Renewal Unit, 2 Marsham Street, London SW1P 3EB. Tel: O1 212 3O61. CONTACT: John Harvey.

Estate Action is an initiative which was launched by the Department of the Environment in 1985 to help local authorities to find and apply a wide range of innovatory approaches for improving conditions on run-down council housing estates. Estate Action describe the approaches they are promoting as: 1) "improved housing management and maintenance, through setting up autonomous estate based management schemes on the lines of the Priority Estates Project and, for example, the provision of "concierge" arrangements in tower blocks to help improve security for residents and accessibility to housing services." 2) "the development of tenants' involvement and control over the running of their housing, such as through management co-operatives and the establishment of estate budgets." 3) "diversification of tenures including disposals to trusts, housing associations and other forms of tenure which represent residents' interests."

S

Estate Activities, Wessex Hall, Exeter Road, Ponders End, Enfield, London EN3. Tel: O1 8O4 2274. CONTACT: Anne Godwin/Veronica Cooper.

Estate Activities organise play activities for 5 to 12 year old children on council housing estates. They provide supervised play provision within Junior Clubs. Their experience indicates that high rise blocks are unsuitable for families with children. The children seem more aggressive and disruptive. They feel that the lack of open space on the estates they visit is a problem as are the number of loose dogs roaming around.

F C I N

Exeter City Council, Housing and Environmental Health Department, Civic Centre, Paris Street, Exeter. Tel: 0392 77888.

Exeter own one ten-storey tower block which contains 41 two-bedroom and 2O one-bedroom flats. This represents less than 1% of the councils total housing stock. The Council let the flats to people without children or pets. A variety of improvements have been carried out on the block including window replacement, repairs to external panels, replacement of the heating system and installation of a door entry system.

F H S

Falkirk District Council, Housing Department, Municipal Buildings, Falkirk, Sterlingshire FK1 5RS. Tel: O234 24911. CONTACT: Jennifer Litts, Assistant Housing Officer Research & Development.

There are 13 tower blocks in Falkirk, all are 15 storeys high. Seven are large panel Cruden Skarne System blocks, two are large panel Bison Wallframe System blocks and four are of the Wimpey No-Fines construction. Each block contains 14 floors of flatted accommodation with six flats per floor. The fifteenth storey blocks also have a flat at ground level. This represents 3.5% of the council housing stock. The Council considers the blocks to be unsuitable for children and does not allocate flats to families with children. Most of the tenants are pensioners. The Council does not consider these tower blocks to be a problematic part of their stock.

H G E L A D B S

Federation of Associations on Manchester Estates, Federation Offices, 1O3 Portland Street, Manchester M1 6DF. Tel: O61 228 7057. CONTACT: Gabe Murray.

The Federation of Associations on Manchester Estates (F.A.M.E.) is the city-wide federation for tenants' groups in Manchester. They have approximately 4O members, many of whom represent estates including tower blocks. The Association supports established tenants' groups and tenants who wish to form new groups. They have an office, a small library of information, meeting space, printing and photocopying facilities for groups to use. They also publish a regular newsletter. The Association has been involved in helping tower block tenants' groups on a number of issues including asbestos, disrepair, large panel system building defects, dampness and poor security. They also have an equal opportunities working party.

A S

The Federation of Black Housing Organisations, 259A High Road, London N15 5BT. Tel: O1 8O2 749O. CONTACT: Louis Julienne (Director)

The Federation of Black Housing Organisations (F.B.H.O.), set up in 1983, acts as a national pressure group for black people in housing. F.B.H.O.'s membership inlcudes individuals and organisations and totals 4OO. It works with groups to help improve housing opportunities for black people. They promote local, regional and national housing initiatives of benefit to black people. F.B.H.O. also contribute to the fight against racism, particulary in Housing. Their Race Equality Unit gives advice on how to involve black tenants in tenants' associations and how to confront racism on estates. They have also helped black tenants on estates, such as Stockwell Park in Lambeth, to organise tenants'/community groups which will represent their views. The Unit has helped tenants' groups to develop and run housing action courses. These courses aim to equip tenants to run associations effectively and to be representative of the whole community; to involve black people and to deal with issues which affect black tenants. The Unit plans to develop the course further and to encourage more Tenants' Federations to take part. If your group would like to find out more about these courses, contact Vernon Clarke at the F.B.H.O.

R

Federation of Lewisham Tenants & Residents Associations, 2a Lewisham Way, London SE14 6NN. Tel: O1 691 2921/2. CONTACT: Ben Beck.

The Federation of Lewisham Tenants and Residents Associations represent tenants' and residents' groups in a Borough which has over 9O tower blocks. The methods of construction used include large panel systems: Crudens Skarne and Taylor Woodrow-Anglian. The Federation has been involved in most high rise issues. They have produced heating and asbestos charters, which the Council have approved in principle. They set up a race and housing group and have organised compulsory racism awareness training for Executive Committee members.

H R A

Fender Valley Tenants Association, 146 Thornridge, Stavordale Road, Moreton, Wirral L46 9PW. CONTACT: Steve Clarke.

This association is made up of tenants from three 14-storey large panel Bison System blocks. Their aims are to improve living and social conditions and to create a greater community spirit. They are currently working with the Co-operative Development Services to provide a launderette facility and a community coffee bar lounge and phone cards within the blocks. The association considers tower blocks to be high rise prisons. They have been notorious for harbouring drug pushers but this problem is being overcome.

H I A S F

Ferrier Action Group, Project Cabin, Tudway Road, Ferrier Estate, London SE3. Tel: O1 319 4699. CONTACT: Mr. T. Lynam

The Ferrier Estate is in the London Borough of Greenwich. It contains 11 tower blocks of 11 storeys in height. The blocks contain 1O5 flats. The method of construction used was large panel Wates System. In response to tenants' pressure a major improvement programme is being carried out on the estate. Walkways are being removed, entry phones installed, new play areas built, roofs and front doors replaced, asbestos removed and major environmental works are planned. The Council have set up a local project office on the estate and are working with the tenants to plan and prioritise the improvements.

A E

Flats Fight Back, 41F Thomas Fraser Court, 7 Prince Regent Street, Edinburgh. Tel: 031 554 79O9. CONTACT: Archie Stoddart.

Flats Fight Back was formed in 1983, it is a city-wide organisation of high flats tenants who meet and campaign on issues of particular importance to people who live in tower blocks. It was organised in response to the Council's intention to install entry phones and to charge tenants for them. Flats Fight Back successfully campaigned for the council to develop a comprehensive plan for dealing with tower block problems. They produced a report "High Flats — the Forgotten People" and held an exhibition in the City Chambers in conjunction with local unions. The exhibition was also used as part of a tenants' roadshow. In order to promote a better working relationship between Council and tenants, Flats Fight Back produced a 13 point code of conduct for tower block flats. The code covers issues, such as consultation with tenants and the supply of information to tenants. (See Highlight: Building Bridges — Relationships between Council and Tenants)

S P C E L F P D H

Gascoyne Tenants Association, Members Clubroom, Wick Road, Hackney, London E9. CONTACT: Welfare Officer

The Gascoyne Estate contains 1,1OO flats. This includes four ten-storey Taylor Woodrow-Anglian blocks. The Association have been concerned about the risks for children living in the blocks. They have worked to get the heating system on the estate improved. Hackney Council carried out a structural survey on the blocks in the light of what was found at Ronan Point, no major faults were found.

H

Gateshead Law Centre, 1st Floor, 13 Walker Terrace, Gateshead, NE8 1EB. Tel: O91 477 11O9. CONTACT: Ross Cowan.

Gateshead Law Centre provides legal and social advice and support to individuals and groups on a range of housing and other issues. They advised tenants in Felling when structural faults were found in

four large panel Taylor Woodrow-Anglian System blocks. The tower blocks were constructed in 1967/8 for the former Felling Urban District Council. They were demolished in 1987. The Law Centre advised tenants of the tower blocks on their right to compensation. They also worked with tenants of the nearby houses who were concerned about the effects of demolition on their homes.

B

Gateshead Metropolitan Borough Council, Housing Department, Civic Centre, Regent Street, Gateshead NE8 1HH. Tel: 091 477 1011. CONTACT: Mrs Kay Griffiths.

Gateshead own 3O tower blocks containing 2,6O8 flats. This represents 7.4% of their housing stock. The methods of construction used include large panel Taylor Woodrow-Anglian and Skarne Systems, in situ concrete, Wimpey "No fines" and blocks built by W.M. Stanley Miller which are predominantly in situ concrete. Four large panel blocks were demolished in July 1987. Most of the flats are one-or two-bedroomed, eight blocks contain some three-bedroomed flats and maisonettes. One block is let to single people, half of the flats are furnished. Six blocks provide sheltered housing for the elderly. Gateshead do not let tower block flats to families with children and they give priority transfers to those who subsequently have children. There is a resident caretaker in every block, two in the larger blocks. The Council seeks to preserve high standards of cleanliness and maintenance. They seek to encourage community spirit by making lettings to relatives or to people with neighbourhood connections where appropriate. Additional lift towers have been built in seven blocks so that all blocks now have two lifts. The Council is carrying out work to improve heating systems and provide insulation and they are installing emergency lighting systems where needed. They have a programme of environmental improvements. When completing the Directory Questionnaire Gateshead felt that it should be noted that they have tried to respond to the range of issues before they become problems.

V|P|C|E|L|A|D|S|S|F

Glasgow City Council, Housing Department, Lomand House, 9 George Square, Glasgow G2 1TG. 041 221 96OO. CONTACT: Gordon Frazer

Glasgow own 259 tower blocks, of which 159 are above 2O storeys high. The majority of high rise flats provide family accommodation. The methods of construction used include large panel Bison, Reema and Tracoba. Glasgow have responded to a number of problems in their tower blocks. They have experienced problems with dampness and condensation and have responded by overcladding some of the blocks. A programme of lift, ventilation and water supply pump replacement has been carried out. The Council have tried out new allocation policies for certain blocks. For instance, one of the 3O-storey blocks in Red Road is used to house a 'mixed community' of families, students and young executives, on different floors. The block has been substantially upgraded and is fitted with a television entry phone system. Other estates are being refurbished, such as Queen Elizabeth Square, where two-tier balconies are being covered in, community facilities provided and a local housing office opened. The Council have undertaken structural investigations in their large panel stock and are carrying out necessary remedial works.

D|E|S

Glasgow Council of Tenants Associations, c/o Cavin Road, Glasgow G45 9TX. Tel: 041 634 6925. CONTACT: Iris Macdonald.

The Glasgow Council of Tenants Associations is a city-wide federation of tenants' groups with approximately 100 members. The Council is run by volunteers; they seek to provide information, advice and support for their members and to help tenants to form new tenants' groups. They take up city-wide issues such as the forthcoming rent rises, the proposed changes in the Council's allocations policy, the implementation of the Poll Tax and changes in the Housing Benefit System.

Glasgow Shelter, 53 St. Vincent Crescent, Glasgow G3 8NQ. Tel: O41 221 8995. CONTACT: Drew McEwen.

Shelter's Glasgow office provides a wide range of housing advice and information to individuals in Glasgow. They also offer support and resources to tenants' groups including those representing tower blocks. Glasgow Shelter has worked with tower block tenants' groups who are concerned about inadequate heating, dampness and large panel system defects.

D

Glenbarr Street Social Services,15 Glenbarr Street, Royston, Glasgow G21 2NW. Tel: 041 552 88O1. CONTACT: Ina Shields

This Social Services office serves the Royston area of Glasgow which includes several large panel Reema System blocks. They employ community and social workers who offer advice and support to local tenants' groups as well as to individuals. Resources, such as meeting space, office accommodation, and printing facilities are made available to local groups. The Royston Hill Tenants Association has a room in the Glenbarr Street Centre.

Glenrothes Development Corporation, Balbirnie House, Near Markinch, Fife. Tel: 754343. CONTACT: Mr. K. MacKenzie.

The Corporation owns one 16-storey tower block containing 61 flats, this represents 8% of their housing stock. The block is of Wimpey "No fines" construction. 50% of the flats are now owned by their residents, most of the occupants are pensioners or business executives. The block has always been intensively managed with a resident caretaker and is considered by the Corporation to have been a successful and useful form of housing for certain categories of applicant. The installation of a door entry system is now being considered to deal with some instances of vandalism.

A|S

Gloucester City Council, Department of Housing, 75C81 Eastgate Street, Gloucester GL1 1PN. Tel: O452 31271. CONTACT: Mr. A. Cooke.

This City Council owns one ten-storey tower block, containing 8O units. The Council plans to introduce a sheltered housing scheme in this block but has been unable to do so because of lack of funds.

Goscote House Tenants Association, 56 Goscote House, Leicester. Tel: Leics. 27625. CONTACT: Mr. B. Huskinson.

This is a recently formed tenants association who are concerned with the inadequate conditions in their block, particularly the lack of security and the throwing of rubbish from windows.

L|S

Great Grimsby Borough Council, Housing Department, Devonshire House, Grimsby DN32 1ES. Tel: O472 242OO. CONTACT: Mr. G. Wall, Assistant Director.

Grimsby own six 16-storey tower blocks containing 588 one-and two-bedroomed flats. This represents 6.5% of their housing stock. The blocks were built between 1964 and 1966 by Wimpeys and are of a non-traditional construction. The blocks were originally used largely for rehousing people from clearance areas and the Council report that they were considered to be generally satisfactory by tenants and lettings have recently it has been used for general needs applicants and difficulties have arisen. The council is now considering radical changes in its allocations policy including the possibility of a sheltered housing scheme for the elderly.

I|B|S

London Borough of Greenwich, Directorate of Housing Services, Peggy Middleton House, 5O Woolwich New Road, Woolwich, London SE18 6HQ. Tel: O1 854 8888. CONTACT: Jim Price, Research Worker.

Greenwich own 191 tower blocks (five storeys+) of which 48 are ten storeys and over. Blocks above five storeys include 9,592 units and represent 26% of their housing stock. Blocks of ten storeys and over include 3,273 units and represent 9% of their housing stock. The methods of construction used include in situ concrete frames and large panel Wates and Taylor Woodrow-Anglian System blocks. Greenwich have tackled a wide range of problems on their various estates. Heating systems have been replaced, lifts upgraded, lighting in communal areas improved, plumbing services renewed and entry phones installed. A extensive scheme of works is planned for the Ferrier Estate. This estate, which includes 11 large panel Watter System blocks, is having major landscaping, remedial and improvement works carried out. Linkways are to be demolished, entry phones fitted, communal areas upgraded, new doors and roofs fitted, asbestos removed, and play areas built, including an adventure playground and BMX track.

V|P|P|R|E|L|A|D|S|S|F

Greenwich Federation of Tenants/Residents Associations and Action Groups, Room 16 Ground Floor, Peggy Middleton House, Woolwich New Road, Woolwich, London SE18. Tel: O1 854 8888 ext 3697. CONTACT: David Lloyd

Greenwich Federation (G.R.E.F.T.A.) is a voluntary organisation employing one full-time worker. It was set up by tenants and the management committee is elected from representatives of affiliated tenants' associations and action groups. G.R.E.F.T.A. seeks to provide practical assistance to all tenants associations and action groups in Greenwich. It also assists tenants wishing to establish new groups. The organisation provides up-to-date information on subjects of interest to tenants. It monitors local and national housing policies and informs tenants of the implications for their rights. G.R.E.F.T.A. seeks to provide an effective link between tenants and the Council.

Greenwich Housing Rights, 32-34 Hare Street, Woolwich, London SE18. Tel: O1 854 8848. CONTACT: Molly Wallis.

Greenwich Housing Rights provides support and advice on a range of housing issues such as homelessness, building defects, repairs, rent arrears, harassment, inadequate heating facilities, private and council tenants' rights. It also helps tenants to organise new tenants associations.

V|P|C|I|R|A|D|S|S|F

London Borough of Hackney, Dalston District Housing Office, 58/66 Roseberry Place, Dalston, London E8. Tel: O1 241 O477. CONTACT: Chris Jackman.

Hackney own 89 blocks of ten storeys and above of which 21 are large panel system built. The systems used were Cebus, Camus and Taylor Woodrow-Anglian. Their total stock is 46,OOO units. The other 68 are described as being "generally steel framed and brick infill". The Council's policy is to demolish the system built blocks. The Cebus blocks (Trowbridge Estate) are currently being demolished. Two of the Camus blocks (Clapton Park Estate) are being decanted with a view to the Council securing the capital finance necessary to demolish. Hackney have tried to tackle the full range of tower blocks problems including building defects, inadequate heating systems and lifts, asbestos, dampness and condensation. At the request of tenants they have designated several blocks for special letting schemes for pensioners.

V|P|C|E|L|A|D|S|S|F

Hackney College, Keltan House, 89/115 Mare Street, London E8 4RG. Tel. O1 985 8484. CONTACT: College Librarian.

This college has an extensive collection of information on housing and building. Outsiders can make use of their library for reference purposes if they arrange to do so in advance.

Hackney Heating Advice Project, c/o Shoreditch House, 239 Old Street, London EC1. Tel: O1 25O O157. CONTACT: Kate Robertson

The Hackney Heating Project has helped tower block tenants to claim the heating benefits they are entitled to. They have worked to get blocks and estates designated "expensive to heat" and "exceptionally difficult to heat" by the D.H.S.S. Hackney Council's Housing Department helped with these benefit claims by identifying blocks which were the most difficult to heat. The Project are seeking to raise funds to appoint an energy auditor, so that they will be able to become involved in estate heating improvements.

H

Hamilton District Council, Housing Department, 56 Brandon Street, Hamilton. Tel: O698 282323. CONTACT: Mr. J. Aitken.

Hamilton Council owns two tower blocks , one of 12 storeys, comprising 7O flats and one of 14 storeys, comprising 78 flats. All are two-and three-bedroomed and represent O.6% of the housing stock. The Council experience no management problems in either tower block.

London Borough of Hammersmith and Fulham, The Housing Centre, 77 Glenthorne Road, London W6 OLJ. Tel: O1 748 3O2O ext. 4O18.

Hammersmith and Fulham own 46 tower blocks which include 3,177 dwellings. This represents 17% of the Borough's housing stock. Hammersmith and Fulham have responded to a variety of tower block problems. All blocks were surveyed and poorly lit areas identified after the Women's Department expressed concerns about safety on estates. A programmme of work has begun to improve lighting and cut back trees. The Council altered their lettings policy in 1987, to allow families with children under ten and people over 6O to be allocated a tower block flat, above the tenth floor, if they specifically request it. They also introduced a system to help such households living about the tenth floor to move lower. A range of refurbishment and improvement measures have been carried out in Hammersmith and Fulham's tower blocks. Extensive works are being carried out on the Edward Woods Estate in the Hammersmith North area. The Council are currently carrying out a review of their policy and procedures for responding to racial harassment.

V|H|C|I|L|A|D|S|S|F

Hammersmith and Fulham Community Law Centre, 1O6–1O8 King Street, London W6 OQP. Tel: O1 741 4O21. CONTACT: Elaine Sherratt.

The Law Centre provides a legal advice and representation service to tenants and tenants' groups in the borough of Hammersmith and Fulham. The Centre has assisted groups in various campaigns including repairs, structural defects, improvements and estate sales and has helped to bring test cases and to co-ordinate a number of simultaneous court cases against the landlord. The Centre provided advice and support to the tenants of two 14-storey large panel Taylor Woodrow-Anglian System blocks on the Aintree Estate when campaigning about serious structural problems.

B

Borough of Haringey, Housing Service, Wood Green Area Office, 35 Station Road, Wood Green, London N22 4TY. Tel: 881 3OOO. CONTACT: Raymond Williams

Haringey own 19 tower blocks; six in the Wood Green area and 13 in South Tottenham, North Tottenham and Broadwater Farm. Haringey are moving families with children out of tower block flats which are above the fourth floor. They only allocate such flats to families with children now on a temporary basis. Haringey are carrying out a range of internal and external improvements to their tower blocks. They are installing central heating systems, overhauling entry phone systems, providing play families and carrying out an anti-infestation programme. They consult with tenants on their priorities for improvements to the blocks and to their surrounding areas. They report that they have close contact with tenants' associations.

V|H|P|R|E|L|D|S|S

Harlow District Council, Housing Department, Town Hall, Harlow, Essex. Tel. Harlow 4463O1. CONTACT: Mr D. J. Hawes.

Harlow owns 14 tower blocks which contain 568 one-or two-bedroomed flats. This represents 3.5% of their total housing stock. None of the blocks are more than 13 storeys and all were built by traditional methods. Each block is serviced by a resident caretaker. The flats are let to single people and to couples. Families with children are discouraged from living in the blocks and are transferred as soon as possible. The first block was constructed in 1951 and the last was constructed in 1986 in the Netteswell area of the town. Tower blocks remain popular types of housing, reports the Council. Refurbishment programmes are carried out as required, lifts and central heating systems have been replaced, external rerendering and cladding has been carried out, entry phones have been installed, U.P.V.C. windows have been replaced and security systems are planned.

P|L|S

Hastings Borough Council, Housing Department, Portland Place, Hastings TH34 1QN. Tel: O424 429359. CONTACT: Keith Donaldson/Steve Foreman.

Hastings own four point blocks of 17 storeys each. They are of a Wimpey "No fines" construction and were completed in 1967/8. They represent O.8% of the Council housing stock. The Council consider the blocks to be unsuitable for children and do not house those under 14 above the fourth floor. They have found the blocks to be structurally sound and low in maintenance costs. Entry phones have been installed and a community centre has been built. One of the blocks is being used as sheltered housing for the elderly and plans are being considered to use another of the blocks in the same way. Fire precautions are currently being updated and an asbestos survey has been commissioned. Several caretakers and a supervisor are based on the estate. Overall the Council consider the blocks to be a useful housing resource.

Havering Federation of Tenants Associations, 39 Barberry Close, Harold Hill, Romford, Essex. Tel: Ingrebourne 40853. CONTACT: Mike Davis.

Havering Federation is an umbrella group for tenants' associations in the London Borough of Havering. The Federation report that Havering have a large number of tower blocks of all types of construction. It is the general aim of this Federation to campaign against inadequate housing of any type. They offer advice and support to new and existing tenants' associations on a range of issues and support them in their negotiations with the Council. They believe that the pressure involved in living in tower blocks should only be endured by single people for specific and limited periods of time.

VHFCIELADBSF

Health and Housing Group, Southbank House, Black Prince Road, London SE1 7SJ. Tel: O1 735 8171. CONTACT: Gloria Jennings, Jane Heywood.

The Health and Housing Group is an agency for independent Environmental Health Officers which serves the whole country. They provide advice and assistance to tenants' and community groups in the following areas: public health and housing standards, procedures for the enforcement of those standards, and technical issues associated with housing and public health. They inspect flats and blocks and prepare reports on them which assess and comment on the conditions and problems. Their work with tenants is largely funded through legal aid. Their 'expert' reports provide the basis for campaigns around issues such as infestations of vermin, lack of repairs, poor general standards of health, poor sanitation and structural faults.

VHGIELDBF

Heatwise Glasgow, 8 Elliot Place, Glasgow G3 8EP. Tel: O41 248 3993. CONTACT: David Somervell.

Heatwise is a large Heating Advice and House Insulation Project. They run in Govan in Glasgow, several tower blocks and multi-storey flats. In addition to their practical insulation work they provide technical advice to tenants' associations on heating related issues and are involved in compiling a heating condensation data base. Their central support unit has an independent advice and information section, which can undertake advice and technical support work for any tenants' association in the city.

HD

Heston Farm Residents Association, 18 Bellamy House, Biscoe Close, Heston, Middlesex, London TW5 OUX.

This Residents Association represents two tower blocks in the London Borough of Hounslow. They are 14-storey large panel blocks which were built in the 1960s by Wates. The blocks contain six one-and two-bedroom flats per floor. The estate experiences a number of problems including inadequate play and community facilities, poor security, break-ins, graffiti, rubbish dumping and inadequate lifts. The Residents' Association describe the blocks as having a bad reputation and a squalid atmosphere. They consider the entry phone system in the blocks to be inadequate and are trying to persuade the Council to provide staff for the reception areas. Remedial works are being carried out to renew the heating systems, and to deal with dampness/condensation and building defects.

VHFLDBSF

Hillfields Community Flat, 4 Phoenix House, Queen Street, Hillfields, Coventry CV1. Tel: O2O3 5538O7. CONTACT: Ian Tresadern.

This community flat is based on an estate of 11 tower blocks. Nine are eight-storey blocks containing 55 flats in each, of Wimpey "No fines" construction. Two are 16-storey system built blocks, containing 96 flats in each. The aims of the flat are to provide a focus for community action on a variety of issues including Housing. The Council provide the flat rent and rate free and are seen to have a "fairly co-operative" relationship with the project. Over the next 4 years £2m is to be spent on landscaping the estate, and on insulation and heating programmes.

HIRELDBSF

The London Borough of Hillingdon, Housing Department, Civic Centre, Uxbridge, Middlesex, London UB8 1UW. Tel: Uxbridge 5O536. CONTACT: Irene Johnson, Senior Liaison/Information Officer.

Hillingdon own ten tower blocks of between nine and 14 storeys. These blocks contain one-and two-broom flats plus a small number of bedsits. The major methods of construction used were large panel Bison Wallframe System and steel frame with brick infill. Tower block flats are let to families with children over ten and to mature couples of single people aged over 35. The Council report that the blocks form part of the Council's normal housing stock and are not managed differently from other properties. Access security systems have been installed in all of the blocks. New stainless steel anti-vandal lift cars have been installed in all the blocks and lift controls are being replaced with modern micro processors which provide a more flexible response. Tenants have recently been consulted on dampness and condensation in their flats and the results are being considered by the Housing committee. The Council has also been looking at the areas surrounding blocks and has consulted tenants on their future use.

SLED

Holly Street Development Association, The Project Office, 42 Holly Street, Hackney, London E8 3JZ. Tel: O1 241 O95I. CONTACT: Mr. Harry Shaw, Chairperson.

The Holly Street Estate contains four Camus large panel system tower blocks, each is 19 storeys high and contains 76 two-bedroomed and 38 one-bedroomed flats. The estate also includes low rise housing. The constitutional aim of the Association is to see the whole estate demolished and replaced by houses with gardens. The Association feel strongly that tower blocks are unsuitable homes for the young families and for the pensioners who make up many of the tenants. The Association reports that they have experienced problems on the estate with cockroaches, the heating system, lift breakdowns, building defects and lack of security. The Association works closely with the Council and is consulted about any work that takes place on the estate.

VHFPCLADBS

Hornimans Adventure Playground, c/o Kensall Community Association, 1 Bosworth Road, London W1O. Tel: 969 574O CONTACT: Eileen Mclean.

This Adventure Playground is situated near to the 3O-storey tower block, Trellick Tower, in the London Borough of Kensington and Chelsea. The Playground has been open 16 years and was started by local people. Lots of children from the tower block flats attend the Adventure Playground which is funded by the Local Authority. (See Highlight: Thinking of the Children — Play in Tower Blocks)

Miles Horsey, 13 Brandon Street, Edinburgh. Tel: O31 225 5994 ext 215.

Miles Horsey works for the Royal Commission on the Ancient and Historical Monuments of Scotland and is preparing a P.H.D. dissertation, at Edinburgh University, on Scottish multi-storey flats. He is looking particularly at the history of multi-storey housing in Glasgow from 1945 to 1975. His research covers the reasons for the construction of tower blocks and a description of the type of blocks built. He has compiled tables of basic statistics for most estates in Scotland which include such details as dates of construction and numbers of dwellings. The statistics are drawn from local authority building control records. Miles is currently extending his research to cover tower blocks in the North of England.

London Borough of Hounslow, Housing Department, Civic Centre, Lampton Road, Hounslow, Middlesex. Tel: O1 57O 7728. CONTACT: Mrs. C. Denton.

Hounslow own 2O blocks. Four 18-storey blocks are of a reinforced concrete structure and one 11-storey block has concrete floor slabs and brick panving. It is not the Council's policy to house families with young children in high rise blocks. The taller blocks tend to be used by active elderly people and by couples without children. Problems have been experienced with glue sniffing in underground garages. The Council responded by bricking up the garages and car parking areas. They have upgraded play areas, created new recreational and parking facilities, upgraded estate lighting and installed entry phones. They also contribute to the funding of community halls and neighbourhood centres.

VHPCCLADBSF

Housing Studies Group, South Bank Polytechnic, Wandsworth Road, London SW8. Tel: O1 928 8989 ext. 7229. CONTACT: Stephen Walker/Marjorie Bulos.

The Housing Studies Group is involved in collating, disseminating and assessing ways in which local housing authorities, housing associations and the private sector own, manage and utilise high rise housing. The Group have compiled a computerised data base which includes all the tower blocks in this country. They produce a quarterly newsletter and provide consultancy and advice, mainly to local authorities but also to tenants' groups. They have produced a range of publications on the use of tower blocks.

Hull City Council, Housing Department, Kenworthy House, 98C1O4 George Street, Hull HU1 3DT. Tel: O482 223111 ext. 2536. CONTACT: Mr N. Cummins.

Hull own 33 tower blocks which represents 5.5% of their housing stock. The construction methods involved include in situ concrete, Wimpey "No Fines", Truscan reinforced concrete panel and large panel Beale System. The Council believe that "tower blocks in Hull are popular places to live and in high demand, particularly in the western and central areas of the city." They believe that their are several reasons for this: the units are small and the lettings policy excludes families with children under 12, 75% of the blocks have controlled entry systems. The tower blocks on the periphery of the city are not so popular. The Council have carried out improvements on the Orchard Park Estate on the edge of the city. Structural problems have been experienced with the Beale System blocks which are currently being investigated, both internally and externally. A survey of tenants' satisfaction is also being carried out.

ADBS

Hull Independent Housing Aid Centre, 83S93 George Street, Hull HU1 3BN. Tel: O482 29591. CONTACT: John Puzzey.

The Hull Independent Housing Aid Centre offers advice predominently to individuals, including tower block tenants. However, they also do research and campaigning work with tenants and community groups. They have compiled a register of tower block groups, particularly on the issue of building defects in large panel system properties.

B

Hulme Project, 1 Otterburn Close, Hulme, Manchester 15. Tel: O61 226 5241/2. CONTACT: Fay Selvan, Tenant Liaison Officer.

This Project was established in 1985 by Manchester City Council in response to tenant pressure. The aim of the project is to tackle the social and housing problems of the Hulme Estate. The Estate contains 7,OOO properties most of which are of a deck-access design and are system built. There are 13 tower blocks on the estate which have experienced problems with dampness, inadequate heating, lack of security and vandalism. The Project is consulting with tenants in the blocks to try to find ways of tackling these problems together.

HFELADBSF

Hyde Park Community Action, 5 High Pavement, Hyde Park, Sheffield S2 5LT. Tel: Sheffield 7399O2. CONTACT: Angela McCreery.

The Hyde Park Estate is a high rise deck-access estate which includes 132O flats. The blocks are 13 and 18 storeys high and are laid out in a curve of interlinking blocks with connecting walkways. The structure is largely in situ concrete. The Hyde Park Community Action Project is managed by an elected committee of residents and employs a community worker and a social worker. The Project, initially funded by the D.H.S.S., seeks to use a community social work approach to the problems of the estate. (See Highlight: Users as Managers — The Hyde Park Estate Community Action Project)

VHFCIRELADBSF

Hyde Park Residents Association, The "Pop In", 14 High Pavement, Hyde Park, Sheffield S2 5LT. Tel: Sheffield 27959. CONTACT: Cheryl Myers, Secretary.

The Hyde Park Estate is a high rise deck-access estate which includes 1,32O flats. The blocks are 13 and 18 storeys high and are laid out in a curve of interlinking blocks with connecting walkways. The structure is largely in situ concrete. The Residents Association say that "we can't hope for demolition because we have no major strucural faults, so we are hoping to press for major improvements in services". The Association have attempted to tackle virtually the whole range of tower block problems. Tenants on the estate formed an action group in 1984 which established the Hyde Park Community Action project. (See Highlight: Users as Managers: Community Social Work on the Hyde Park Estate)

VHFELDBSF

Inverclyde District Council, Housing Department, Old Library Buildings, Wallace Place, Greenock PA15 1LZ. Tel: O475 244OO ext. 329. CONTACT: Mr D. Robin, Deputy Director.

Inverclyde Council own 32 tower blocks, containing 2,481 units which represents 13% of their housing stock. The methods of construction used include several large panel systems: Bison, Wates, Mitchell Travis, and Crudens "Rationalised Construction"; plus load bearing brick and reinforced concrete frame with brick infill. The Council expect tower blocks to continue to be an important part of their housing stock since they are "popular with tenants". Inverclyde have installed new heating systems where they have been required, they have replaced roofs, improved external and internal insulation in some blocks and provided some new launderettes.

HDB

London Borough of Islington, Housing Department, 393 City Road, London EC1V 1NL. Tel: O1 837 7O2O. CONTACT: Michael Breheny.

Islington own 89 tower blocks which contain 2,97O units, this represents 7% of their housing stock. Of these, 11 are large panel Bison System blocks and the rest are 'conventional' construction. The Council report that tower blocks are "not one of the Council's main housing problems and there are therefore no specific policies relating to the type of accommodation." The Council have however responded to a number of problems in their tower block stock. They have tackled defects in the cladding, windows and roofs of their Bison blocks; they have a programme in progress for the provision of tenants community rooms, halls and meeting places; and they are using a variety of measures to improve the layout and security of estates. In 1986 the Council took the decision in principle to demolish one of its concrete frame blocks as the major improvements necessary exceeded the Department of the Environment's limits. They judged that to spend less would not provide reasonable housing for the forseeable future. The Housing Department's response to racism is co-ordinated by a Central Race Relations Section. For those subject to racial harassment there is an emergency telephone number and there are special accelerated rehousing procedures. They also operate a 'minder' scheme where volunteers agree to stay with people in order to act as witnesses when incidents of harassment occur. Training, support and assistance in combatting racism and racial harassment is provided for tenants groups as well as for staff. The Council has commissioned external research on the position of ethnic minorities within Council housing in Islington.

VHFCIRELADBSF

Kennishead Tenant Management Co-operative, House No. 7, 2nd Floor, SO Kennishead Avenue, Thornlie Bank, Glasgow G46. Tel: O41 636 1919. CONTACT: John Hughes.

The Kennishead estate includes five 22-storey tower blocks. The blocks contain 66O flats with one, two and three bedrooms. The estate is managed by a tenants co-operative which was established in May 1987. The Co-operative's Management Committee is elected from public meetings of tenants on the estate. They have their own community flat, office and administrative worker to service the Co-operative. The Co-operative is responsible for lettings, maintenance and repairs. Kennishead estate sufferred many problems and was unpopular with tenants prior to the establishment of the Co-operative. Now there is a waiting list for flats in the blocks. The level of participation is high, 3OO tenants attend public meetings. (See Highlight: "We Can Manage!" Kennishead Tenant Management Co-operative)

FS

Knowsley Metropolitan Borough Council, Housing & Environmental Health Department, Woodcroft, 9 West Street, Prescot, Merseyside L34 1LF. Tel: O51 443 47O5. CONTACT: Mr. S. Williams.

Knowsley has 31 blocks containing 2,238 flats, this represents 9% of its housing stock. The majority of blocks are constructed of reinforced concrete frames with either brick infill or concrete panels. A small number are slip-form in situ concrete (Prometo). The council's overall policy is to "repair and improve its tower blocks and

to introduce more sensitive management" thus enabling the blocks to provide a "valuable housing contribution for many years to come." Obsolete heating system are being replaced by gas 'wet' central heating and electric storage radiators. Faults in the external cladding of some blocks have been rectified by either rebuilding the brick skins or using the 'Tyfoam' system.

HLBS

Kyle and Carrick District Council, Housing Department, Riverside House, 21 River Terrace, Ayr KA8 OAU. Tel: Ayr 281511. CONTACT: John M. Small, Director.

This District Council owns three blocks containing 78 two-apartment flats in each block. The blocks represent 1.35% of the housing stock. The tenants are mainly elderly and there are no children in the flats. The Council feel that " the tower blocks pose no problems, therefore they are accepted as an important part of our housing stock. They are well sited on the River Ayr and are within easy walking distance of transport and the town centre. It is envisaged that they will remain in their present use as the tenants like them and they are in high demand." Some building defects have been identified and dealt with. Lack of security has been tackled by installing entry phone systems.

BS

Lambeth Planning Resource Centre, 23 New Park Road, London SW2 4DU. Tel: O1 674 9188.

The Lambeth Planning Resource Centre provides professional advice and technical assistance on planning and related issues to community groups in the London Borough of Lambeth. The Centre seeks to encourage the involvement of Lambeth residents in the planning of their local communities and of Greater London as a whole. They have been involved in encouraging the opening up of unused community flats in tower blocks for community use.

F

Land Use Research Unit, King's College, Strand, London WC2R 2LS. Tel: O1 836 5454 ext. 261O. CONTACT: Alice Coleman.

The Land Use Research Unit (L.U.R.U.) has carried out research on thousands of houses and blocks of flats over recent years. They carry out surveys on estates which are experiencing problems with a view to establishing what is wrong and to suggesting an improvement programme. They gather information about design defects on the estates and then devise "the best and cheapest way" of eliminating them. L.U.R.U. believe that consultation with tenants should take place throughout the process. They state that "we demonstrate that it is the places and not the people that are the problems. We usually find the cost of implementing our recommendations is less that the standard alternative and, because it solves the cause of social problems, results in lower costs for ongoing maintenance and allows a better community spirit to develop." Their recommended improvements focus on layout and design changes. They will carry out work for local authorities and tenants' groups and state that their services are "inexpensive".

PCIESS

Large & Associates, Consulting Engineers, 92 Fleet Street, London EC4Y 1DH. Tel: O1 79O 6O86. CONTACT: Chris Marshall.

Large and Associates are a firm of Consulting Engineers who specialise in structural design, building defects and related technical matters. They have provided technical advice on structural faults and building defects for tenants associations. They charge for their services.

ADB

Laurieston Community Council, c/o 193/8O Stirlingfauld Place, Glasgow G5 9BT. Tel: O41 429 O262. CONTACT: Margaret McCabe/Sarah Ireland

The Laurieston area in Glasgow includes four 23-storey tower blocks which contain 1,1O4 flats. The Community Council report that tenants have experienced problems with cockroaches, heating systems, lifts and security. They find that tenants feel a lack of privacy due to inadequate sound proofing within the flats. They are also concerned about the safety of children and the lack of play areas. The Community Council run an office at the bottom of one of

the blocks. A highly successful campaign took place in Laurieston against condensation. This resulted in the demolition of hundreds of deck-access large panel Tracoba System flats known as "Hutchie E".

VPCIELDSBF

Leather Gardens Tenants Group, 63 Brassett Point, Abbey Road, Stratford, London El5. CONTACT: Margaret Spence.

The Leather Gardens estate in the London Borough of Newham includes two 21-storey tower blocks. The blocks contain 25O flats. The blocks experience a number of problems. They suffer from frequent lift breakdowns, broken entry phone systems, unhygienic communal areas and fires in the entrances. The tenants group was actively involved in monitoring the removal of asbestos and in seeking compensation for the disturbance caused to tenants. Over recent months two tenants have killed themselves by jumping from the blocks. The Tenants Group is working to improve the living conditions and environment of the tenants. They are seeking to involve all local tenants in decision making, with a particular committment to work actively against racism and other forms of oppression. The Group have liaised with the Council to have racist grafiti removed.

VCIRLABS

Ledbury Tenants Association, Ledbury Tenants Association Hall, Old Kent Road, London SE 15. CONTACT: Bonny Kinchella, Secretary.

The Ledbury Tenants Association represents an estate in the London Borough of Southwark. The estate includes four 13-storey large panel Taylor Woodrow-Anglian tower blocks. The Tenants Association are concerned that their estate is becoming very run down'. Tenants report flooding within their flats, overflowing drains around the blocks, fires in the garages and a slow repairs service. The Association have also been concerned about defects found in similar large panel blocks. The Tenants Association Hall is used for activities by pensioners including bingo clubs.

VHAS

Leeds City Council, Department of Housing, Dudley House, 133 Albion Street, Leeds LS2 8PP. Tel: O532 462108. CONTACT: Mr Cook.

Leeds City Council have 123 tower blocks between eight and 25 storeys. These contain 5,890 flats, which represents 10% of the total housing stock. The methods of construction include: in situ concrete, large panel Reema and Myton Systems. The Council report that "Multi-storey flats provide a valuable housing resource for the city and are eminently suitable for single persons and couples without children. In general multi-storey flats require more careful management with more selective provisions, eg, controlled entry. Unless serious structural problems occur, they are likely to remain as part of the housing stock well into the next century". Leeds have installed controlled entry systems in most of their blocks. Lift cars originally installed have been found to be inadequate and are being replaced by stainless steel units. Condensation and heating problems are being dealt with and spalling concrete is a recurring problem with some structures. "Responsible" community associations have been allocated flats for community use.

VDSBF

Leeds Energy Advice Project, Office 17, Vassalli House, 2O Central Road, Leeds LS1 6DE. Tel: O532 465O85. CONTACT: Chris Quinn

This city-wide project offers technical advice on energy conservation to council tenants. It is managed by a committee of local community and advice centre representatives and is funded by Leeds Council and the DoE. The Project provides advice and support to local tenants and community groups on a range of subjects and acts as a central reference point for groups in Leeds who are involved in fuel poverty issues. They work with a variety of tower block tenants' groups. They advise groups about insulation, D.H.S.S. heating benefits and relevant grants, the efficient use of fuel and heating systems and about the merits of the various types of new heating system. They also carry out energy audits as part of benefit take-up campaigns for estate heating additions. The Project liaises with voluntary and statutory agencies. They are currently compiling a resource centre for interested groups and organisations, dealing with various aspects of energy use.

HDB

Leeds Shelter, Charlton House, 36 Hunslett Road, Leeds 1O. Tel: O532 451460. CONTACT: Tony Damms.

The Leeds office of Shelter serves Yorkshire and Humberside. The Leeds office provides support and resources to tenants' groups and campaigns. They are currently working with the System Built Tenants Action Group who are forming an umbrella group for large panel system high and low rise tenants throughout Leeds. In the past the office supported the Yorkshire Development Group (Y.D.G.) tenants in their campaign against defects in the Y.D.G. large panel system. They also helped to establish the national System Built and Tower Block Project Ltd.

E

Leicester City Council, Housing Department, New Walk Centre, Welford Place, Leicester LE1 6ZG. Tel: O533 549922. CONTACT: Mr. Kirton, Deputy Director.

Leicester own ten tower blocks up to 24 storeys. These contain 1,O39 flats and represent 3% of their total stock. All blocks were built in the late 6Os/early7Os. The council established a Tower Blocks Working Party in 1985 as a result of its concern for the serious problems being experienced by tenants. The group includes council members, officers and tenants' representatives. The Working Party have developed a strategy for the upgrading of the blocks and have agreed the order in which the blocks will be dealt with. Both the strategy and the order of work reflected the tenants' representatives views. Leicester have experienced problems with the tower blocks including cockroaches, inadequate lifts, vandalism, rubbish dumping, problems with pets, lack of security and community facilities and tenant isolation. (See Highlight: Building Bridges — Relationships between Council and Tenants)

VLELSF

Lethbridge Tenants Association, 175 Lethbridge Close, Lewisham Road, London SE13 7QH. CONTACT: Dave O'Neil

The Lethbridge Tenants Association represents an estate in the London Borough of Lewisham. The estate contains large panel Taylor Woodrow-Anglian 8-storey tower blocks. Some concerns have been raised by tenants as to the structural faults associated with this system of construction.

E

London Borough of Lewisham, Burnt Ash Road, Lee Green, London SE12 8RN. Tel: O1 695 6OOO. CONTACT: Helen Freshwater.

Lewisham have 9O tower blocks of up to 24 storeys. There are 4,787 flats in these blocks which represents 11.35 % of all dwellings. The methods of construction used include large panel Cruden Skarne and Taylor Woodrow-Anglian systems. Lewisham consider tower blocks to be unsuitable for children and do not house them above the fourth floor. Having children is considered grounds for a transfer. They have carried out pilot schemes using "cyclo control" electric heating. Creche and play facilities are provided in community clubrooms or flats for some estates which include blocks. Most of the blocks on large estates have now got access to a community centre or flat. They have an anti-racism plan, with allocations monitoring. Extensive improvements have taken place on several large estates, these improvements have included pedestrianisation of some roads, removal of walkways and landscaping. On one estate some tenants got together with the community worker, two years ago, to form a mutual support group.

VPRRELADBSF

Lincoln City Council, Department of Housing and Environmental Health, City Hall, Beaumont Fee, Lincoln LN1 1DE. Tel: O522 511511. CONTACT: D. Powell.

Lincoln City Council own three tower blocks which include 3O5 flats and represent 2.89% of their total housing stock. The City Council explains that their attitude to tower blocks is no different from their attitude to any of their other publicly owned stock. They have a planned programme to install door entry systems to all of their blocks and to replace faulty heating systems. They are investigating full renewal of all the lifts. They do not let flats to families with children.

HCLS

Liverpool City Council, Housing Department, Research Section, Foster House, Canning Place, Liverpool L69 1HX. Tel: O51 227 3911. CONTACT: Darrell Stephen, Research Officer.

Liverpool Council own 9O tower blocks, containing 7,O35 units. This represents 11% of their total housing stock. The methods of construction used were reinforced concrete frame with brick cladding, steel frame with brick cladding, reinforced concrete frame with "No fines" concrete, and large panel Bison, Camus and P.A.C. Systems. 1O2 blocks were originally built in Liverpool of which 12 have been demolished, one is being demolished, six are due to be demolished, two are on lease to the Polytechnic and two are being offered for sale. 2O of the City's blocks are in Priority Areas which make up a comprehensive Urban Regeneration Strategy and therefore are included in improvement and repair contracts. The Council is concerned about its blocks which are outside Priority Areas and which have structural problems. They have found it necessary to take measures to safeguard people moving in the vicinity of some of these blocks. The Council does not let tower block flats to families with children under 15. They currently intend to renew lifts, obsolete heating systems and entry phones and to install new entry phones in several blocks.

VPRELADBS

Liverpool Council for Voluntary Service, 14 Castle Street, Liverpool L2 ONJ. Tel: O51 236 7728. CONTACT: Helen Nayler

Liverpool Council for Voluntary Service (C.V.S.) provides an information service for individuals and groups in Liverpool. They can provide details about council meetings and services and help tenants' groups to link up. In the past they employed community workers who were involved in tower block issues but the funding for these posts ran out.

The London Adventure Playgrounds Association, 28 Underwood Road, London E1 5AW. Tel: O1 377 0314. CONTACT: Paul Bonel.

The London Adventure Playgrounds Association (L.A.P.A.) provide advice and information to groups wishing to set up adventure playgrounds in the London area. They also provide support for members, they currently have a membership of 4O groups. L.A.P.A. produce a magazine called "L.A.P.A. Matters".

P

The London Energy and Employment Network, 99 Midland Road, London NW1 2AH. Tel O1-387 4393. CONTACT: Julia Green and Joan Osbaldeston

The London Energy and Employment Network (L.E.E.N.) aims to improve the energy efficiency of London's housing stock and to reduce fuel poverty. They believe that some of the worst energy problems are faced by the occupants of tower blocks. They work to encourage local authorities to adopt energy policies and strategies which will tackle the problems of inadequate heating systems. They organise a variety of training courses for local authorities, housing associations and advice agencies. These courses cover topics such as, energy awareness in today's housing, understanding heating systems and giving energy advice. They use the example of tower blocks to illustrate problems and solutions in their training courses. They do charge for their courses but try to provide some free training for tenants' and community groups, their own funding permitting. They also produce information for local authorities to pass on to their tenants on topics such as heating systems.

H

London Hazards Centre, 3rd Floor, Headland House, 3O8 Gray's Inn Road, London WC1X 8DS. Tel: O1 837 56O5. CONTACT: Roslyn Perkins.

The London Hazards Centre advises on health hazards, health and safety in the home, at work and in the environment. They serve the London area, their services are free to tenants' groups but they charge a fee to councils, the media and other professional bodies. They work on a variety of tower block issues most notably asbestos, infestations and dampness. The Centre's workers will attend meetings, carry out surveys and inspections and analyse technical reports as well as providing access to a range of up-to-date information. In response to the problem of cockroaches and other vermin the Centre has established a Community Support Group made up of representatives of tenants' and community groups which is working on producing a checklist of demands when dealing with infestation and looking into the dangers of the various treatments.

VHCREAD

Luton Borough Council, Housing Department, Town Hall, Luton. Tel: Luton 31291. CONTACT: Mr. McMahon.

Luton Borough Council own ten 12-storey tower blocks. These blocks contain 1,079 flats and represent 9% of their total housing stock. The method of construction was "Truscon" reinforced concrete. One block has been converted to a sheltered housing scheme and in another the flats are allocated to single people. All blocks have entry phone systems, seven are covered by 24 hour staff surveillance and there is a pilot scheme using video cameras in lifts.

ES

Magic Carpet Playbus Project, Harris House, 8 St. Agnes Road, Moseley, Birmingham Bl3 9PW. Tel: O21 449 9486. CONTACT: Mrs. Pat Marsaw.

The Magic Carpet Playbus Project works in a specially converted double decker bus. They work with families, mainly those with a child who has a disability. They run regular sessions at locations throughout the West Midlands, several of their parking sites are close to tower blocks. The Project reports that from their experience of working with families who live in tower blocks "the pressure of high rise living can give rise to all sorts of problems including broken marriages, development delay in children, and access problems when lifts are broken." They offer support to families through discussing the problems they are facing.

FCI

City of Manchester, Housing Department, PO Box No 532, Town Hall, Manchester M60 2LA. Tel. O61 234 5OOO. CONTACT: Kim Penfold.

There are 118 tower blocks throughout the city of Manchester and on overspill estates, varying from eight to 17 storeys in height. These blocks contain 7,868 units which are either bedsits or one- or two-bedroom flats. About ten methods of construction were used to build the blocks, including large panel systems (Laing, Sectra). Manchester have carried out a major review of their tower block stock and are developing a comprehensive strategy for the blocks which covers caretaking, security, desrepair, refurbishment, improvement and rehousing issues. They have identified the need to improve the quality of accommodation. This would include heating and insulation works and the conversion of the bedsits into one-bedroom flats. The overall appearance and amenity of the blocks is to be improved by reconditioning the public entrance and foyer areas, by improving lighting, access to stairways and fire escapes and changing the floor and wall coverings. Accommodation suitable for a residential caretaker is to be provided. The external landscaping is also to be remodelled. Flats are not let to families with children below 16. An increasing number of blocks are designated either formally or informally for the use of the elderly. Flats in 11 blocks are fitted with the Social Services Department emergency warden call system. One block has been converted to provide sheltered accommodation for the elderly.

SHEF

Manchester Shelter, Room 278, Corn Exchange Building, Hanging Ditch, Corporation Street, Manchester M4 3BP. Tel: O61 834 48O9. CONTACT: Roy Murphy.

Manchester Shelter works with individual tower block tenants and tower block tenants' groups in Manchester, Cheshire and Merseyside. They have worked with tower block families in Salford where children are still housed in high flats. They have been involved in disrepair issues, particularly water penetration through windows and roofs. They are currently working with tenants in Sefton whose blocks are facing privatisation.

D

Merthyr Tydfil Borough Council, Housing Department, 1 River Walk, St. Tydfil Square, Merythr Tydfil, Mid Glamorgan CF47 8DB. Tel: Merythr Tydfil 32O1. CONTACT: Mr K Ryan, Chief Housing Officer.

There is only one tower block in Merthyr Tydfil, which is occupied largely by middle-aged and elderly people. Lack of security has been a cause for concern among the tenants. The Council responded to this by fitting a security lock to the main entrance door.

S

London Borough of Merton, Department of Personal Services, Crown House, London Road, Morden, Surrey SM4 5DX. Tel: O1 545 3686. CONTACT: Josephine Ross.

Merton own eight tower blocks which contain 613 flats. This represents 4.6% of their total housing stock. Five of the blocks are concrete frame with brick infill, the other three are in situ concrete columns and beams with infill panels and flat asphalt covered roofs. The allocations strategy adopted by the Housing Committe for these tower blocks includes: reducing the child population, not allocating to families with children under 14, encouraging the shared use of flats for single people, providing a ready access scheme for couples without children and older families, using vacancies for the Save to Buy Scheme. A scheme of improvements is also underway, this involves improving security by installing door entry systems, 'personalising' dwellings, providing ground floor flats with their own gardens or hardstanding, landscaping and the conversion of a district heating scheme to individual control. A working party has also suggested seeking improved transport facilities and traffic conditions — improved bus service and provision of a railway halt — strengthening of the caretaking service, provision of management/ rent collecting office on the estate.

HELS

Merton Community Bus Project, 226 London Road, Mitcham, Surrey. Tel O1 648 5588 or O1 64O 9467. CONTACT: Mike Hermitage.

The Merton Community Bus Project visits a number of tower block estates in Merton. They run a variety of regular sessions for all age gonups including those for the under fives, playschemes, mother and toddler groups and drop-ins for Pensioners. The Project provides a range of services for local people, they run sessions in the use of video, in community art, in publicity for local groups and they offer welfare benefit advice. They also took part in the E.E.C. food distribution. The Project workers report that the people they meet on the tower block estates are isolated, depressed and worried about their children, who don't have adequate play facilities.

UPCIRELOSF

Middlesbrough Borough Council, Housing Department, 1st Floor, Corporation House, Albert Road, Middlesbrough. Tel O642 245432. CONTACT: Mr. T. Hogan.

Middlesbrough own ten tower blocks which represent 5% of their housing stock. This Council feels that "tower blocks can provide desirable accommodation for households without children and for some special needs groups, such as the elderly and singles." Two of the blocks are used for sheltered housing, one block houses 'mature' single people and couples, two blocks house young single people and no children under 5 are housed in the remaining four blocks. Middlesbrough have modernised their oldest blocks and have carried out a range of improvements to their other blocks. Underfloor heating systems have been replaced, lifts have been replaced and made vandal proof, and all blocks have entry phone systems, some of which are backed by overnight security guards and some by resident superintendents. The comprehensive improvement to three of the older blocks included large scale environmental works after the demolition of surrounding deck-access blocks. It is the Council's intention that all blocks should have a private garden area eventually. Meeting rooms, laundries, hobbies rooms and toilets are provided in four of the blocks. The Council also plan to build a meeting hall next to one block which is now used for sheltered housing.

FIELADOSF

Borough of Milton Keynes, Civic Offices, 1 Saxon Gate East, Milton Keynes MK9 3HF. Tel: O9O8 6792OO. CONTACT: Mr S. Glazebrook, Assistant Director.

Milton Keynes own only two tower blocks. One block contains 136 flats and the other contains 54. The smaller block is of large panel Bison System construction. The new town of Milton Keynes was designated in 1967 and a policy decision taken that no building should be taller than the highest tree. Since then no further blocks have been built. The Council do not let to families with children and transfer anyone with a child as soon as possible. New windows and lifts have been installed but major problems have not been experienced, neither block is unpopular and both are situated in desirable areas.

Monklands District Council, Department of Technical Services, 124 Main Street, Coatbridge, Strathclyde ML5 3BY. Tel: Coatbridge 24941. CONTACT: Mr. D. Cartner.

Monklands District Council own 17 tower blocks. These contain 1,599 flats and represent 5.33% of the total housing stock. The methods of construction used include large panel Crudens and Mitchell Camus systems and Wimpeys. The Council reports that where circumstances permit they prefer not to allocate flats to people with young children. The Council have replaced some heating systems, installed door security systems, replaced unserviceable lifts, and have provided some small meeting rooms.

HCLSF

Morris Walk Tenants Association, 1 Viking House, Pett Street, London SE18. Tel: O1 854 7366. CONTACT: Phil Stiles, Chair.

The Morris Walk Tenants Association represent an estate in the London Borough of Greenwich which includes seven nine-storey large panel Taylor Woodrow-Anglian tower blocks. The tenants successfully campaigned to have structural investigations carried out on the blocks. A major programme of remedial and refurbishment works is now underway. The blocks are being emptied in turn so that internal work can be carried out. This work involves fire proofing ceilings, sealing flats and installing central heating. Spalling concrete has been dealt with. New windows, lifts and entry phones are also being fitted.

BLH

Motherwell District Council, Housing Department, PO Box 14, Civic Centre, Motherwell ML1 1TW. Tel: Motherwell 66166.

Motherwell own 3O tower blocks. The Council report that there are no problems within the multi-storey blocks in Motherwell and that they find that all blocks are very popular and desirable. There have been a few very minor structural problems to which they responded by carrying out an improvement programme which included cladding and upgrading the heating systems. The upgrading of the heating system principally involved removing units with asbestos elements.

Mountmorres Tenants Association, 82 Latham House, Chudleigh Street, London E1 ORD. Tel: O1 791 2125. CONTACT: John Glasspool.

This Tenants Association in Tower Hamlets represents an estate which includes one tower block: Lathom House. Lathom House is 17 storeys high and contains 97 flats. The block experiences a range of problems including rotten window frames in the majority of dwellings, dampness and condensation, an inadequate and expensive central heating system, inadequate insulation, falling masonry from balconies and vandalism to lifts. The Association is working to encourage the Council to take some action to improve the quality of life in their block.

HPGIELADBSF

Stefan Muthesius, University of East Anglia, Art History Department, Norwich NR4 7TJ. Tel: O6O3 56161.

Stefan Muthesius lectures at the University of East Anglia and is involved in research into tower blocks. He is collecting basic statistical and locational information for blocks in the South of England, the West, the Midlands and Wales. Details such as, the number of blocks and the method of construction are being gathered. He has compiled a comprehensive study of council housing in Norwich, including information about tower blocks, in conjunction with Miles Horsey.

National Childrens Bureau, Information Service, 8 Wakley Street, Islington, London EC1V 7QE. Tel: O1 278 9441. CONTACT: Nicola Hilliard.

The National Childrens Bureau is an independent research and development organisation which is concerned with the well-being of all children. Their Information Service produces a variety of fact sheets, reading lists, address lists and highlight sheets on subjects relating to children. Several of the sheets contain useful information about children and housing, the needs of children in tower blocks and reviews of research findings as well as listing reference books.

CP

National Housing Liaison Committee, c/o 35 Deri Road, Penylan, Cardiff. Tel: O222 499O23. CONTACT: Bob Dumbleton.

The National Housing Liaison Committee (N.H.L.C.) was established in response to the national housing crisis. They work to "bring together the different sections of the housing movement, i.e. local housing groups, single issue campaigns and workers in the housing industry, to resist the worsening housing situation." N.H.L.C. tries to support and strengthen local groups and to co-ordinate national action. A working group with representatives from different areas of the country and from different sectors of the housing movement meets several times a year. Open national conferences decide policy and strategy. N.H.L.C. has over 7O members from tenants federations, associations and campaigns. They have supported tower block campaigns in various cities, such as Newcastle and Sheffield, as well as providing links between groups in different cities. Their regular mailing to over 1OO organisations has been used to circulate information on tower block issues and campaigns.

National Playbus Association, St. Thomas Church, St. Thomas Street, Bristol BS1 6JJ. CONTACT: Mr. D. Bowling.

The National Playbus Association (N.P.A.) is an umbrella group for Mobile Community Projects throughout the country. Many of the N.P.A.'s members work on high rise estates. These mobile projects serve all age ranges and sections of the community. Many projects have a brief to develop community self-help and will assist groups such as parent and toddler clubs, youth groups, after school clubs or pensioners groups. Other projects provide a direct service such as welfare benefits and unemployment clubs. The N.P.A. is able to assist any organisation or authority on any aspect of mobile provision. They provide information, advice and consultancy on the selection, conversion and operation of any type of vehicle.

FIECF

Neighbourhood Advice Centre, 2 Malden Road, London NW5. Tel: O1 485 9O6l. CONTACT: Sue Tomlinson.

This Neighbourhood Advice Centre is in The London Borough of Camden. Their community worker works with a variety of tenants' associations in the immediate catchment area. Two of the associations represent estates with one tower block on each. The type of issues they have organised around include: structural problems, infestations of bugs and beetles, condensation, inadequate district heating systems and compensation for major remedial works or for the breakdown of services. The Centre have provided support in lobbying council members and officers, in taking court action, in using the national press and in obtaining independent technical advice. It was necessary to call in an independent architect (Sam Webb) to convince the Council that its Hawkridge tower block — of Reema construction — should have its newly installed gas heating system disconnected for fear of major structural damage in an explosion. The Neighbourhood Advice Centre helped the Hawkridge tenants to link up with other Reema tenants' groups and to take part in national campaigns on the defects of this building system. The Centre has also supported the Ferdinand Estate Tenants Association in their efforts to deal with the harassment of tenants on their estate. (See Highlight: Tackling Racism)

VTLADOSR

Neighbourhood Energy Action, 2/4 Bigg Market, Newcastle Upon Tyne. Tel: O91 261 5677. CONTACT: Neil Ritchie.

Neighbourhood Energy Action (N.E.A.) is a national organisation which supports and develops local insulation projects. There are approximately 27O of these projects which mainly use Community Programme (government funded Manpower Services Commission scheme)labour. The local projects provide insulation services to the elderly and those on low incomes. Through insulation they aim to deal with problems such as condensation as well as to reduce fuel bills. They give advice on the efficient use of energy in the home and may also give individual welfare benefits advice including liaising with fuel boards over payment difficulties. Some local projects help with heating benefit take up campaigns. The insulation measures are seen by N.E.A. as a "contribution to energy efficiency and income support in low income households". Local authorities and groups in the community operate these local insulation projects.

HD

Newcastle Upon Tyne City Council, Housing Department, Civic Centre, Barras Bridge, Newcastle Upon Tyne. Tel: O632 328520.

Newcastle City Council own 44 tower blocks which contain 4,O48 flats. This represents 8.5% of their total stock. All 44 blocks were

built in the 1960s and all were built on reinforced concrete frames with infill panels. The 4,O48 properties are a combination of one- and two-bedroom flats, the standard design layout is four two-bedroom flats and two one-bedroom flats per floor. Because of their design and layout these properties have been classed as unsuitable for families since 1974. In view of the problems faced by tower block tenants the Council have embarked on a number of major improvement programmes and will, they say, be "continuing to strive for further improvements in future years." A major heating and insulation programme covering all the blocks has recently been completed. This programme included the provision of new heating sytems; the installation of high level insulation on the inside of external walls in the flats or, where appropriate, external insulation; the secondary glazing of windows, draught proofing and improvements in the ventilation systems. In parallel to this programme, work has been carried out to tackle roof and water penetration. In order to co-ordinate the technical information and programmes of work the Council have established an Officer Working Group on multi-storey blocks.

HIREADOSF

Newcastle Tenants Federation, 4th Floor, High Bridge House, 21 High Bridge, Newcastle Upon Tyne NE1 1GW. Tel: 091 2321371. CONTACT: Davina Brain, Monica Elliott, Sean Kelly.

The Federation aims to be a central information sharing point for the individual tower block tenants' associations in the city. The Federation explain that "We feel that it is fair to say that most T.A.s feel that with good heating, insulation, decent intercom services, good caretaking and sensitive management and allocations the blocks could be O.K. to live in!" The Federation campaigned in 198O for heating for the blocks, the Council responded by installing new heating systems (largely Economy 7) with insulation and partial double glazing in all of the blocks. Individual Tenants Associations, such as Cruddas Park T.A., are now discussing with the Council the other problems associated with high rise living and have produced a report on their estate. The Council are producing local plans for improving the blocks and the Federation hopes that they will involve the tenants groups fully in these.

HELADOSF

Newcross Playbus Association, 44 Alverton Street, Deptford, London SE8. Tel: O1 692 49O8. CONTACT: Adonna/Dawn.

This Playbus regularly visits estates in the Newcross area where there aren't any other services for under-fives and their parents. The Bus aims to provide stimulating play sessions for children, to provide a social opportunity for parents and to build a bridge on to more permanent facilities. As explained in their Annual Report: "In doing so parents may feel less isolated, engage together, become more confident, and so challenge the situation which inner city issues force on them." The Bus carries basic welfare rights information and child care support materials and provides a meeting place for parents. The Project organise one-off sessions and a variety of group outings to make use of other facilities. The workers report that life on these tower block estates is particularly isolating. It is an ongoing aim of the Project to pass control to the users and to reflect the racial mix of Deptford and New Cross in both work and management groups. The Project is currently converting a second bus.

VPRIRLEADOSF

London Borough of Newham, Housing Department, New Municipal Offices, 91 The Grove, Stratford, London, E15 1EP. Tel: O1 534 4545. CONTACT: Duncan Bowie.

Newham own 111 tower blocks of eight storeys and over, which contain 7,O13 flats. These blocks represent 22.5% of Newham's total housing stock. Newham's tower blocks are constructed in a variety of ways including large panel system built blocks , in situ concrete blocks clad with brick or with panels and load bearing brick blocks. The Council carried out an extensive survey of their tower blocks which sought information about the structural and social conditions in the blocks as well as the views of the tenants. On the basis of this survey a comprehensive strategy for the blocks is being prepared. Newham has demolished three blocks and has 11 others either fully or partly decanted. The demolished blocks include Ronan Point, which was scientifically dismantled in co-operation with the Building Research Establishment. Several other blocks have been found not to comply with the Building Regulations relating to the ability of a block to withstand an explosion. Central heating is being installed, as an interim measure, in two large panel system blocks in response to the danger of explosion (thus reducing the need for Calor Gas heaters to be used). Tower block flats above the 14th floor are not allocated to families with children anywhere in the Borough and certain blocks contain no children at all. Several blocks are allocated to single people and one block is used as a sheltered housing scheme for the elderly. An interdisciplinary team, representing all departments of the Council, was established to determine the future of the estate which contained Ronan Point. The emphasis is on community involvement in the redevelopment. (See Highlight: The Demolition of Ronan Point.)

VHPGIPEELADOSF

London Borough of Newham Social Services, Area 3 office, Beckton Team, 5 Beckton Road, London E16. Tel O1 474 7O7O. CONTACT: Team Leader.

This Social Services Team work closely with a variety of groups in the community including tower block tenants. They have actively supported the establishment of community flats in tower blocks and worked with tenants to provide a range of activities and services. They worked with The Newham Tower Block Tenants Campaign in its campaign to have Ronan Point and the other eight tower blocks emptied because of dangerous structural faults. The team were involved in providing support to tenants as they were moved out of the blocks. Services were provided in the community flats such as, creches for children to use while their parents viewed new properties. The team also helped the tenants to run their own office in one of the blocks by lending them printing resources. (See Highlight: The Demolition of Ronan Point)

IF

Newham Tower Blocks Tenants Campaign, 1 Bemersyde Point, Dongola Road (West), Plaistow, London E13 OAW. Tel: O1 471 3855 and O1 552 7822. CONTACT: Eddie Neve or Layl Adesanu.

Membership of The Newham Tower Block Tenants Campaign (N.T.B.T.C.) is open to any of the tenants groups representing the 111 tower blocks in the London Borough of Newham. The aim of the group is to improve the quality of life in Newham's tower blocks. They work to achieve this aim in several different ways including supporting tenants in setting up new tenants associations, opening tenants' rooms for community activities, providing advice, support, assistance and the use of printing resources to individual tenants and to tenants' groups. N.T.B.T.C. supports tenants in their campaigns for demolition or for improvements as appropriate. The campaign has succeeded in bringing the problems experienced by tower block tenants to the notice of the Council and has forged an effective working relationship with them. They organised the highly successful campaign to demolish Ronan Point. (See Highlight: The Demolition of Ronan Point)

VPFCPIRLESEF

New Wortley Community Association, 4O Tong Road, Leeds 12. Tel: O532 79O285 & O532 793466. CONTACT: Mr. G. D. Landsman.

This Community Association represents a Leeds estate which includes four 17-storey tower blocks. Two of the blocks were built by Wimpey and two by Costain. The block is made up of 564 one- and two-bedroom flats. The Association run a very active Community Centre. They cater for children of all ages with playgroups, parents and toddler clubs, youth clubs and playschemes. They also run bingo sessions, keep fit groups, welfare rights advice sessions, housing advice sessions, a councillors surgery, a luncheon club, a cookery club and a friendship club. Old time dances, discos and jumble sales are held regularly in the Centre. Most of the people running the Centre are volunteers and people who live or work in the area make up the management committee. (See Highlight: "Let's Do Something! —. Community Activities on Tower Block Estates)

PCRSEF

Norfolk Park Tenants & Residents Association, 36 Guildford Drive, Norfolk Park, Sheffield S2 2PG. Tel: Sheffield 717O5. CONTACT: Leslie Lambell.

There are 3O blocks represented by this Association. The blocks are 15 storeys high and are linked together in twos. Each pair contains 126 flats and in total there are 1,89O flats. The Association believe that children under 14 and dog owners should not be housed in tower blocks. The group say that their aim is to work to stop high rise flat dwellers being treated as second class citizens.

VPFCIDS

North Bedfordshire Borough Council, Housing & Environmental Health Department, Town Hall, Bedford MK4O 1SJ. Tel: O234 67422. CONTACT: Mr. A. Holloway, Programme and Research Officer.

The Council own eight tower blocks, between eight and 16 storeys high. These blocks contain 691 flats of which 18 have been sold to the tenants. The tower block flats owned by the Council represent 8.4% of their total housing stock. Most of the blocks are of storeys high. These blocks contain 691 flats of which 18 have been sold to the tenants. The tower block flats owned by the Council represent 8.4% of their total housing stock. Most of the blocks are of the large panel Truscon System. These blocks provide the Council with a pool of bedsit, one-and two-bedroom flats in and around the Town Centre. Allocations are to households without children. The majority of residents are middle-aged or elderly single people and couples. The Council are currently replacing and upgrading heating systems, removing asbestos, carrying out structural surveys and repairs, improving entrances and installing entry phones, and attempts are being made to tackle tenant isolation and lack of community facilities. Two blocks have been converted for use as sheltered housing.

VHADOSF

North Kensington Law Centre, 74 Golborne Road, London W1O 5PS. Tel: O1 969 7473. CONTACT: Mike, Eddie, Marla.

The Law Centre provides a comprehensive legal service for tenants. They have a housing unit which carries out disrepair casework and project work. The project unit has been worked on several council estates dealing with issues such as, disrepair, asbestos, and infestations. They have supported rate reduction campaigns on estates with building defects and have organised Home Loss and Disturbance payments where major redevelopments have taken place. They worked with tenants of the Lancaster West Estate who were suffering from a cockroach plague. Eventually, the Council agreed to appoint Rentokil to deal with the problem. The Law Centre then helped the Tenants Association to mount a legal test case to get compensation from the Council. The case was settled in October 1985 and compensation was awarded of £1,1OO. This was a significant success for the tenants, the Law Centre explains "the victory should encourage tenants nationally to organise together for effective pest control." The Law Centre have also worked with tenants to get asbestos removed. (See Highlight: Beating the Cockroaches)

VHEADOSF

North Lewisham Law Centre, 28 Deptford High Street, London SE8 3NU. Tel: O1 692 5355. CONTACT: The Housing Unit.

This Law Centre advises tenants and homeless people on all aspects of housing law. They do individual casework but are keen to deal with cases which have implications for a group of tenants or which relate to particular Council policies. They have worked on a number of tower blocks issues including lift failure, ventilation and heating systems and group damage claims for grey distortion and inconvenience caused by modernisation works. They have given legal advice to support campaigns for improvements and they have helped tenants to obtain technical reports. The Law Centre also supports tenants wishing to set up new tenants associations.

HFLAD

North Tyneside Metropolitan Borough Council, Housing Services, 78 Park Road, Wallsend, Tyne & Wear. Tel: 091 2622324. CONTACT: Mr. T. M. Nichol.

North Tyneside own 32 blocks. The methods of construction used include in situ concrete, Wimpey "No fines" and large panel systems. These 14-storey blocks of deck-access maisonettes built in the late 195Os are to be demolished within next three years. Three blocks of flats which were built in the late 195Os, these are let to elderly people and are very popular. The remainder are 27 blocks of six to ten-storey deck-access maisonettes built in the late 196Os by the large panel Skarne System of construction. These blocks are to be demolished as they have suffered, in the words of the Council "the same problems as most deck-access, i.e. high rent arrears, vandalism are difficult to let." The Council have carried out several improvements to their high rise stock including a central heating programme, the installation of safety barriers for children, the provision of accommodation for community groups, landscaping, entry phone systems, and the operation of local management offices. Empty schools are used for community activities, for toddlers groups, play groups and sport.

HCIELADSF

Northern Ireland Council for Voluntary Action, 131 Ormeau Road, Belfast. Tel: O232 221224. CONTACT: Murdo Murray.

The Northern Ireland Council for Voluntary Action works with tenants', community and voluntary organisations in Northern Ireland. They provide support, information and advice as well as access to resources. They have supported and promoted the development of the Northern Ireland Tenant Participation Advisory Service.

Northern Ireland Housing Executive, The Housing Centre, 2 Adelaide Street, Belfast BT2 8PB. Tel: Belfast 24O588. CONTACT: Mr McGrath, Director.

The Northern Ireland Housing Executive is the single housing authority responsible for tower blocks in Northern Ireland. They own 3O tower blocks which contain 2,746 flats, this represents 1% of their total housing stock. The Housing Executive reports that they largely restrict allocation in these blocks to single people or to families without children. They go on to say that "With one or two exceptions, therefore, many of the problems associated with families in tower blocks have not arisen." The problem which they consider to be the most serious is vandalism. They have responded to this by installing intercoms and door entry systems. "In general, while this form of accommodation requires careful management, we have not found it necessary to target these units for generic action."

S

Northern Ireland Tenants Participation Advisory Service, Northern Ireland Council for Voluntary Action, 2 Annadale Avenue, Belfast BT7 3JH. Tel: O232 64OO11. CONTACT: Alan Sheeran.

The Tenants Participation Advisory Service (T.P.A.S.) covers the whole of Northern Ireland and is available to tenants associations and landlords in both the public and private sectors, including housing associations. The project aims to promote and support effective participation by tenants in housing management decisions. T.P.A.S. offers a range of services to tenants groups; for example they provide information and advice on major housing issues, on tenants rights to be consulted, and on how to form and run effective Tenants Associations. They also provide and share information about successful tenants campaigns on a variety of issues and provide training in how to organise effectively. The services which T.P.A.S. offer to landlords includes information and advice about how, when and why to consult, how to encourage positive attitudes on tenant consultation, advice on how to present information to tenants and training for housing staff on consultation and participation techniques.

Nottingham City Council, Department of Housing Services, Queen Street, Nottingham NG1 2BG. Tel Nottingham 411421. CONTACT: Mr G Mann.

This Authority has 22 residential tower blocks, containing 2,435 flats. These blocks represent 25% of the City's housing stock. Seven blocks are of a "No fines" construction and the remainder are large panel system built concrete frame structures. The Council inspect their blocks structurally annually. In 1984 four tower blocks at Old Basford were demolished because of structural defects and repairs have been carried out to strengthen two more blocks. In Old Basford the building defects caused dampness in the flats, this was exacerbated by inadequate heating systems. Consequently, the Council is trying to upgrade heating systems in tower blocks. Nottingham do not allocate flats above the third floor to families with children. The Housing Department seeks, in conjunction with other departments, such as, Leisure Services, to encourage the establishment of community services. They award grants to local groups. The subjects of mental illness, depression and isolation have been discussed with tenants' groups and with the Social Services Department. Nottingham are jointly funding a research worker to look into various aspects of community care and its implications with regard to housing. The Council are also concerned about the increasing occurrence of vandalism and are intending to improve the caretaking and security provisions. The Council have a Race and Housing Advisory Committee which has produced a racial harassment policy statement.

HIREADOSF

Nottingham City Tenant and Resident Association Federation, 4-2O Victoria Centre, Nottingham NG1 3PA. Tel. Nottingham 473534 CONTACT: Glynis Johnston.

This Federation works to promote the exchange of information between its member tenants and resident associations and to build a better understanding between these member groups. It helps to organise city-wide campaigns; to link up with appropriate national campaigns and to liaise with the voluntary sector. It also provides support and advice to local people wishing to set up new associations.

Oak Tree Community Centre, Osborne Road, Acton, London W 3. Tel: O1 993 8315 CONTACT: Martin Frost.

The Oak Tree Community Centre in the London Borough of Ealing is a tenants run organisation which provides cultural, recreational, educational and social activities of benefit to local tenants and the local community. This Community Centre serves the South Acton Estate, which has 2,OOO dwellings. The Estate includes ten tower blocks of seven to 18 storeys. The blocks are square in shape rising to 18 floors or oblong rising to seven. The Centre is a base for a range of different activities. A pensioners group, a group for under fives, an after-school group, a girls club, a youth club, and a group for Asian people all meet regularly at the Centre. They hold tea dances, drum workshops, drop-in sports days, welfare rights advice sessions, Afro Caribbean days and holiday playschemes and camps. They also have regular film shows using their large screen video. Recently they have become more involved in housing issues and seek now to be a base from which tenants' organisations can develop housing campaigns. They have employed a womens worker to work with women on the estate, to look at community provision, drug and tranquilliser abuse, health, jobs and the design of flats and the running of services.

P I E F

Ocean Tenants Association, 15 Bengal House, Duckett Street, London E1. CONTACT: Dick Charlton.

The Ocean Tenants Association represents tenants of the Ocean Estate in the London Borough of Tower Hamlets. The estate includes several blocks of in situ concrete construction and three of large panel Taylor Woodrow-Anglian construction. The Association has been concerned by a number of issues including building defects in large panel system blocks and the mounting racism in their area.

B R

Oldham Resource and Information Centre, 119 Yorkshire Street, Oldham. Tel: O61 626 413O. CONTACT: Richard Raby.

The Oldham Resource and Information Centre (O.R.I.C.) is used by a number of tenants' associations and tenants' organisations which include tower blocks. They provide information services including a small library. They also provide resources, such as printing facilities, for tenants' groups to use. They employ development workers who support tenants' campaigns. They recently supported tenants in a number of tower blocks in getting asbestos removed.

A

Olive Mount Residents Association, c/o 2I Olive Mount Heights, Olive Mount Road, Liverpool Ll5 8LA. Tel O5I 722 8977. CONTACT: Mrs. Marjorie Gallimore.

This is a small estate which includes three tower blocks. Each block is 12 storeys high and contains 6O one-and two-bedroom flats. The blocks are brick built and are well maintained structurally. The aim of the Association is to encourage a sense of community amongst the residents. They have had their own community centre for five years, it is paid for by the tenants and through a small Urban Aid Grant. In 1986 they mounted a successful campaign for the heating systems in their blocks to be renewed. The campaign included regular approaches and meetings with members of the Council and with chief officers and the involvement of Granada Breakfast Television. Their present fight is against privatisation. The Association reports that the tenants, who are nearly all elderly, feel more secure in a block of flats than they would at ground level. The Association has recently started a 'Homewatch' scheme with the help of the police.

H S

Peckham Settlement, Staffordshire Street, Peckham, London SE15. Tel 639 3823/1823 CONTACT: Christine Richards.

The Settlement works with tenants' associations on five local estates, three of these estates include one tower block each. They have been involved in a variety of issues including: dampness, building defects and lack of play provision. They have helped with problems experienced by families with children who live above the seventh floor. Their involvement with several women's groups has included looking at the problems of isolation, tranquiliser dependency, racism, and lack of security. The community worker also offers support to individual tenants, for example, by accompanying them to interviews with housing officers or with the local arbitration unit. Where necessary, help has been sought from local M.P.s. The services the Settlement offers include an I.L.E.A. nursery, a community day nursery, a drop-in-creche, and a pensioners club supported by a specialist pensioners worker.

V P P C P L P E S F

Pellant Road Tenants Association, 5 Hartopp Point, Pellant Road, London SW6 7NG. Tel: O1 385 7885. CONTACT: Lexa Reid.

The Pellant Road Tenants Association represents an estate in the London Borough of Hammersmith and Fulham. The estate includes two 14-storey tower blocks: Hartopp and Llanoy. The method of construction used was large panel Taylor Woodrow-Anglian System. The Association has been concerned about the structural problems identified in this building system. Structural investigations were carried out on the blocks and the tenants received advice from architect Sam Webb. Some remedial works have been carried out in a piecemeal way. However, tenants are concerned that the remedial measures, such as fireproofing, have not been tested in their flats.

B H

People's Asbestos Action Campaign c/o SCAT, 3I Clerkenwell Close, London EC1R OAT. Tel: O1 253 3627. CONTACT: Frances Carter.

The People's Asbestos Action Campaign (P.A.A.C.) was formed in 1983. It is a campaign of tenants, trade unionists and community organisations which aims to provide a link for all groups campaigning on asbestos. The campaign was commonly used in the construction of tower blocks and other system built homes. Many tower block tenants's groups are members of P.A.A.C.

A

Perth & Kinross District Council, Housing Department, Council Building, 2 High Street, Perth PHI 5PH. Tel Perth 39911. CONTACT:Mr. R. Mellis

This District Council own three tower blocks. Two are eight storeys and each contain 48 flats. The third is 11 storeys and contains 44 flats. The blocks are of Wimpey "No fines" shuttered concrete construction. All three blocks are in the Town Centre and are well provided with services and amenities. Because of their location the blocks seem popular. The Council intend to replace expensive underfloor heating systems with electric storage heaters. They are installing new lifts, refelting roofs to stop water penetration, carrying out external insulation by 'enveloping' the blocks and fitting double glazed screens and humidistats. They note that all such work is extremely costly.

H L D P

Pleck Community Association, P.C.A. Day Centre, off Woodwards Close, Pleck, Walsall, West Midlands. Tel: Walsall 645788. CONTACT: Brian Bennett.

Pleck Community Association (P.C.A.) is based in an area which contains six tower blocks. P.C.A. part-managed 2OO flats for the local council from 1983 but they have now moved away from this area of activity. They run a wide range of activities from the base of the Pleck Co-operative Village which includes community flats and gymnasiums. They have a 5O place community programme scheme which offers a range of jobs. They provide a creche for 6O children five days a week. They provide daily hot meals in the community flat and sell milk and bread to the tenants. They have helped local people to start co-operatives and small businesses, including a fashion company. They have a writers' co-operative and they promote cultural and artistic expression. They organise regular outings for children in the tower blocks and run regular English Language Classes for Asian Women. P.C.A. place great emphasis upon sport: sporting activities include boxing, swimming, canoeing , football, weightlifting, judo and American Football.

P F

Priory Court Tenants Group, 7 Priory Court, Priory Road, Newham E6 1PT. CONTACT: Pam Spennock

Priory Court is composed of two eight-storey blocks joined together. The blocks contain 96 flats. Major refurbishment and environmental works are being carried out on these concrete frame blocks. The Tenants Association report that many areas are affected by 'concrete cancer'. They also have had problems with asbestos, condensation, and black mould. The Association says that although many tenants would prefer to live in a house with a garden they "will do their best to live in harmony, if given a chance." The Tenants Association meet directly with housing officials as well as being represented through the Newham Tower Block Tenants Campaign.

I P A D E S F

Racial Attacks Monitoring Project, 6 Seymour Street, Highfields, Leicester LE2 OLB. Tel: O533 21727. CONTACT: Karun Thakar

The Racial Attacks Monitoring Project (R.A.M.P.) works closely with a range of tenants associations' including those representing tower blocks. The Project tries to highlight the problems of racial attacks and to support the victims. R.A.M.P. has also produced an anti-racist pack for tenants.

R

Raynville and Musgrave Community Association, 3 Raynville Drive, Bramley, Leeds LS13 2QB Tel: Leeds 752727 Contact: Mrs. Heather Smith.

This Community Association represents an estate which includes two ten-storey Reema tower blocks. The Association's aims include trying to improve the appearance of the estate and the quality of life experienced there. They are concerned about the Council's allocation policies which place people with babies and young children in their blocks and about a lack of available resources to deal with repairs and the deterioration of the surrounding areas eg. car parks and walkways. An entry phone system is being installed to help cope with security problems. The structure of the blocks is causing great concern particularly as surrounding maisonettes also built by Reema were designated defective and demolished.

E L D P S

Reading Borough Council, PO Box 93, Civic Offices, Civic Centre, Reading RG1 7TG Tel: O734O 55911. Contact: Louise Dominian.

Reading own seven tower blocks containing 427 flats. Four blocks are eight storeys and three are 15 storeys. The 15-storey blocks are being converted from bedsits and three-bedroomed flats into one- and two-bedroomed flats in response to their unpopularity. The Council took the decision recently not to house families with children under ten in the tower blocks, unless specifically requested.

London Borough of Redbridge, Valentines Mansion, Emerson Road, Ilford, Essex. O1 518 6999. CONTACT: T.F. King

This authority own 15 tower blocks which contain 972 flats, this represents approximately 9% of their total housing stock. The construction of the blocks includes a framed reinforced concrete structure and large panel Wates System. The Council are carrying out some improvements to the flats and to their surrounding areas. They have replaced inadequate heating sytems with Economy 7 heating, which has helped to deal with condensation problems. They have installed entry phone systems in all their tower blocks. In one estate which includes six large panel Wates system blocks there is a community hall managed by the Residents Association.

H D S F

Reigate & Banstead Borough Council, Housing Management Division, The Council House, Brighton Road, Banstead, Surrey. Tel: Burgh Heath 5343O. CONTACT: Mr. G. Maunders.

Reigate and Banstead Borough Council own two tower blocks which contain 116 flats, this represents 1.6% of their housing stock. Flats in one of the blocks are not offerred to families with children under 16 and families are being moved out of flats which are above the second floor in the other block. The Council say that their "aim has been to improve the properties and to allocate the flats to more suitable applicants — more able to cope with high rise living. This has resulted in a much greater number of young, single and working applicants being selected."

H C I E S F

Restormel Borough Council, Housing Department, 39 Penwinnick Road, St. Austell, Cornwall PL25 5DR Tel: O726 74466. Contact: Mr. J. Sweeney

Restormel Council own one block of 11 stories which contains 66 flats. Since 1975 the Council have not housed tenants with children or with pets in the block. They have few problems with the block although they did have to remove asbestos from gas central heating flues in 1985.

C A

London Borough of Richmond, Housing Department, Regal House, London Road, Twickenham TW1 3QB Tel: O1 891 1411 Contact: Mrs. D. Blowers or Mrs. C. Ould.

Richmond Council own six blocks which contain 268 flats, this represents 2.7% of their total housing stock. The structure of the blocks is unknown. Two of the six blocks house elderly people, the remaining four are allocated in the same way as the rest of the Council's properties. Inadequate heating systems have been replaced by individual gas fired central heating.

H

Rochdale Metropolitan Borough Council, Housing Deptartment, Floor 3, Municipal Offices, Smith Street, Rochdale. Tel: O7O6 47474. Contact: Mr. D. Simpson.

Rochdale own seven tower blocks which are all situated on one estate in the Rochdale Town Centre. The estate, College Bank, is regarded, say the Council, as "a fairly posh place to live". There are 762 flats altogether. They have a 'no children at a height' policy. The blocks are kept in good repair with a resident caretaker in each block. Asbestos is being removed and building defects have been dealt with.

A B

Rochester upon Medway, Housing and Environment Department, Civic Centre, Strood, Rochester, Kent ME2 2AW. Tel: O634 727777. CONTACT: Mr R Gregory, Chief Housing Manager.

Rochester upon Medway Council own five tower blocks. They all contain entry phones and have resident caretakers. They do not allocate flats in tower blocks to families with children. They have demolished six tower blocks.

C P

Royston hill Tenants Association, 29O Royston Road, Glasgow G21 2QE. Tel: O41 552 8239. CONTACT: Eileen McCloy.

This Tenants Association represents an estate which includes three 25-storey large panel Reema System tower blocks and several 11-storey blocks. The Association operates from a room in the local Social Services Office. They are involved in a range of social and campaigning activities. Over recent years they have been concerned by structural defects in the tower blocks. The Association organised a national conference for Reema tenants and met with the Building Research Establishment to discuss defects. Glasgow Council have responded to the problems by carrying out structural investigations to their large panel stock including the Royston Hill Blocks. The Association are now concerned by the 'inadequacy' of the remedial measures proposed by the Council and continue to negotiate for a more comprehensive response.

S D H

Barry Russell, School of Architecture, Portsmouth Polytechnic, King Henry Building, King Henry 1 Street, Portsmouth PO1 2DY. Tel: O7O5 827681.

Barry Russell has carried out extensive research into recent attempts to industrialise building. He is the author of an illustrated history on the subject, which is called: "Building Systems, Industrialisation and Architecture". The book contains several chapters on British Housing including a chapter on the Ronan Point story.

B

Safe Neighbourhood Unit, Top floor, 723 Commercial Road, London E14. Tel: O1 538 1771 Contact: Jon Bright.

The Safe Neighbourhood Unit (S.N.U.) offer a range of services to tenants' organisations and local authorities in London primarily involving estate improvement projects. They will co-ordinate im-

provement programmes, analyse local authority housing services, help establish and strengthen tenants' organisations, promote measures to improve safety and policing and encourage the provision of facilities for children and young people. They also produce a range of reports and briefing papers on a wide range of housing estate issues. Their report "After Entry Phones" looks at the links between housing management and safety and security in tower blocks and reviews the effectiveness of entry phones. (See Highlight: Entrances and Exits: How can we make them secure and welcoming?). The Unit describe their main aim as to "ensure that estate improvements, community facilities and changes to service delivery are planned and implemented in accordance with tenants' wishes." These services are available to all tenants' groups and local authorities Greater London. S.N.U. is a project of the National Association for the Care and Resettlement of Offenders.

HPCILELADBSF

City & District of St. Albans, Housing Department, 32/34 St. Peter's Street, St. Albans, Herts. Tel: St. Albans 66100. Contact: H. Drummond.

St. Albans Council own one 11-storey steel frame tower block. Half of the block is used for sheltered housing and the rest is made up of two-bedroom flats. They try to keep the number of families with children low. The Council reports that with "an active residents association, a resident caretaker and a resident warden it is much easier to stay on top of problems." They also felt that only having one such block kept the problems to a manageable level.

St. Mary's and St. George's Tenants Association, 33 St. Mary's Court, Melford Road, East Ham, E.6. Contact. Mrs. Julie MacKinnon

This Tenants Association represents two identical eight-storey blocks containing 92 flats each. The method of construction is in situ concrete. The groups primary aim is to ensure that all tenants can have a say in the running of their estate. The Tenants Association strives to keep the Council informed about and improve the estate. They have successfully campaigned for replacement windows, central heating and rewiring. They have tried over a number of years to persuade the Council to provide a meeting room for them. They are looking into approaching a community landscape gardener to help them reorganise the open space around their blocks so that it can be used for childrens play areas and for seating and flower gardens for the elderly. The Association also organises a variety of social activities including fun days, fetes and childrens playschemes. The secretary of the Tenants Association is also involved in running a toy library locally.

PCIRELADBSF

Sandwell Borough Council, Housing Department, The Council House, High Street, Smethwick B66 3NT. Tel: O21 558 1461. CONTACT: Mr Dittrich.

Sandwell Borough Council own 120 tower blocks, between seven and 23 storeys. The methods of construction used include in situ concrete, load bearing brick, and large panel Bison and Tracoba Systems. Two of the Tracoba blocks have been considered for demolition, principally because of the problems caused by the long slab design. However, they are now being sold. Approximately 60 of the blocks are designated unsuitable for families with children and are used to house people over 35. The Council have carried out improvements to heating systems and insulation in three blocks. They are committed to improving security in tower blocks, including implementing some concierge schemes. Sandwell are currently reviewing their policies in relation to tower blocks. They are considering developing blocks to meet special housing needs such as, sheltered housing and housing for young singles. They also intend to develop a programme to deal with technical issues such as, redundant heating systems. They hope to implement a rolling programme of estate improvements which will focus on large dense estates of high and low rise blocks.

H

Scottish Special Housing Association, 15/21 Palmerston Place, Edinburgh EH12 5AJ. Tel: O31 225 1281 Contact: Alex Robertson

The Scottish Special Housing Association (S.S.H.A.) is a government sponsored body which designs, builds and manages houses throughout Scotland on a non-profit making basis. S.S.H.A. own 73 tower blocks containing 5,685 flats. This represents 5.5% of their housing stock. 79% of these tower blocks are in Glasgow, the rest are in Clydebank, Paisley, Linwood and Dundee. The methods of construction include large panel Bison and Tracoba System, "No fines" concrete, and reinforced concrete frames. S.S.H.A.'s blocks are in general very popular. The majority house either families with children above the age of 12 or childless couples and single people. Several blocks in Glasgow have been converted to sheltered housing and there are plans to convert more. The two tower blocks in Linwood are let to essential incoming workers from the Association's own Economic Expansion waiting list. Several blocks in Glasgow have been systematically improved. This has included insulation, replacement of old heating systems and upgrading of entrance foyers. Major work has been carried out to the Bison blocks and the external fabric of blocks in Glasgow is receiving attention. (See Highlight: Building on the Assets; How the Scottish Special Housing Association Make Best Use of their Multistoreys.)

SHFE

Scottish Tenants Organisation, c/o Cavin Road, Glasgow G45 9TX. Tel: 041 634 6925. CONTACT: Iris Macdonald.

The Scottish Tenants Organisation (S.T.O.) has approximately 80 tenant member groups throughout Scotland. Their membership includes many tenants groups which represent tower blocks. The S.T.O. is run entirely by volunteers; they provide information, advice and support to member groups. Their principal area of work is currently the implications for Scotland of the current changes in housing legislation. They are also discussing with the Scottish Electricity Board the problems associated with their installation of card meters.

H

Scottish Tenants Participation Advisory Service, 2O-24 St Andrew's Street, Glasgow. Tel: O41 552 3633. CONTACT: Moira Harte.

The Scottish Tenants Participation Advisory Service (T.P.A.S.) is a membership organisation working for landlords and tenants involved in tenant participation initiatives. It provides information, advice and training on a range of housing issues and supports tenants groups with written information and advice. T.P.A.S. is open to local authorities and tenants's organisations in Scotland. They have 123 tenants' groups and tenants' federations in their membership, several of whom represent tower block tenants.

Sefton Metropolitan Borough Council, Housing Department, Vermont House, 275 Stanley Road, Bootle, Merseyside. Tel: Contact: Mr Parkinson, Borough Housing Officer.

Sefton Council own 14 tower blocks which contain 1,025 flats and represent 3.5% of their total housing stock. They own seven tower blocks in Bootle and seven blocks in Crosby. In Bootle they have two ten-storey blocks, four 15-storey blocks and one 22-storey block. Six of the blocks are of the Wimpey "No fines" method of construction with brick cladding. The 22-storey block is of similar design and construction. All blocks have six flats, with one and two bedrooms per floor. The Crosby blocks are all 15 storeys and were constructed by Matthews and Mumby. The blocks are composed of precast concrete cladding panels attached to a concrete main frame with a steel skeleton in situ connection. All the blocks have six flats per floor containing one, two and three bedrooms. The Council would like to demolish their blocks but "accept that it is not practical in the present climate". They have converted five blocks to sheltered accommodation. Flats are allocated to middle-aged people, pensioners and families with children over ten years old. The Council have carried out various improvements to the blocks. They have provided garden areas around the blocks, removed asbestos, installed door entry systems, undertaken infestation programmes, and carried out major remedial works to the Bootle blocks.

VEADS

Services to Community Action and Trade Unionists, 3l Clerkenwell Close, London EC1 ROAT. Tel: O1 253 3627 Contact: Frances Carter.

Services to Community Action and Trade Unionists (S.C.A.T.) is a national public services anti-privatisation, planning and housing project. It is unique in combining local and national research with action strategies and the development of alternatives. They have to charge for their services but their rates are negotiable to local groups.

HIADS

Sheffield City Council, Housing Department, Town Hall, Sheffield S1 1WA. Tel: O742 735148. Contact: Jane Rosser (Research Section)

Sheffield own 60 tower blocks plus a deck-access estate which rises above seven storeys. These blocks represent 6.5% of their total housing stock. The methods of construction used include Wimpey "No fines", large panel Reema System and one unknown. Seven blocks have been vacated (three Reema and four Wimpey "No fines") "with a view to demolition because of prohibitively expensive structural problems". A high rise working party has been established made up of councillors, tenants, and Council officers. The working party are considering management and maintenance issues, they are trying to develop policies which will improve tenants living conditions, and they will make recommendations to appropriate council committees (See Highlight: Building Bridges — Relationships between Council and Tenants). A variety of improvement schemes have been implemented including a 'pilot refurbishment package scheme' which was carried out on six blocks. The package included providing insulation, heating replacement, improved plumbing and electrics, provision of community areas and of one sheltered block for the elderly. This scheme is being monitored. 'Priority Estates' have also been designated which involve the decentralisation of management services and increased tenant involvement.

VLLADBSF

Sheffield Federation of Tenants & Residents Associations, 69 Division Street, Sheffield S1 4E6. Tel: O742 751740 Contact: Leena Jones.

This Citywide Federation brings together tenants in all types of housing including high rise flats. Their aim is "to act as a pressure group to ensure decent housing for all." Individual estates have their own tenants associations who through joint project groups with the Council try to draw up the best scheme for tackling problems. They also have a city-wide high-rise working party of tenants, councillors and officers which draws up policies and discusses city-wide tower blocks' problems. "We've put tower blocks on the housing map and in particular heating, security, defects and lack of community facilities are beginning to be tackled by the Council." (See Highlight: Building Bridges — Relationship between Council and Tenants)

VFPCIRELADBSE

Shelley and Browning Tower Action Group, 37 Shelley Tower, 124 Overbury Road, Northfield, Birmingham B31 2HB. CONTACT: Mr R. Masiane.

Shelley and Browning Tower Action Group (S.A.B.T.A.G.) is an Association of people living in Shelley and Browning tower blocks. The group was formed in the latter part of 1986. The tower blocks are 12 storeys high containing a mixture of 7O two-bedroom flats and bedsits. The blocks were built in 1962 by non-traditional methods. The aim of the group is "to make the blocks liveable in". They are deeply concerned by the conditions experienced in the blocks which have all the symptoms of decay and neglect. Their main campaigns are around inadequate heating and insulation followed by the need for improved security. Community Energy Research carried out an energy audit for the tower blocks. They have produced a report which outlines the problems and makes recommendations. (See Highlight: Fighting the Cold). S.A.B.T.A.G. also work to improve the sense of community on their estate. They feel that they can do this by "mobilising the tenants to feel that they belong somewhere, they can have some interest in their environment and indeed benefit". They have taken a number of steps towards this end, a neighbourhood watch has been launched and a scheme of community or popular administration has been started. This form of administration involves them in following through reported repairs to ensure that work is carried out.

HBS

Sighthill Community Council, Flat 8/6 I9 Pinkston Drive, Sighhill, Glasgow G21 1PB. Tel: 041 558 9313. CONTACT: Mr. J. McLong

Sighthill is an estate which includes ten 19-storey tower blocks. Each block contains 228 flats. The tenants of the tower blocks report that they experience a lot of problems for instance, ill-fitting windows, dampness, broken lifts, and a poor repairs service. There has been an increase over recent years in the numbers of pensioners, unemployed and single parents living in the blocks. The Community Council report that the blocks have become very run down. The overall feeling of the Community Council is that the flats "may be all right inside, but the entire environment is totally unsuitable for family dwellings. The feeling of complete isolation is overpowering and there have been suicides. If the Council had to pull them down there would be no complaints from the tenants." They run a community flat which they open as an advice surgery three days a week. They provide advice mostly on housing and benefit problems and help local tenants' groups to organise.

DIA

Slough Borough Council, Town Hall, Bath Road, Slough, Berks. Tel: Slough 23881 Contact: Mr Murray.

Slough own eight blocks, four are 12 storeys high with 94 flats in each, two are ten storeys with 6O flats in each and two are ten storeys with 42 flats in each. The ten-storey blocks are of the large panel Bison System of construction. The four larger blocks were used for sheltered accommodation but that has been discontinued. The Council now plan to remove families with children from these blocks and to use them for single people over 25. Their two town centre blocks are still used for sheltered accommodation. They have dealt with a number of problems: they have employed specialised contractors to deal with pigeons; the window design is being changed in their largest blocks to give indirect ventilation and entry phones have been installed in all their blocks.

VCS

Smeta & People for People, The Community Office, Port-A-Cabin, Springett House, London SW2 . Tel: 733 4912 Contact: Dorothy Darnton & Dennis Edwards.

This group of tenants represent an estate in the London Borough of Lambeth. The estate includes seven blocks which are each seven storeys high and together contain 196 flats. The method of construction used was large panel Taylor Woodrow-Anglian System. The group are based in a Portacabin on the estate where they offer a variety of services including advice and social activities. Over the last couple of years they have been very concerned about the structural strength of their blocks. They campaigned successfully to persuade the Council to carry out thorough structural investigations and remedial works to deal with the structural problems. A new community hall is being built. The group are hoping to see a comprehensive range of environmental improvements carried out on the estate in the near future.

VPELADBS

Solihull Metropolitan Borough Council, Housing Department, PO Box 21, Church Hill Road, Solihull, West Midlands B91 3QX. Tel: 021 705 6789. CONTACT: George Daley.

Solihull own 45 blocks which represents 15% of their housing stock. The Council have carried out a consultation exercise to consider how best to use this large part of their stock. They currently have a 'mature persons' block, in which single people and childless couples aged over 4O are housed. The communal areas of the blocks were upgraded and a 'house supervisor' was installed to carry out a full range of caretaking duties. The Council consider the scheme to have been very successful. Solihull have also converted two blocks into 'vertical sheltered housing schemes' for the elderly. They are considering extending their use of tower blocks for housing elderly, 'mature' and single people. They are also looking at ways of encouraging the sale of flats. Solihull Council have tackled a range of problems in their blocks, for instance, they are replacing heating systems and they are carrying out consultation programmes on a couple of estates in relation to play, safety and isolation, involving the National Association for the Care and Resettlement of Offenders. All their blocks have entry phone systems and house supervisors.

HPSIEBSE

South Islington Law Centre, 131/2 Upper Street, London N1 1QP. Tel: O1 354 O133. Contact: Ricardo Elcock/John Russell

This Law Centre offers a variety of support services to individuals and to tenants' groups. They help groups to organise, provide contacts with 'experts', support groups in approaching the Council, monitor council policy and gather and distribute information. They have worked with tenants on many issues such as asbestos, dampness and condensation, building defects and lack of security. They have helped tenants' groups seeking estate improvements. The Law Centre has a Race and Housing Group and they have produced a video on Racism and Housing.

VFPCIRELADBSE

South Manchester Law Centre, 584 Stockport Road, Longsight, Manchester. Tel: O61 225 5111. CONTACT: Kim Sadler, Chris Hughes, Samora Toure

This Law Centre offers legal advice to both individual tenants and tenants' groups. They have been involved with tower block tenants in campaigns around infestations of vermin, inadequate heating systems, tenant isolation and racial harassment.

V H P B S

South Tyneside Metropolitan Borough Council, Housing Department, South Tyneside House, 1=15 Westoe Road, South Shields, Tyne and Wear, N33 2RL. Tel: O91 455 4334. Contact: Mr. E.F. Derrick.

This Council own six tower blocks in Jarrow and Hebburn . The Council report that they have not posed major management or structural problems therefore they have not had to develop particular expertise or services to deal with them. They do not allocate upper flats to families with children. They have replaced some heating systems with more efficient gas systems, they have sealed asbestos, they carry out measures to deal with infestations and they anticipate dealing with draughty windows and spalling concrete in the future.

V H P A B

London Borough of Southwark, Housing Department, 17-23 Bournmouth Road, Peckham Rise, London SE15. Tel: O1 639 6611. CONTACT: Mr Richie.

The London Borough of Southwark own 97 tower blocks. These blocks contain 8,695 units. The methods of construction used include reinforced concrete and large panel Taylor Woodrow-Anglian System. Southwark have dealt with a range of tower block problems: lifts, heating systems, environment. They have carried out various remedial and improvement works including a major scheme on the Wyndhams Estate. Southwark have a comprehensive policy on asbestos (See Highlight: Asbestos in Tower Blocks) and a policy on racial harassment which promotes the eviction of perpetrators as well as support for victims.

R A

Southwark Group of Tenants Associations, 221 Rye Lane, London SE15. Tel: O1 639 6718. CONTACT: Chris Claridge.

The Southwark Group of Tenants Associations report that there are 5O estates in Southwark which contain tower blocks. They have estimated that there are 89 tower blocks, defined as eight storeys and over, in the Borough. They recently carried out a survey of tower block tenants' groups to find out what problems were being experienced within the blocks. Tenants identified the following problems as serious: inadequate lift maintenance, heating costs, unsuitability of high rise accommodation for the elderly and for children, lack of security, fire safety, inadequate cleaning and caretaking services and noise.

Spectrum, 8 Dunlop Point, West Silvertown, London E16. CONTACT: M Wood.

Spectrum is a community group in West Silvertown in the London Borough of Newham. The group was formed by local people to initiate self-help groups which would promote the social and cultural needs of local people. The overall aim is to bring people of all races together and to try to ensure that black people's needs are represented in the community. Their first major event was a community festival which was staged on a tower block complex and aimed to involve all the residents in order that they might work together positively in the future.

R F I

Stannington Tenants Association, 24 Woodfarm Avenue, Sheffield S6 5LT Tel: O742 33OO 345140. CONTACT: J. Bragg

This Tenants Association represents an estate which includes three 14-storey tower blocks containing 252 one-bedroom flats. The blocks were built by Wimpeys in the mid sixties. This Tenants Association is very active and carried out its own Community Inquiry for which they surveyed their blocks to gather information about all the problems. The Inquiry report formed the basis of a campaign to persuade Sheffield Council to carry out improvements. The Council agreed to carry out a feasibility study to show whether the blocks were worth refurbishing and they have established that it will cost £5m.

H I L A D B S F

Stevenage Borough Council, Housing Department, Daneshill House, Danestrete, Stevenage SG1 1HN. Tel: O438 356133. Contact: Mr. A.J. Curran.

Stevenage Council own five tower blocks, two are 17 storeys high and three are13 storeys. This represents 2.6% of their total housing stock. The 13-storey blocks have a central structural lift shaft core with concrete cantilever cores and cavity brickwork infill external walls. The 17-storey blocks have concrete floors on concrete columns with external cavity brickwork. The Council consider tower blocks to be unsuitable for family accommodation. Several of their blocks are let to single people only. The Council have offerred tenants the opportunity to change from electric underfloor heating to a gas system, they have installed door entry systems and ground floor areas have been furnished and carpeted and public telephones have been installed.

H S

Stockton Law Centre, Old Town Hall, Mandale Road, Thornaby, Cleveland TS17 6AW. Tel: O642 6O5O6O. CONTACT: Housing Worker

The Stockton Law Centre have worked with tower block tenants on the Kennedy Gardens estate in Billingham. The estate includes three blocks. The Law Centre supported tenants in the campaign to have major improvements carried out. The tenants' efforts were successful and an improvement programme including new windows, roofs and heating systems began in 1987.

H

Stockton-on-Tees Borough Council, Environmental Services Department, 16 Church Road, Stockton-on-Tees, Cleveland. Tel: Cleveland 614O21/2. CONTACT: Mr Ridsdale.

Stockton-on-Tees own ten blocks containing 892 flats, this represents 2% of their housing stock. The blocks are of a reinforced concrete structure and in some cases have brick cladding. The Council do not allocate flats to families with children aged ten or under. Each of their blocks has a superintendent living in. Overall they have found tower blocks to be popular and have experienced no problems with them.

Sunderland Borough Council, Housing Department, Town Hall and Civic Centre, Sunderland, Tyne & Wear. Tel: Sunderland 76161. CONTACT: Mr. M. Sowerby

This Council own 25 tower blocks which contain approximately 1,983 flats. This represents 4% of their total housing stock. The methods of construction used include large panel system (Bison, T.W.A.); in situ concrete frames, clad with precast panels; and in situ concrete frames clad with Wimpey "No fines" panels. Families with children are not allocated flats and each block has a caretaker. The Council has tackled a number of problems, they have replaced heating systems, renewed lifts and installed camera linked entry phone systems. All flats housing elderly tenants are connected to the Community Care Alarm System whose mobile wardens will provide assistance.

H L S

City of Swansea, Housing Department, The Guildhall, Swansea, West Glamorgan. Tel: O792 5O821. CONTACT: Mr Smith, Assistant Director.

Swansea own 13 tower blocks, which represent 4.5% of their housing stock. The Council does not house children under 18 in the blocks and couples who have children in blocks are given a priority transfer. A large percentage of the tower block tenants are pensioners, there have been tensions recently in blocks between older and younger tenants. Swansea report that they have replaced all their underfloor heating systems with gas central heating, they have carried out some environmental improvements, and have improved security by appointing block managers who are responsible for the security and welfare matters in each block. Their entry phone systems are being updated and they are using closed circuit T.V. systems. A structural review of the blocks has been carried out and necessary repairs undertaken. (See Highlight: Entrances and Exits: How can we make them secure and welcoming?)

F E L D B S

System Built Tenants Action Group, c/o Shelter, Charlton House, 36 Hunslet Road, Leeds LS1O 1JN. Tel O532 451460. CONTACT: R J Barr.

Tenants of large panel system built properties in Leeds have got together to form the System Built Tenants Action Group (S.T.A.G.). This Association was formed in response to the number of problems being experienced by tenants of Leeds' 24,OOO system built properties.The group have produced a very useful report which includes information about what system building is, about a number of campaigns that have taken place on system built estates in Leeds over the years, and which contains a guide to relevant organisations and useful publications.

B

System Built and Tower Block Project Ltd., 6 Avon House, Coverdale Crescent, Longsight, Manchester M16 4DJ. Tel: O61 273 2643. CONTACT: Martine Tommis.

This national project is managed by a joint committee of tenants' representatives and local councillors from all over the country. Their work is concerned with the problems of system built homes and tower blocks. They provide a broad range of services to tenants' groups and local authorities. They collect and monitor relevant information, they publish a regular newsletter, evaluate research by others and carry out their own research, they examine and evaluate remedial work schemes, organise seminars, exhibitions and conferences, and make representations to appropriate individuals or bodies. They are funded through grants from Councils. They are working to promote solutions to the problems of system built homes and to support others pursuing these solutions, whether they be remedial works or demolition.

V H A B

Technical Services Agency, 21 Duke Street, Glasgow G4 OUL. Tel: O41 552 8557. CONTACT: David Murray.

The Technical Services Agency (T.S.A.) provides a full range of architectural services for its member groups. T.S.A. serves the Strathclyde region and has 2OO members. The membership is made up of groups such as, tenants' groups, community councils, community centres, groups for people with disabilities and information centres. Their services are generally free to members. T.S.A. will produce technical reports for groups, designs for new buildings, and make proposals for conversion or refurbishment works. An example of their work with tower blocks is their reports on dampness and condensation for the Queen Elizabeth Square Tenants Association. They also carry out information and educational back-up work by organising a variety of training sessions. They describe their aim as to "demystify the technicalities of the issues they investigate, and by doing so, enable our client groups to fully grasp the true nature of the problems they face." The T.S.A. also draws on legal and other specialist outside services when they are needed.

V H C F I L D B S F

Tenants Lobby Group,103c Shaws Road, Belfast BT11 9PS. Tel: Belfast 617334. CONTACT: William Pollock

The Tenants Lobby Group was formed initially by four tenants' associations in Belfast who were concerned about the1984 Rent Scheme. Rents are calculated on a points scheme. The group is campaigning to get tower block tenants the same rent concessions that other tenants are allowed for having a shared access. Their protest has so far won some concession but they are continuing to campaign for equal treatment.

Theories at The Bottom of the Garden, 111 Shepherdess Walk, Hackney, London N1. Tel: 254 7186 or 25O 3276 Contact: Jerry Cooper

Theories at The Bottom of the Garden is a 'design and build landscape partnership.' They are involved in landscaping and environmental work and offer a range of services including: production of feasibility studies and reports, presentation of costed designs and specifications, using landscape to create a play facility, constructing and erecting play equipment, landscaping for community gardens, general hard and soft landscaping, organising and setting up exhibitions and events. Theories are committed to the improvement of the 'living environment' from within the community and seek to support and work with projects which share this aim. (See Highlight: "The Dragon Garden" — An Environmental Improvement Project)

F E

Three Rivers District Council, Department of Housing and Estates, 46 High Street, Rickmansworth, Herts, WD3 1EJ. Tel O923 776611. CONTACT: Mr J Park, Director.

Three Rivers District Council own two seven-storey tower blocks, which represent a minute proportion of their housing stock. The blocks are fitted with entry phone systems and are used as general family accommodation.

Tottenham Bus Group, 628 High Road, Tottenham, London N17. Tel: O1 8O1 O962. CONTACT: Lynne Hovell.

The Tottenham Bus Group use a converted double decker to provide parent and carer drop-in sessions for under fives in areas that are without such services. Their aim is to get a group of users together and to work for the provision of permanent facilities. They serve two tower block estates: Northumberland Park and Broadwater Farm. The Bus Group have found that adults on tower blocks estates often feel isolated and that they are concerned that this is not a good basis for child care. They are also worried that children have "nowhere to let off steam in the open in safety."

V H C R L D

Tower Block Action Group, 18 Kingsland House, North Front, Southampton SO1 1LJ. Contact T.R. McDonald

There are 15 tower blocks in Southampton. This Tenants Action Group is primarily concerned with three, 15-storey, Reema tower blocks which have been found to be structurally unsound. The blocks are of a scissor design. The tenants campaigned while living in these blocks first of all for recognition by the Council and then for a thorough structural survey. Once this survey revealed serious faults they worked to get tenants moved to suitable accommodation and to get appropriate compensation. The three blocks are now empty and the group is concerned to ensure that the remedial works are carried out properly, with tenant involvement.

V H P C I E D B S F

London Borough of Tower Hamlets, Housing Department, 255-279 Cambridge Heath Road, London E2 OHQ. Tel: O1 739 4344. CONTACT: Mr. Tomlinson, Head of Housing Strategy.

The London Borough of Tower Hamlets own approximately 6,OOO high rise units. The methods of construction used include large panel Bison System blocks (seven blocks), large panel Jesperson 12M System, large panel Taylor Woodrow-Anglian System (seven blocks), and large panel Wates System (one block). They own one tower block which has been emptied because of asbestos. While the asbestos is being dealt with the Council are also renewing the heating and cladding.

Tower Hamlets Law Centre, 15 Hughes House, Septre Road, Bethnal Green, London E2. Tel: O1 791 O741. CONTACT: Dawn Wheeler.

Tower Hamlets Law Centre offers advice and information on a range of issues including housing, employment, welfare rights and immigration. They provide advice for individuals as well as working with a variety of community and tenants' groups in the London Borough of Tower Hamlets. They are currently supporting 11 tower block tenant groups in their efforts to get asbestos removed. They have supported campaigns by tenants to get their blocks designated 'hard to heat' by the D.H.S.S. They have also actively supported people who are being racially harassed. They employ a Bengali Race and Housing Lawyer and a Bengali Community Housing Worker.

A R

Tower Hamlets Tenants Federation, Oxford House, Derbyshire Street, Bethnal Green, London E2 6HG. Tel: O1 739 6778. CONTACT: Jill Pita.

Tower Hamlets Tenants Federation is an umbrella group for tenants associations in the London Borough of Tower Hamlets. They offer advice and support to tenants groups on a wide range of issues including asbestos, dampness, condensation, repairs and building defects. The funding to the group was severely cut by the Council in 1987 but the group has managed to raise the necessary funds to continue.

Trafford Metropolitan Borough Council, Housing Department, Town Hall, Talbot Road, Stretford, Manchester M32 OYT. Tel: O61 872 21O1 CONTACT: Mr Young

Trafford own 12 tower blocks which contain one- and two-bedroom

flats. They have nine 14-storey blocks which contain 88 flats each, one 22-storey block which contains 132 flats, one 15-storey block which contains 120 flats and one seven-storey block which contains 28 flats. This represents 8% of their total housing stock. All of the blocks are constructed of concrete frames with brick cladding. Trafford consider these blocks to be an integral part of their housing stock. They report that radical management initiatives are currently being considered in order to respond to recent social changes and to the associated decline in the popularity of the blocks. They are planning to extend localised management, tenant involvement, local accountability, to speed up repairs, increase privacy and improve security. The caretaking services have been radically reviewed with emphasis now on 24 hour cover, T.V. surveillance, improved cleaning methods and localised supervision.

HPCLDBSF

Trellick Tower Residents Association, Trellick Tower, 5 Golborne Road, Kensington, London W1D 5UU. Tel: 968 4236 Contact: Patricia Williams

This Residents Association represents the 3O-storey Trellick Tower, which is in the Royal Borough of Kensington and Chelsea. The block contains 217 flats with one, two and three bedrooms. The Association aims to improve the quality of life in the block for its residents. They have been mainly concerned with problems arising from the design of the block and with inadequate lifts and heating systems. Asbestos has been removed. A number of fires have broken out; a serious fire occurred in the block in October 1987. The Association has worked to improve the consultation process between housing management and tenants and a joint management group has been set up for the block. The Residents Association produce a newsletter called "Tower View".

VBLAS

Trowbridge Estate Tenants Association, c/o 5O Berkshire Road, Hackney Wick, E.9 5LU. Tel: 986 O281 CONTACT: A Toye

This long established Tenants Association represents an estate including seven 19-storey tower blocks. The blocks are of the Cebus System of construction. The majority leaked very badly from the day they were built and the tenants have used a wide variety of tactics to get their major structural problems taken seriously. They were warning of the dangers of Calor Gas in system built blocks ten years ago. After 18 years they succeeded in getting the agreement of Hackney Council to demolish the blocks over a set period. As the result of their experience the Tenants Association believe that tower blocks are not a suitable form of housing and that the only answer is demolition.

HPCLABBSF

Tustin Estate Tenants & Residents Association, 27 Graemere Point, Tustin Estate, Old Kent Road, London SE15 1DT. CONTACT: Mr. Fen Jensen.

This Association represents an estate in the London Borough of Southwark which includes three 18-storey tower blocks. The blocks contain four one and two bedroomed flats per floor. They were built by the G.L.C. in 1964 and are of slab construction. The Association feel that the blocks have been ignored for 2O years. They are primarily concerned with the related problems of dampness, condensation and inadequate heating systems.

HPBLDBSF

Vauxhall Community Law Centre, Silvester Street, Liverpool 5, Merseyside. Tel: O51 2O7 2OO4 CONTACT: Charlie Frays.

This law centre provides advice and information on tenants' rights, housing issues and welfare rights. They are based in an area which contains several tower blocks. The blocks are generally tall, over 2O storeys. Many blocks around the Law Centre have been or are going to be demolished. Demolition has taken place for both social and structural reasons, the Council found the blocks too expensive to repair and maintain. Many problems were experienced with the blocks including inadequate heating systems, dampness, fires, vandalism, lack of security, and collapse of flat roofs in rain and snow. Most of the remaining blocks in the area are let to elderly people. Some of these blocks are being improved and modernised. They have also been fitted with entry phones and fenced in. The Vauxhall Community Law Centre has taken up the cases of individuals in tower blocks who have lost their possessions as the result of flooding caused by vandalism. In such circumstances the landlord is not legally responsible for the damage. The Law Centre has been arguing that individual tenants cannot always obtain insurance(they may be unemployed or live in high risk areas) and therefore should be able to obtain compensation from the Council.

Victoria Centre Tenants and Residents Association, 4-2O Victoria Centre, Nottingham NGI 3PA. Tel: Nottingham 473534 CONTACT: Glynis Johnston.

The Victoria Centre Tenants and Residents Association (V.I.C.T.A.) has been active on a number of issues on their estate including heating, security and black mould. With the support of the Nottingham Heating Project they carried out a temperature survey which convinced the Council that their heating system was inadequate. The City Council has employed gardeners to work on the roof gardens on the estate. V.I.C.T.A. have an office in one of the blocks. They also experience problems on the estate with a lack of community facilities, with inadequate car parking, with tenant isolation and with the throwing of rubbish out of windows.

HDSF

Victoria Point Tenants Association, Victoria Road, Plaistow, London E13 AOH. Tel: O1 471 O579. CONTACT: Mr. Stan Rose.

This Tenants Association represents Victoria Point in the London Borough of Newham. This is a 15-storey tower block containing 6O flats. The block is constructed from in situ concrete. It has recently been refurbished and has had an entry phone installed. There is a tenants' room on the ground floor which is the base for the Tenants Association. "This room is the mainstay of the whole block, without it tenants would be completely isolated", explains the Chair. The group hold bingo sessions regularly which raise the funds for a variety of social activities. The Association was founded 2O years ago and since then has worked on many issues and used many different tactics including reporting the Council to the ombudsman twice.

HLBS

Voluntary & Christian Service Housing Association 195-7 Victoria Street, London SW1E 5NE. Tel: O1 828 O361 CONTACT: S. Lourie.

This Housing Association provides housing for elderly people and warden assisted sheltered accommodation. They have flats to rent and to buy.

E

City of Wakefield Metropolitan District Council, Housing Department, Civic Centre, Ferrybridge Road, Castleford WF1O 4JH. Tel: O977 556555 CONTACT: Mrs. P. Hirst.

Wakefield Council own ten tower blocks. The methods of construction used include reinforced concrete frame with brick infill and reinforced concrete frame with precast concrete panels and brick infill. These blocks contain 62O flats in total, which represents 1.5% of their housing stock. The Council have experienced few problems with their blocks, they believe this is due to the management decisions they took early on, principally that families with children would not be housed in them. Many of the tenants are elderly and one block has had the lower five floors converted into a 'very sheltered unit'. The installation of entry phones has dealt with security and vandalism problems. Dampness and condensation problems arose due to poor insulation and inadequate heating. Heating systems were improved and walls were insulated; the tenants of three blocks refused to have this work carried out.

DS

Walsall Metropolitan Borough Council, Civic Centre, Darwall Street, Walsall WS1 1XU. Tel: Walsall 21244. Mr Phillips.

There are 62 tower blocks in Walsall which contain 3,442 flats. These flats are mostly two bedroomed. The main method of construction is that of concrete panel, with a few blocks having brick cladding. The Council has a lettings policy which allows only single people under pensionable age to live above the tenth floor. They have a block for 'mature people' which has been provided with a community centre and warden. They are currently considering designating more 'mature blocks'. The Council have reviewed heating systems and insulation in certain blocks. Metal window frames have encouraged dampness and condensation and a renewal programme has been undertaken. Door entry systems were installed where security problems existed.

HDBSF

London Borough of Waltham Forest, Housing Department, West Block Annexe, Forest Road, Walthamstow E17. Tel: O1 527 5544. CONTACT: Stephanie Al-Wahid.

Waltham Forest own 25 tower blocks. The methods of construction used were large panel Camus, BRS and Wates systems and in situ concrete. They are currently carrying out a detailed examination of the structure and fabric of their large panel blocks. A comprehensive social survey is also being carried out for them by the London Research Centre, detailed hour-long interviews are taking place with over 1,5OO tenants. A large panel construction team has been created to oversee this work. The team is to assess the structural integrity and expected life of large panel buildings and to work out the cost of remedial and strengthening measures. The Council is to carry out some work in the short term to alleviate poor living conditions. The Council are deeply concerned by the estimated cost of dealing with the defects and creating reasonable homes and environments. They expect to have to consider the option of demolition.

VHPCEABBSF

Waltham Forest Police Monitoring Group, 15 Eastfield Road, London E17. Tel: O1 52O 4333. CONTACT: Mr F Khan.

The Waltham Forest Police Monitoring Group offer help and support to people who are being racially harassed. They have found that the incidence of racial harassment is higher on tower block estates.

R

Waltham Forest Tenants Federation, Greater London House, 547-551 High Road, Leytonstone, London E11 4PB. Tel: O1 558 6O21. CONTACT: Keith Rayner/Nigel Gansell.

The Federation reports that the London Borough of Waltham Forest own 31 tower blocks, 2O of which are of large panel system construction and 11 of which are of in situ concrete construction. The Federation has 6O affiliated members, about 13 of which represent tower block estates. They have published documents on Housing Finance in the Borough and on privatisation.

PBE

London Borough of Wandsworth, Housing Technical Services, Town Hall, Wandsworth High Street, London SW18 2PU. Tel: O1 871 6OOO CONTACT: Mr Roy Evans.

The London Borough of Wandsworth own 121 tower blocks of six storeys and over. The methods of construction used include reinforced concrete and large panel Reema System (two blocks), large panel Taylor Woodrow-Anglian system (three blocks), large panel Bison system (two blocks) and large panel Jesperson 12M system (14 blocks). The three Taylor Woodrow-Anglian blocks, on the Argyle Estate in Wimbedon Parkside, are currently being emptied and will be demolished.

Warrington Borough Council, Housing Services Department, Bank House, Sankey Street, Warrington. Tel. Warrington 35961. CONTACT: Mrs W. J. Hart.

Warrington own two tower blocks: one large panel Bison System block contains 82 flats and the other, of Wimpey "No fines" construction, contains 48 flats. This represents 1% of the housing stock. The Council experience few problems with these blocks. Flats are not let to families with children under ten.

Sam Webb, Walnut Tree Cottage, 68 Shalmsford Street, Chartham, Canterbury, Kent CT4 7RH Tel: O227 738296 CONTACT: Sam Webb

Sam Webb is an independent architect who has been involved for twenty years in trying to solve the problems of tower blocks. Sam took part in the Inquiry into the collapse of Ronan Point in 197O. He has worked with tenants groups all over the country as well as having been employed as a consultant by several councils. His involvement in the campaign to uncover the defects in Ronan Point and to have it demolished was crucial. His investigation and research into the structural problems of large panel system built tower blocks is felt by many to have been instrumental in encouraging the Government to instruct the Building Research Establishment to carry out its own national structural inquiry. (See Highlight: The Demolition of Ronan Point)

HCELABBSF

West End Resource Centre, 85 Adelaide Terrace, Newcastle-Upon-Tyne NE4 8BB. Tel: 091 2731210. CONTACT: Kenny Bell.

West End Resource Centre provide support and advice to tenants' associations. They have been involved with the Cruddas Park Tenants Association which represents ten tower blocks. Campaigns have taken place around district heating systems, security and tenants plans for the general upgrading of their blocks.

HEDSF

West Kentish Town Estate Tenants Association, 55 Hawkridge, Weedington Road, London NW5 4SA. Tel: 482 O638/O1 485 9O61 CONTACT: Mr. F.G. Mann.

This Tenants Association represents one 14-storey and one ten-storey block comprising 71 flats, in the London Borough of Camden. The blocks are large panel Reema System of construction. The Tenants Association believes that "individual flats are not disliked by tenants but that the problems of living in a tower block are many and varied". The Tenants Association has campaigned to improve conditions on the estate and have been very involved in the structural issues of large panel built blocks. The tenants commissioned architect Sam Webb to advise them when the Council installed a gas central heating system in the Hawkridge tower block. The block is being emptied because of concerns about the ability of the building to withstand an explosion. As Camden do not have the resources to carry out the necessary remedial works they have decided to sell the block.

VBIELBSF

London Borough of Westminster, Housing Department, 83 Victoria Street, London SW1. Tel: O1 798 2EO6. CONTACT: Mr England, Director.

The London Borough of Westminster own 35 tower blocks. The methods of construction used include in situ concrete, load bearing brick and large panel systems. A number of major works are being carried out on the blocks. In Housing District Three, six blocks on two estates are having their heating systems replaced, repairs to spalling concrete, insulation installed, windows replaced and communal areas upgraded. In Housing District One, where there are 26 blocks, work is being carried out to deal with leaking roofs, warped and rotting windows and spalling concrete.

H

Whitfield Multi Residents Association, Communal Lounge, Whitfield Court, Dundee. Tel: O382 5O3211 or 5O1O97 CONTACT: Mrs. Sandra Thompson

This Residents Association represents four 15-storey blocks. There are 9O flats in each block. The blocks are of the Crudens Skarne System of construction. There are four family flats and two pensioners/single persons flats on each floor. The blocks have gas for heating and cooking; the gas installations are checked every six months. The Association runs a community lounge at the bottom of one of the blocks. They organise a range of social and campaigning activities from the community lounge. Facilities for children have been improved, an entry phone system installed and asbestos has been removed. Their relationship with Dundee Council and with their local housing office is good.

FPCILAS

Wigan Metropolitan Borough Council, Housing Department, 5O Milligate, WIGAN WN1 1YD. Tel: 0942 827404. CONTACT: Nell Litherland.

Wigan Council own ten tower blocks, all their blocks are between ten and 13 storeys high. The blocks contain 984 flats which represents 2.9% of their housing stock. Three blocks are of the large panel Bison System of construction and one block was built by Wimpeys. The ten blocks are divided between two estates, seven on one and three on the other. The seven blocks close to the town centre are in demand, they are occupied largely by elderly people. The three blocks are less popular and 'can often only be let to younger single people'. Each block has a full-time residential caretaker, a cleaning service and a controlled access system. Inadequate heating systems have been replaced with electric block storage heaters in selected blocks. Some building defects have been found, such as spalling concrete. The Council have carried out investigative surveys and short-term repairs.

HDBS

Stephen Willats, 5 London Mews, London, W2 1HY. Tel: 01 262 3032.

Stephen Willats is an artist who works with a variety of groups including tower block tenants. He believes that tower blocks are a significant symbol of modern life. His work brings residents together, often for the first time. He began working on tower block estates in 1962 and has recently worked in Hounslow and in Leeds. He is going on to work in Newcastle's Bewick Court. He has written a book 'City of Concrete'. (See Highlight: Our Art — The Work of Stephen Willats)

I

Royal Borough of Windsor & Maidenhead, Housing Department, York House, Sheet Street,Windsor, Berks. Tel: Windsor 868111. CONTACT: R.P. Collins.

Windsor and Maidenhead Council own five tower blocks. Four of the blocks are eight storeys high and contain 192 flats, they are of Wimpey construction on a Bison frame. The other block is ten storeys high, contains 60 flats and is of large panel Bison System construction. These blocks represent 3% of the housing stock. The Council describe the flats as "in good condition, providing good quality housing" and as "easy to let". The Council have dealt with faulty heating system's, underfloor heating has been replaced by storage heaters. They have also experienced building defects and remedial works have been carried out.

HB

Wirral Borough Council, Department of Housing & Environmental Health, Westminster House, Hamilton Street, Birkenhead, Wirral, Merseyside. Tel: 051 647 232O. CONTACT: Mr Lampkin.

There are 32 tower blocks of between eight and 14 storeys in the Wirral. The blocks contain 2,102 flats which represents 8.4% of the total housing stock. The methods of construction used include in situ concrete (eg. Prometo), Wimpey "No fines" and large panel Crudens and Bison Systems. The Council report that it has used Housing Investment Programme and Inner Area Programme funding to improve the quality of life in its tower blocks. Two tower blocks were completely refurbished and adapted to use as warden assisted accommodation for the elderly. Another block has been furnished to "provide comfortable accommodation for mature single people and couples." Other blocks are currently being examined to see what improvements could be made. They have a general policy not to house young children in blocks wherever possible.

HPCELDBSF

Woodpecker Neighbourhood Association, c/o 87 Naseby Tower, Desmond Street, London SE14 6JT. CONTACT: Benjamin Beck.

The Woodpecker Neighbourhood Association represents an estate in the London Borough of Lewisham which includes eight tower blocks. Three of the blocks are 23 storeys and five are 14 storeys, together they contain 556 flats. The method of construction used was large panel Crudens Skarne System. They were built in the early 197Os. This Association have campaigned on a number of issues. They succeeded in getting the estate designated 'hard to heat' by the D.H.S.S. The Council agreed to carry out a survey for asbestos after they presented a report to the Council, which they prepared with the London Hazards Centre. A pilot concierge scheme is due to start and the community facilities are to be revamped. Rentokil were taken on as consultants to deal with insect pests. The landscape has been improved, the main road has been pedestrianised and murals painted. The Association is trying to get the co-operation of the Council in setting up an estate management committee.

VPABLEASF

Worcester City Council, Farrier House, Farrier Street, Worcester WR1 3ES. Tel: 0905 723471. CONTACT: Tim Horsley.

Worcester City Council has three 13-storey tower blocks situated on one estate. They were built by Tarmac and have a concrete and steel frame with brick infill panels. Two of the blocks contain 49 flats and the other contains 50 flats. This represents just over 2% of their housing stock. The blocks have had structural and maintenance problems which the Council anticipates will continue. New roof coverings, windows and doors have been fitted. Problems remain with wall ties. Entry phones are due to be installed. The blocks have been used for some time to house 'older and elderly tenants'. The Council installed a community alarm system and are now turning the blocks into sheltered accommodation.

HIEDBSF

GLOSSARY OF STRUCTURAL TERMS

In situ concrete is concrete which is poured into a mould on site. When the concrete sets the mould is removed.

Reinforced concrete is concrete which is strengthened with embedded steel bars. This term is used by some authorities to mean in situ concrete.

Steel frame blocks have steel columns and beams which carry the weight of the the building and its contents.

Large panel system buildings are those which were assembled on site using precast panels. These panels carry the weight of the building and its contents.

Traditional is used by some authorities to describe blocks which are not large panel systems, blocks which are constructed with a steel or reinforced concrete frame or with load-bearing bricks.

Slip-form concrete is a form of in situ concrete.

No fines concrete is concrete which contains no sand.

Enveloped blocks are those which have had a form of cladding or screen put round them with the intention of keeping rain out.

LARGE PANEL SYSTEMS IN GREAT BRITAIN

Anglia
Balency
Basingstoke Development Group
Beale and Son
Belfry
Bison
Bryant
Camus
Carlton
Cebus
Conclad (Reema)
Fram
Fram/BRS
Gerrard "Incon"
GLE
Gregory
Housing Development Construction
HSSB (Lindsay Parkinson)
Laing/BRS
Larsen and Neilson (TWA)
Lecaplan
Metracon
MFC (Moss and Sons)
Modus
NCB
PAC (Trollope and Colls)
Reema
Ridgway
SB2
Skarne
Southend 3M
Spacemaker (Shepherd)
Stubbings Ind. Low Rise
Sundh
Tracoba
Trentros
Wates
(XW Selleck Nicholls)
YDG Mark 1
12M Jesperson
Local Authorities own: Dudley

Information supplied by the Building Research Establishment

GEOGRAPHIC LISTING

GREATER LONDON

Bangladesh Youth Approach
London Bor. of Bexley
Bickerdike Allen Partners
London Bor. of Brent
Brent Fed. of Tenants & Res. Assoc.
Broadmead Estate Comm. Assoc.
Broadmead Family Centre
Broadwater Farm Res. Assoc.
London Bor. of Bromley
Bus Stop Theatre Co. Ltd.
London Bor. of Camden
Camden Fed. of Tenants
Canada Estate Tenants Assoc.
City of London
Comm. Architecture Info. Services
London Bor. of Croydon
Dame Colett House
Darnley House Res.
Deptford Housing Aid Centre
Dickens Estate Tenants Assoc.
Doddington & Rollo Comm. Assoc.
London Bor. of Ealing
Emergency Exits Arts
Energy Conservation and Solar Centre
London Bor. of Enfield
Estate Activities
Fed. of Lewisham Tenants & Res. Assoc.
Ferrier Action Group
Gascoyne Tenants Assoc.
London Bor. of Greenwich
Greenwich Fed. of Tenants & Res. Assoc.
Greenwich Housing Rights
London Bor. of Hackney
Hackney College
Hackney Heating Project
London Bor. of Hammersmith & Fulham
Hammersmith & Fulham Law Centre
London Bor. of Haringey
Havering Fed. of Tenants Assoc.
Heston Farm Res. Assoc.
London Bor. of Hillingdon
Holly Street Development Assoc.
Hornimans Adventure Playground
London Bor. of Hounslow
London Bor. of Islington
Lambeth Plannning Resource Centre
Large & Associates
Leather Gardens Tenants Group
Ledbury Tenants Assoc.
Lethbridge Tenants Assoc.
London Bor. of Lewisham
London Adventure Playgrounds Assoc.
London Asbestos Action Campaign
London Energy & Emp. Network
London Hazards Centre
London Bor. of Merton
Merton Comm. Bus Project
Morris Walk Tenants Assoc.
Mountmorres Tenants Assoc.
Neighbourhood Advice Centre
Newcross Playbus Assoc.
London Bor. of Newham
Newham Tower Blocks Campaign
North Kensington Law Centre
North Lewisham Law Centre
Oak Tree Community Centre
Ocean Estate Tenants Assoc.
Peckham Settlement
Pellant Road Tenants Assoc.
Priory Court Tenants Group
London Bor. of Redbridge
London Bor. of Richmond
Safe Neighbourhood Unit
Smeta & People for People
Spectrum
St. Mary's & St. George's Tenants Assoc.
South Islington Law Centre
London Bor. of Southwark
Southwark Group of Tenants Assoc.
Theories at the Bottom of the Garden
Tottenham Bus Group
London Bor. of Tower Hamlets
Tower Hamlets Law Centre
Tower Hamlets Tenants Fed.
Trellick Tower Res. Assoc.
Trowbridge Estate Tenants Assoc.
Tustin Estate Tenants & Res. Assoc.
Victoria Point Tenants Assoc.
London Bor. of Waltham Forest
Waltham Forest Police Monitoring Group
Waltham Forest Tenants Fed.
West Kentish Town Tenants Assoc.
London Bor. of Westminster
Woodpecker Neighbourhood Assoc.

MERSEYSIDE AND CHESHIRE

Crewe & Nantwich Bor. Council
Fender Valley Tenants Assoc.
Knowsley Met. Bor. Council
Liverpool City Council
Liverpool Council for Voluntary Service
Olive Mount Res. Assoc.
Sefton Met. Bor. Council
Vauxhall Community Law Centre
Wirral Bor. Council

THE MIDLANDS

Banger & Keele Res. Assoc.
Birmingham Council Estates Project
Birmingham City Council
Birmingham Settlement
Birmingham Tenants Fed.
Bradfield & Greenfield House Assoc.
Community Energy Research
Coventry City Council
Coventry Resource & Info. Service
Coventry Trades Council
Coventry Workshop
Druids Heath Tower Blocks Assoc.
Gloucester City Council
Goscote House Tenants Assoc.
Hillfields Community Flat
Leicester City Council
Lincoln City Council
Magic Carpet Playbus Project
Bor. of Milton Keynes
Nottingham City Council
Nottingham City Tenant & Res. Assoc.
Pleck Community Assoc.
Racial Attacks Monitoring Project
Bor. of Sandwell
Shelley & Browning Tower Action Group
Solihull Met. Bor. Council
Victoria Centre Tenants & Res. Assoc.
Walsall Met. Bor. Council
Worcester City Council

NATIONAL

Assoc. of Comm. Technical Aid Centres
Building Research Establishment
CASE — UK
Community Projects Fund
Estate Action
Fed. of Black Housing Orgs.
Health and Housing Group
Housing Studies Group
Land Use Research Unit
National Children's Bureau
National Housing Liaison Ctte
National Playbus Assoc.
People's Asbestos Action Campaign
Sam Webb
Services to Comm. Action & Trade Unionists
System Built & Tower Block Project
Voluntary & Christian Housing Assoc.
Stephen Willats

NORTH EAST

Cruddas Park Tenants Assoc.
Gateshead Law Centre
Gateshead Met. Bor. Council
Middlesborough Bor. Council
Neighbourhood Energy Action
Newcastle Upon Tyne City Council
Newcastle Tenants Fed.
North Tyneside Met. Bor. Council
South Tyneside Met. Bor. Council
Stockton Law Centre
Stockton—on—Tees Bor. Council
Sunderland Bor. Council

GEOGRAPHIC LISTING

THE NORTH WEST

Bolton Met. Bor. Council
Fed. of Assoc. on Manchester Estates
Hulme Project
City of Manchester
Manchester Shelter
Oldham Resource & Info. Centre
Rochdale Met. Bor. Council
South Manchester Law Centre
Trafford Met. Bor. Council
Warrington Bor. Council
Wigan Met. Bor. Council

NORTHERN IRELAND

Divis Res. Assoc.
Northern Ireland Council for Vol. Action
Northern Ireland Housing Executive
Northern Ireland TPAS
Tenants Lobby Group

SCOTLAND

City of Aberdeen Dist. Council
Assist Architects Ltd.
Balgrayhill Tenants Assoc.
Dumbarton District Council
Dundasvale Res. Club
City of Dundee District Council
City of Edinburgh District Council
Edmiston Res. Assoc.
Falkirk District Council
Flats Fight Back
Glasgow Council of Tenants Associations
Glasgow District Council
Glasgow Shelter
Glenbarr Street Social Services
Glenrothes Development Corp.
Hamilton District Council
Heatwise Glasgow
Miles Horsey
Inverclyde District Council
Kennishead Tenant Management Coop.
Kyle and Carrick District Council
Lauriestion Community Council
Monklands District Council
Motherwell District Council
Perth and Kinross District Council
Roystonhill Tenants Assoc.
Scottish Special Housing Assoc.

GEOGRAPHIC LISTING

Scottish Tenants Organisation
Scottish TPAS
Sighthill Community Council
Technical Services Agency
Whitfield Multi Res. Assoc.

SOUTH AND SOUTH EAST AND EAST ANGLIA

Eastbourne Bor. Council
Harlow District Council
Hastings Bor. Council
Luton Bor. Council
Stefan Muthesius
North Bedfordshire Bor. Council
Reading Bor. Council
Reigate & Ranstead Bor. Council
Rochester upon Medway
Barry Russell
Slough Bor. Council
City & District of St. Albans
Stevenage Bor. Council
Three Rivers District Council
Tower Block Action Group
Royal Bor. of Windsor & Maidenhead

SOUTH WEST

Bristol City Council
Bristol Settlement
Exeter City Council
Restormel Bor. Council

WALES

Delyn Bor. Council
Merthyr Tydfil Bor. Council
Swansea City Council

GEOGRAPHIC LISTING

YORKSHIRE AND HUMBERSIDE

Norman Arnold & Eddy Walker
City of Bradford Met. Council
Calderdale Met. Bor. Council
Claywood Tenants Assoc.
Deane Tenants Assoc.
Great Grimsby Brough Council
Hull City Council
Hull Independent Housing Aid Centre
Hyde Park Community Action
Hyde Park Res. Assoc.
Leeds City Council
Leeds Energy Advice Project
Leeds Shelter
New Wortley Community Assoc.
Norfolk Park Tenants & Res. Assoc.
Raynville & Musgrave Comm. Assoc.
Sheffield City Council
Sheffield Fed. of Tenants & Res. Assoc.
Stannington Tenants Assoc.
System Built Tenants Action Group
City of Wakefield Met. Dist.Council

ISSUE LISTING

COCKROACHES/ OTHER VERMIN

Balgrayhill Tenants Assoc.
Brent Fed. of Tenants & Res. Assoc.
Bristol City Council
Broadwater Farm Res. Assoc.
Calderdale Met. Bor. Council
City of London
Claywood Tenants Assoc.
Coventry Trades Council
Coventry Workshop
Divis Res. Assoc.
London Bor. of Ealing
London Bor. of Enfield
Gateshead Met. Bor. Council
London Bor. of Greenwich
Greenwich Housing Rights
London Bor. of Hackney
London Bor. of Hammersmith & Fulham
London Bor. of Haringey
Havering Fed. of Tenants Assoc.
Health and Housing Group
Heston Farm Res. Assoc.
Holly Street Development Assoc.
London Bor. of Hounslow
Hyde Park Community Action
Hyde Park Res. Assoc.
London Bor. of Islington
Laurieston Community Council
Leather Gardens Tenants Group
Ledbury Tenants Assoc.
Leicester City Council
London Bor. of Lewisham
Liverpool City Council
London Hazards Centre
Neighbourhood Advice Centre
Newcrest Playbus Assoc.
London Bor. of Newham
Newham Tower Blocks Campaign
Norfolk Park Tenants & Res. Assoc.
North Bedfordshire Bor. Council
North Kensington Law Centre
Peckham Settlement
Sefton Met. Bor. Council
Sheffield City Council
Sheffield Fed. of Tenants & Res. Assoc.
Slough Bor. Council
Smeta & People for People
South Islington Law Centre
South Manchester Law Centre
South Tyneside Met. Bor. Council
System Built & Tower Block Proj. Ltd
Technical Services Agency
Tottenham Bus Group
Tower Block Action Group
Trellick Tower Res. Assoc.
London Bor. of Waltham Forest
West Kentish Town Tenants Assoc.
Woodpecker Neighbourhood Assoc.

ISSUE LISTING

INADEQUATE HEATING SYSTEMS

City of Aberdeen Dist. Council
Norman Arnold & Eddy Walker Arch.
Assist Architects Limited
Assoc. of Comm. Technical Aid Centres
Banger & Keele Res. Assoc.
Bangladesh Youth Approach
London Bor. of Bexley
Bickerdike Allen Partners
Birmingham City Council
Birmingham Council Estates Proj.
Birmingham Tenants Fed.
City of Bradford Met. Council
Brent Fed. of Tenants & Res. Assoc.
Bristol City Council
Broadwater Farm Res. Assoc.
Building Research Establishment
Calderdale Met. Bor. Council
London Bor. of Camden
Camden Fed. of Tenants
Claywood Tenants Assoc.
Community Energy Research
Coventry Trades Council
Coventry Workshop
London Bor. of Croydon
Deane Tenants Assoc.
Delyn Bor. Council
Divis Res. Assoc.
Druids Heath Tower Blocks Assoc.
Dumbarton Dist. Council
Dundasvale Res. Club
City of Dundee Dist. Council
London Bor. of Ealing
Eastbourne Bor. Council
City of Edinburgh Dist. Council
Energy Conservation & Solar Centre
London Bor. of Enfield
Exeter City Council
Falkirk Dist. Council
Fed. of Lewisham Tenants & Res. Assoc.
Fender Valley Tenants Assoc.
Flats Fight Back
Gascoyne Tenants Assoc.
Gateshead Met. Bor. Council
London Bor. of Greenwich
Greenwich Housing Rights
London Bor. of Hackney
Hackney Heating Project
London Bor.of Hammersmith & Fulham
London Bor. of Haringey
Harlow Dist. Council
Havering Fed. of Tenants Assoc.
Health & Housing Group
Heatwise Glasgow
Heston Farm Res. Assoc.
Hillfields Community Flat
Holly Street Developments Assoc.
London Bor. of Hounslow
Hulme Project
Hyde Park Community Action
Hyde Park Res. Assoc.
Inverclyde Dist. Council
London Bor. of Islington
Knowsley Met. Bor. Council
Ledbury Tenants Assoc.
Leeds Energy Advice Project
London Bor. of Lewisham

ISSUE LISTING

Lincoln City Council
Liverpool City Council
London Energy & Emp. Network
London Hazard Centre
City of Manchester
London Bor. of Merton
Merton Comm. Bus Project
Middlesborough Bor. Council
Monklands Dist. Council
Morris Walk Tenants Assoc.
Mountmorres Tenants Assoc.
Neighbourhood Advice Centre
Neighbourhood Energy Action
Newcastle Upon Tyne City Council
Newcastle Tenants Fed.
Newcross Playbus Assoc.
London Bor. of Newham
Newham Tower Blocks Campaign
Norfolk Park Tenants & Res. Assoc.
North Bedfordshire Bor. Council
North Kensington Law Centre
North Lewisham Law Centre
North Tyneside Met. Bor. Council
Nottingham City Council
Olive Mount Res. Assoc.
Peckham Settlement
Pellant Road Tenants Assoc.
Perth & Kinross Dist. Council
London Bor. of Redbridge
Reigate & Banstead Bor. Council
London Bor. of Richmond
Roystonhill Tenants Assoc.
Safe Neighbourhood Unit
Bor. of Sandwell
Services to Comm. Action & Trade Unionists
Scottish Special Housing Assoc.
Scottish Tenants Organisation
Sheffield City Council
Sheffield Fed. of Tenants & Res. Assoc.
Shelley & Browning Action Group
Smeta & People for People
Solihull Met. Bor. Council
South Islington Law Centre
South Manchester Law Centre
South Tyneside Met. Bor. Council
Stannington Tenants Assoc.
Stevenage Bor. Council
Stockton Law Centre
Sunderland Bor. Council
City of Swansea
System Built & Tower Block Project
Technical Services Agency
Tower Block Action Group
Trafford Met. Bor. Council
Trellick Tower Res. Assoc.
Trowbridge Estate Tenants Assoc.
Tustin Estate Tenants & Res. Assoc.
Victoria Centre Tenants & Res. Assoc.
Victoria Point Tenants Assoc.
Walsall Met. Bor. Council
London Bor. of Waltham Forest
Sam Webb
West End Resource Centre
West Kentish Town Tenants Assoc.
London Bor. of Westminster
Whitfield Multi Res. Assoc.
Wigan Met. Bor. Council
Royal Bor. of Windsor & Maidenhead
Wirral Bor. Council
Woodpecker Neighbourhood Assoc.
Worcester City Council

ISSUE LISTING

INADEQUATE PLAY FACILITIES

Assist Architects Limited
Assoc. of Comm. Technical Aid Centres
Balgrayhill Tenants Assoc.
Bangladesh Youth Approach
Bickerdike Allen Partners
Birmingham City Council
Birmingham Tenants Fed.
Bradfield & Greenfield House Assoc.
Bristol City Council
Bristol Settlement
Broadmead Family Centre
Broadwater Farm Res. Assoc.
London Bor. of Bromley
Bus Stop Theatre Company Ltd.
Calderdale Met. Bor. Council
Claywood Tenants Assoc.
Coventry Trades Council
Coventry Workshop
Divis Res. Assoc.
Doddington & Rollo Community Assoc.
City of Dundee Dist. Council
London Bor. of Ealing
City of Edinburgh Dist. Council
Edmiston Res. Assoc.
Estate Activities
Flats Fight Back
Gateshead Met. Bor. Council
London Bor. of Greenwich
Greenwich Housing Rights
London Bor. of Hackney
London Bor. of Hammersmith & Fulham
London Bor. of Haringey
Hastings Bor. Council
Havering Fed. of Tenants Assoc.
Heston Farm Res. Assoc.
Holly Street Developments Assoc.
London Bor. of Hounslow
Hulme Project
Hyde Park Comm. Action
Hyde Park Res. Assoc.
London Bor. of Islington
Land Use Research Unit
Laurieston Community Council
London Bor. of Lewisham
London Adventure Playgrounds Assoc.
Magic Carpet Playbus Project
Merton Comm. Bus Project
Mountmorres Tenants Assoc.
National Childrens Bureau
National Playbus Assoc.
Newcross Playbus Assoc.
London Bor. of Newham
Newham Tower Blocks Campaign
New Wortley Comm. Assoc.
Norfolk Park Tenants & Res. Assoc.
Oaktree Community Centre
Peckham Settlement
Pleck Community Assoc.
Rochester Upon Medway
Safe Neighbourhood Unit
St. Mary's & St. George's Ten. Assoc.
Sheffield Fed. of Tenants & Res. Assoc.
Smeta & People for People
Solihull Met. Bor. Council
South Islington Law Centre
South Tyneside Met. Bor. Council

ISSUE LISTING

Technical Services Agency
Theories at the Bottom of the Garden
Tottenham Bus Group
Tower Block Action Group
Trafford Met. Bor. Council
Trowbridge Estate Tenants Assoc.
London Bor. of Waltham Forest
Whitfield Multi Res. Assoc.
Wirral Bor. Council

LACK OF SAFETY FOR CHILDREN

Assoc. of Comm. Technical Aid Centres
Balgrayhill Tenants Assoc.
Banger & Keele Res. Assoc.
Bickerdike Allen Partners
Birmingham City Council
Birmingham Tenants Fed.
London Bor. of Brent
Brent Fed. of Tenants & Res. Assoc.
Bristol City Council
Bristol Settlement
Broadwater Farm Res. Assoc.
London Bor. of Bromley
Calderdale Met. Bor. Council
Claywood Tenants Assoc.
Coventry Trades Council
Coventry Workshop
London Bor. of Croydon
Divis Res. Assoc.
Dumbarton Dist. Council
Dundasvale Res. Club
City of Dundee Dist. Council
City of Edinburgh Dist. Council
Estate Activities
Falkirk Dist. Council
Flats Fight Back
Gateshead Met.Bor. Council
Greenwich Housing Rights
London Bor. of Hackney
London Bor.of Hammersmith & Fulham
Hastings Bor. Council
Havering Fed. of Tenants Assoc.
Health & Housing Group
London Bor. of Hounslow
Hyde Park Community Action
London Bor. of Islington
Land Use Research Unit
Laurieston Community Council
Leather Garden Tenants Goup
Lincoln City Council
London Hazard Centre
Magic Carpet Playbus Project
City of Manchester
Merton Comm. Bus Project
Monklands Dist. Council
Mountmorres Tenants Assoc.
National Childrens Bureau
Newcross Playbus Assoc.
London Bor. of Newham
Newham Tower Blocks Campaign
New Wortley Comm. Assoc.
Norfolk Park Tenants & Res. Assoc.
North Tyneside Met. Bor. Council
Peckham Settlement
Reigate & Banstead Bor. Council
Restormel Bor. Council
Rochester Upon Medway

ISSUE LISTING

Safe Neighbourhood Unit
St. Mary's & St. George's Ten. Assoc.
Sheffield Fed. of Tenants & Res. Assoc.
Slough Bor. Council
Solihull Met. Bor. Council
South Islington Law Centre
Technical Services Agency
Tottenham Bus Group
Tower Block Action Group
Trafford Met. Bor. Council
Trowbridge Estate Tenants Assoc.
London Bor. of Waltham Forest
Sam Webb
Whitfield Multi Res. Assoc.
Wirral Bor. Council

TENANT ISOLATION/ DEPRESSION

Banger & Keele Res. Assoc.
Barton Hill Entertainments Ctte.
Birmingham Council Estates Project
Birmingham City Council
Birmingham Settlement
Birmingham Tenants Fed.
Brent Fed. of Tenants & Res. Assoc.
Bristol City Council
Broadwater Farm Res. Assoc.
London Bor. of Bromley
Bus Stop Theatre
Calderdale Met. Bor. Council
Claywood Tenants Assoc.
Coventry Trades Council
Coventry Workshop
Deane Tenants Assoc.
Divis Res. Assoc.
City of Dundee Dist. Council
London Bor. of Ealing
City of Edinburgh Dist. Council
Edmiston Res. Assoc.
Estate Activities
Fender Valley Tenants Assoc.
Gateshead Met. Bor. Council
Great Grimsby Bor. Council
Greenwich Housing Rights
London Bor. of Hammersmith & Fulham
Hastings Bor. Council
Havering Fed. of Tenants Assoc.
Health & Housing Group
Hillfields Community Flat
Hyde Park Community Action
London Bor. of Islington
Land Use Research Unit
Laurieston Community Council
Leather Gardens Tenants Group
Leicester City Council
Magic Carpet Playbus Project
Merton Community Bus Project
Middlesborough Bor. Council
Mountmorres Tenants Assoc.
National Playbus Assoc.
Newcastle Upon Tyne City Council
Newcross Playbus Assoc.
London Bor. of Newham
Newham Tower Blocks Campaign
Norfolk Park Tenants & Res. Assoc.
North Bedfordshire Bor. Council
North Tyneside Met. Bor. Council
Nottingham City Council
Oaktree Community Centre

ISSUE LISTING

Peckham Settlement
Priory Court Tenants Group
Ryegate & Banstead Bor. Council
Safe Neighbourhood Unit
St. Mary's & St. George's Ten. Assoc.
Services to Comm. Action & Trade Unionists
Sheffield Fed. of Tenants & Res. Assoc.
Sighthill Community Council
Solihull Met. Bor. Council
Spectrum
South Islington Law Centre
South Manchester Law Centre
Stannington Tenants Assoc.
Technical Services Agency
Tottenham Bus Group
Tower Block Action Group
Trowbridge Estate Tenants Assoc.
Tustin Estate Tenants & Res. Assoc.
Victoria Centre Tenants & Res. Assoc.
Victoria Point Tenants Assoc.
West Kentish Town Tenants Assoc.
Whitfield Multi Res. Assoc.
Stephen Willats
Worcester City Council

RACISM

Bangladesh Youth Approach
Birmingham City Council
Birmingham Tenants Fed.
Brent Fed of Tenants & Res Assoc.
Bristol City Council
Broadwater Farm Res. Assoc.
Bus Stop Theatre
Calderdale Met. Bor. Council
London Bor. of Camden
Coventry Trades Council
Coventry Workshop
Dame Collett House
Estate Activities
Fed. of Black Housing Orgs.
Fed of Lewisham Tenants & Res. Assoc.
London Bor. of Greenwich
Greenwich Housing Rights
London Bor. of Hackney
London Bor. of Haringey
Hillfields Community Flat
Hyde Park Community Action
London Bor. of Islington
Leather Gardens Tenants Groups
London Bor. of Lewisham
Liverpool City Council
London Hazard Centre
Merton Community Bus Project
National Playbus Assoc.
Newcastle Upon Tyne City Council
Newcross Playbus Assoc.
London Bor. of Newham
Newham Tower Blocks Campaign
New Wortley Comm. Assoc.
North Lewisham Law Centre
Nottingham City Council
Peckham Settlement
Priory Court Tenants Group
Racial Attacks Monitoring Project
Safe Neighbourhood Unit
St. Mary's & St. George's Ten. Assoc.
Sheffield Fed. of Tenants & Res. Assoc.
South Islington Law Centre

ISSUE LISTING

South Manchester Law Centre
London Bor. of Southwark
Spectrum
Tottenham Bus Group
Tower Hamlets Law Centre
Tustin Estate Tenants & Res. Assoc.
Waltham Forest Police Monitoring Grp.
Woodpecker Neighbourhood Assoc.

POOR LAYOUT/ ENVIRONMENT OF ESTATES

Assist Architects
Assoc. of Comm. Technical Aid Centres
Bickerdike Allen Partners
Birmingham City Council
Birmingham Tenants Fed.
Bradfield & Greenfield House Assoc.
Brent Fed. of Tenants & Res. Assoc.
Bristol City Council
Broadwater Farm Res. Assoc.
London Bor. of Bromley
Bus Stop Theatre
Calderdale Met. Bor. Council
Claywood Tenants Assoc.
Comm. Architecture Info. Services
Coventry Trades Council
Coventry Workshop
London Bor. of Croydon
Darnley House Res.
Dean Tenants Assoc.
Divis Res. Assoc.
Druids Heath Tower Blocks Assoc.
City of Dundee Dist. Council
London Bor. of Ealing
Eastbourne Bor. Council
City of Edinburgh Dist. Council
London Bor. of Enfield
Falkirk Dist. Council
Ferrier Action Group
Flats Fight Back
Gateshead Met. Bor. Council
London Bor. of Greenwich
Greenwich Housing Rights
London Bor. of Hackney
London Bor. of Hammersmith & Fulham
London Bor. of Haringey
Havering Fed. of Tenants Assoc.
Health & Housing Group
Hillfields Community Flat
London Bor. of Hillingdon
Holly Street Development Assoc.
London Bor. of Hounslow
Hulme Project
Hyde Park Community Action
Hyde Park Res. Assoc.
London Bor. of Islington
Land Use Research Unit
Laurieston Community Council
Leicester City Council
London Bor. of Lewisham
Liverpool City Council
London Hazard Centre
Luton Bor. Council
City of Manchester
London Bor. of Merton
Merton Community Bus Project
Middlesborough Bor. Council

ISSUE LISTING

Mountmorres Tenants Assoc.
National Playbus Assoc.
Newcastle Upon Tyne City Council
Newcastle Tenants Assoc.
Newcross Playbus Assoc.
London Bor. of Newham
North Kensington Law Centre
North Tyneside Met. Bor. Council
Nottingham City Council
Oaktree Community Centre
Reigate and Banstead Bor. Council
Safe Neighbourhood Unit
St. Mary's & St. George's Ten. Assoc.
Scottish Special Housing Assoc.
Sefton Met. Bor. Council
Sheffield Fed. of Tenants & Res. Assoc.
West End Resource Centre.
West Kentish Town Tenants Assoc.
London Bor. of Waltham Forest
Waltham Forest Tenants Fed.
Sam Webb
Voluntary & Christian Service Housing Assoc.
Tustin Estate Tenants & Res. Assoc.
Theories at the Bottom of the Garden
Tower Block Action Group
Technical Services Agency
City of Swansea
South Islington Law Centre
Solihull Met. Bor. Council
Smeta & People for People
Woodpecker Neighbourhood Assoc.

INADEQUATE LIFTS

Assoc. of Comm. Technical Aid Centres
Balgrayhill Tenants Associations
Bickerdike Allen Partners
Birmingham City Council
Birmingham Tenants Fed.
Brent Fed. of Tenants & Res. Assoc.
Bristol City Council
Broadwater Farm Res. Assoc.
Calderdale Met. Bor. Council
City of London
Claywood Tenants Assoc.
Coventry Trades Council
Coventry Workshop
Dean Tenants Assoc.
Divis Res. Assoc.
Dumbarton Dist. Council
Dundasvale Res. Club
City of Dundee Dist. Council
City of Edinburgh Dist. Council
London Bor. of Enfield
Falkirk Dist. Council
Flats Fight Back
Gateshead Met. Bor. Council
Gascoite House Tenants Assoc.
London Bor. of Bexley
London Bor. of Greenwich
London Bor. of Hackney
London Bor. of Hammersmith & Fulham
London Bor. of Haringey
Harlow Dist. Council
Havering Fed. of Tenants Assoc.
Health & Housing Group
Heston Farm Res. Assoc.
Hillfields Community Flat
London Bor. of Hillingdon
Holly Street Development Assoc.

ISSUE LISTING

London Bor. of Hounslow
Hulme Project
Hyde Park Community Action
Hyde Park Res. Assoc.
London Bor. of Islington
Knowsley Met. Bor. Council
Laurieston Community Council
Leather Gardens Tenants' Group
Leicester City Council
London Bor. of Lewisham
Lincoln City Council
Liverpool City Council
London Bor. of Merton
Merton Community Bus Project
Middlesborough Bor. Council
Monklands Dist. Council
Morris Walk Tenants Assoc.
Mountmorres Tenants Assoc.
Neighbourhood Advice Centre
Newcastle Upon Tyne City Council
Newcastle Tenants Fed.
Newcross Playbus Assoc.
London Bor. of Newham
Newham Tower Blocks Campaign
North Lewisham Law Centre
North Tyneside Met. Bor. Council
Peckham Settlement
Perth and Kinross Dist. Council
Raynville & Musgrave Comm. Assoc.
Safe Neighbourhood Unit
St. Mary's & St. George's Ten. Assoc.
Sheffield City Council
Sheffield Fed. of Tenants & Res. Assoc.
Smeta & People for People
Stannington Tenants Assoc.
Sunderland Bor. Council
City of Swansea
Technical Services Agency
Tottenham Bus Group
Tower Block Action Group
Trafford Met. Bor. Council
Trellick Tower Res. Assoc.
Trowbridge Estate Tenants Assoc.
Tustin Estate Tenants & Res. Assoc.
Victoria Point Tenants Assoc.
Sam Webb
West Kentish Town Tenants Assoc.
Whitfield Multi Res. Assoc.
Wirral Bor. Council
Woodpecker Neighbourhood Assoc.
Worcester City Council

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Bristol City Council
Broadwater Farm Res. Assoc.
Calderdale Met. Bor. Council
Camden Fed. of Tenants
City of London
Coventry Trades Council
Coventry Workshop
Divis Res. Assoc.
Druids Heath Tower Blocks Assoc.
London Bor. of Ealing
City of Edinburgh Dist. Council
London Bor. of Enfield

ISSUE LISTING

Falkirk Dist. Council
Fed. of Assoc. on Manchester Estates
Fed. of Lewisham Tenants & Res. Assoc.
Fender Valley Tenants Assoc.
Ferrier Action Group
Gateshead Met. Bor. Council
Glenrothes Development Corporation
London Bor. of Greenwich
Greenwich Housing Rights
London Bor. of Hackney
London Bor. of Hammersmith & Fulham
Hastings Bor. Council
Havering Fed. of Tenants Assoc.
Holly Street Development Assoc.
London Bor. of Hounslow
Hyde Park Community Action
Hull City Council
Hulme Project
London Bor. of Islington
Large & Associates
Leather Gardens Tenants Group
Ledbury Tenants Assoc.
London Bor. of Lewisham
Liverpool City Council
London Hazards Centre
Middlesborough Bor. Council
Mountmorres Tenants Assoc.
Neighbourhood Advice Centre
Newcastle upon Tyne City Council
Newcastle Tenants Fed.
Newcross Playbus Assoc.
London Bor. of Newham
North Bedfordshire Bor. Council
North Kensington Law Centre
North Lewisham Law Centre
North Tyneside Met. Bor. Council
Nottingham City Council
Oldham Resource and Info. Centre
People's Asbestos Action Campaign
Priory Court Tenants Group
Restormel Bor. Council
Rochdale Met. Bor. Council
Safe Neighbourhood Unit
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Sefton Met. Bor. Council
Sheffield City Council
Sheffield Fed. of Tenants & Res. Assoc.
Smeta & People for People
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South Tyneside Met. Bor. Council
London Bor. of Southwark
Stannington Tenants Assoc.
System Built & Tower Block Project
Technical Services Agency
Tower Hamlets Law Centre
Trellick Tower Res. Assoc.
Trowbridge Estate Tenants Assoc.
London Bor. of Waltham Forest
Sam Webb
Whitfield Multi Res. Assoc.
Woodpecker Neighbourhood Assoc.

DAMPNESS/CONDENSATION

Norman Arnold & Eddie Walker Arch.
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Balgrayhill Tenants Assoc.
Bickerdike Allen & Partners

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The Building Research Establishment
Calderdale Met. Bor. Council
London Bor. of Camden
Case/U.K.
Community Energy Research
Coventry Trades Council
Coventry Workshop
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Deptford Housing Aid Centre
Divis Res. Assoc.
Druids Heath Tower Blocks Assoc.
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London Bor. of Ealing
Eastbourne Bor. Council
City of Edinburgh Dist. Council
Energy Conservation & Solar Centre
London Bor. of Enfield
Falkirk Dist. Council
Fed. of Assoc. on Manchester Estates
Flats Fight Back
Gateshead Met. Bor. Council
Glasgow Shelter
Great Grimsby Bor. Council
London Bor. of Greenwich
Greenwich Housing Rights
London Bor. of Hackney
London Bor. of Hammersmith & Fulham
London Bor. of Haringey
Havering Fed. of Tenants Assoc.
Health & Housing Group
Heatwise Glasgow
Heston Farm Res. Assoc.
Hillfields Community Flat
London Bor. of Hillingdon
London Bor. of Hounslow
Hull City Council
Hulme Project
Hyde Park Res. Assoc.
Inverclyde Dist. Council
London Bor. of Islington
Large & Associates
Leeds City Council
Leeds Energy Advice Project
London Bor. of Lewisham
Liverpool City Council
London Hazards Centre
Manchester Shelter
Middlesborough Bor. Council
Mountmorres Tenants Assoc.
Neighbourhood Advice Centre
Neighbourhood Energy Action
Newcastle upon Tyne City Council
Newcastle Tenants Fed.
Newcross Playbus Assoc.
London Bor. of Newham
Norfolk Park Tenants & Res. Assoc.
North Bedfordshire Bor. Council
North Kensington Law Centre
North Lewisham Law Centre
North Tyneside Met. Bor. Council
Nottingham City Council.
Peckham Settlement
Perth & Kinross Dist. Council
Priory Court Tenants Group

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London Bor. of Redbridge
Royston Hill Tenants Assoc.
Safe Neighbourhood Unit
St. Mary's & St. George's Ten. Assoc.
Services to Comm. Action & Trade Unionists
Sheffield City Council
Sheffield Fed. of Tenants & Res. Assoc.
Sighthill Community Council
Smeta and People for People
South Islington Law Centre
South Manchester Law Centre
Stannington Tenants Assoc.
City of Swansea
System Built and Tower Block Proj. Ltd.
Technical Services Agency
Tottenham Bus Group
Tower Block Action Group
Trafford Met. Bor. Council
Trowbridge Estate Tenants Assoc.
Tustin Estate Tenants & Res. Assoc.
Victoria Centre Tenants & Res. Assoc.
City of Wakefield Met. Dist. Council
Walsall Met. Bor. Council
London Bor. of Waltham Forest
Waltham Forest Tenants Fed.
Sam Webb
West End Resource Centre
Wigan Met. Bor. Council
Wirral Bor. Council
Worcester City Council

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Norman Arnold & Eddy Walker Arch.
Assist Architects Ltd
Assoc. of Comm. Technical Aid Centres
Bickerdike Allen Partners
Birmingham City Council
Birmingham Council Estates Project
Birmingham Tenants Fed.
City of Bradford Met. Council
Brent Fed. of Ten. and Res. Assoc.
Bristol City Council
Broadwater Farm Res. Assoc.
The Building Research Establishment
Calderdale Met. Bor. Council
London Bor. of Camden
Community Energy Research
Coventry Trades Council
Coventry Workshop
Dame Collett House
Deane Tenants Assoc.
Delyn Bor. Council
Divis Res. Assoc.
Druids Heath Tower Block Assoc.
Dumbarton Dist. Council
City of Dundee Dist. Council
London Bor. of Ealing
Eastbourne Bor. Council
City of Edinburgh Dist. Council
London Bor. of Enfield
Exeter City Council
Falkirk Dist. Council
Gateshead Law Centre
Gateshead Met. Bor. Council
Great Grimsby Bor. Council

ISSUE LISTING

London Bor. of Greenwich
Greenwich Housing Rights
London Bor. of Hackney
London Bor. of Hammersmith & Fulham
Bor. of Harringay
Harlow Dist. Council
Havering Fed. of Tenants Assoc.
Health and Housing Group
Heston Farm Res. Assoc.
Hillfields Community Flat
Holly Street Development Assoc.
London Bor. of Hounslow
Hull City Council
Hull Independent Housing Aid Centre
Hyde Park Community Action
Hyde Park Res. Assoc.
Inverclyde Dist. Council
London Bor. of Islington
Knowsley Met. Bor. Council
Kyle and Carrick Dist. Council
Land Use Research Unit
Large & Associates
Laurieston Community Council
Leather Gardens Tenants Group
Ledbury Tenants Assoc.
Leeds City Council
Leeds Energy Advice Project
Leeds Shelter
Lethbridge Tenants Assoc.
London Bor. of Lewisham
Liverpool City Council
Merton Community Bus Project
Morris Walk Tenants Assoc.
Mountmorres Tenants Assoc.
Neighbourhood Advice Centre
Newcastle upon Tyne City Council
Newcastle Tenants Fed.
Newcross Labour Assoc.
London Bor. of Newham
Newham Tower Blocks Campaign
North Bedfordshire Bor. Council
North Kensington Law Centre
Nottingham City Council
Peckham Settlement
Pellant Road Tenants Assoc.
Perth & Kinross Dist. Council
Priory Court Tenants Group
Raynville & Musgrave Comm. Assoc.
Rochdale Met. Bor. Council
Roystonhill Tenants Assoc.
Barry Russell
Safe Neighbourhood Unit
Sefton Met. Bor. Council
Sheffield City Council
Sheffield Fed.of Tenants Res. Assoc.
Shelley & Browning Tower Action Group
Smeta & People for People
Solihull Met. Council
South Islington Law Centre
South Tyneside Met. Bor. Council
Stannington Tenants Assoc.
City of Swansea
System Built & Tower Block Project
Technical Services Agency
Tower Block Action Group
Trafford Met. Bor. Council
Trowbridge Estate Tenants Assoc.
Tustin Estate & Res. Assoc.
Victoria Point Tenants Assoc.
Walsall Met. Bor. Council
London Bor. of Waltham Forest
Waltham Forest Tenants Fed.
Sam Webb

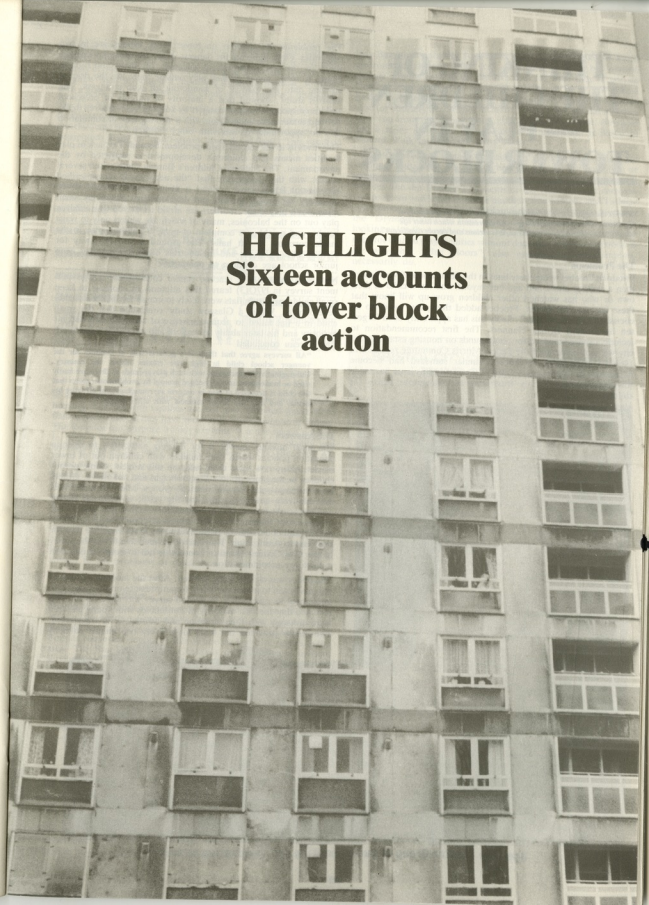
ISSUE LISTING

West Kentish Town Tenants Assoc.
Wigan Metrolpolitan Council
Royal Bor. of Windsor & Maidenhead
Wirral Bor. Council
Worcester City Council

LACK OF SECURITY

City of Aberdeen Dist. Council
Assist Architects Ltd
Assoc. of Comm. Technical Aid Centres
Banger & Keele Res. Assoc.
London Bor. of Bexley
Birmingham City Council
Birmingham Tentants Fed.
Bolton Met. Bor. Council
Bradfield & Greenfield House Assoc.
City of Bradford Met. Council
London Bor. of Brent
Brent Fed. of Ten. and Res. Assoc.
Bristol City Council
Broadwater Farm Res. Assoc.
London Bor. of Bromley
Calderdale Met. Bor. Council
City of London
Claywood Tenants Assoc.
Coventry Trades Council
Coventry Workshop
Crewe & Nantwich Bor. Council
London Bor. of Croydon
Darnley House Res.
Deane Tenants Assoc.
Delyn Bor. Council
Divis Res. Assoc.
Druids Heath Tower Blocks Assoc.
Dundasvale Res. Club
City of Dundee Dist. Council
London Bor. of Ealing
City of Edinburgh Dist. Council
Edmiston Res. Assoc.
London Bor. of Enfield
Estate Action
Exeter City Council
Falkirk Dist. Council
Fender Valley Tenants Assoc.
Flats Fight Back
Gateshead Met. Bor. Council
Glenrothes Development Corp.
Gascote House Tenants Assoc.
Great Grimsby Bor. Council
London Bor. of Greenwich
Greenwich Housing Rights
London Bor. of Hackney
London Bor. of Hammersmith & Fulham
Bor. of Harringey
Harlow Dist. Council
Hastings Bor. Council
Havering Fed. of Tenants Assoc.
Heston Farm Res. Assoc.
Holly Street Development Assoc.
London Bor. of Hounslow
Hull City Council
Hulme Project
Hyde Park Community Action
Hyde Park Res. Assoc.
London Bor. of Islington

ISSUE LISTING	ISSUE LISTING	ISSUE LISTING
Kennishead Tenant Management Coop Knowsley Met. Bor. Council Kyle & Carrick Dist. Council Land Use Research Unit Laurieston Community Council Leather Gardens Tenants Group Leeds City Council Leicester City Council London Bor. of Lewisham Lincoln City Council Liverpool City Council Luton Bor. Council City of Manchester Merthyr Tydfil Bor. Council London Bor. of Merton Merton Community Bus Project Middlesborough Bor. Council Monklands Dist. Council Mountmorres Tenants Assoc. Neighbourhood Advice Centre Newcastle upon Tyne City Council Newcastle Tenants Fed. Newcross Playbus Assoc. London Bor. of Newham Newham Tower Blocks Campaign New Wortley Comm. Assoc. Norfolk Park Tenants & Res. Assoc. North Bedfordshire Bor. Council North Tyneside Met. Bor. Council Nottingham City Council Olive Mount Res. Assoc. Peckham Settlement Priory Court Tenants Group Raynville & Musgrave Comm. Assoc. London Bor. of Redbridge Reigate & Banstead Bor. Council Safe Neighbourhood Unit St Mary's & St George's Tenants Assoc. Scottish Special Housing Assoc. Sefton Met. Bor. Council Sheffield City Council Sheffield Fed. of Tenants & Res. Assoc. Shelley & Browning Tower Action Group Slough Bor. Council Smeta & People for People Solihull Met. Bor. Council South Islington Law Centre South Manchester Law Centre Stannington Tenants Assoc. Stevenage Bor. Council City of Swansea Technical Services Agency Tower Block Action Group Trafford Met. Bor. Council Trellick Tower Res. Assoc. Trowbridge Estates Assoc. Tustin Estate Tenants & Res. Assoc. Victoria Centre Tenants & Res. Assoc. Victoria Point Tenants Assoc. City of Wakefield Met. Dist. Council Walsall Met. Bor. Council London Bor. of Waltham Forest Sam Webb West End Resource Centre West Kentish Town Tenants Assoc. Whitfield Multi Res. Assoc. Wigan Met. Bor. Council Wirral Bor. Council Woodpecker Neighbourhood Assoc. Worcester City Council	**LACK OF COMMUNITY FACILITIES** City of Aberdeen Dist. Council Assist Architects Ltd Assoc. of Comm. Technical Aid Centres Balgrayhill Tenants Assoc. Bangladesh Youth Approach Bickerdike Allen Partners Birmingham City Council Birmingham Settlement Birmingham Tenants Fed. Brent Fed. of Tenants & Res. Assoc. Bristol City Council Broadmead Estate Comm. Assoc. Broadwater Farm Res. Assoc. London Bor. of Bromley Calderdale Met. Bor. Council Claywood Tenants Assoc. Coventry Trades Council Coventry Workshop Divis Res. Assoc. City of Dundee Dist. Council London Bor. of Ealing City of Edinburgh Dist. Council Edmiston Res. Assoc. Fender Valley Tenants Assoc. Gateshead Met. Bor. Council London Bor. of Greenwich Greenwich Housing Rights London Bor. of Hackney London Bor. of Hammersmith & Fulham Hastings Bor. Council Havering Fed. of Tenants Assoc. Heston Farm Res. Assoc. Hillfields Community Flat London Bor. of Hounslow Hulme Project Hyde Park Community Action Hyde Park Res. Assoc. London Bor. of Islington Kennishead Tenant Management Coop Lambeth Planning Resource Centre Laurieston Community Council Leeds City Council Leicester City Council London Bor. of Lewisham Merton Community Bus Project Middlesborough Bor. Council Monklands Dist. Council Mountmorres Tenants Assoc. National Playbus Assoc. Newcastle upon Tyne City Council Newcastle Tenants Fed. Newcross Playbus Assoc. London Boroudh of Newham Newham Tower Blocks Campaign New Wortley Comm. Assoc. North Bedfordshire Bor. Council North Tyneside Met. Bor. Council Nottingham City Council Oak Tree Community Centre Peckham Settlement Pleck Community Assoc. Priory Court Tenants Group London Bor. of Redbridge Reigate & Banstead Bor. Council Safe Neighbourhood Unit	Scottish Special Housing Assoc. St Mary's & St George's Tenants Assoc. Sheffield City Council Sheffield Fed. of Tenants & Res. Assoc. Sighthill Community Council Solihull Met. Bor. Council Spectrum South Islington Law Centre Stannington Tenants Assoc. Technical Services Agency Tower Block Action Group Trafford Met. Bor. Council Trowbridge Estate Tenants Assoc. Tustin Estate Tenants & Res. Assoc. Victoria Centre Tenants & Res. Assoc. Walsall Met. Bor. Council London Bor. of Waltham Forest Sam Webb West End Resource Centre West Kentish Town Tenants Assoc. Wirral Bor. Council Woodpecker Neighbourhood Assoc. Worcester City Council



HIGHLIGHTS
Sixteen accounts of tower block action

THINKING OF THE CHILDREN — PLAY IN TOWER BLOCKS

"Play is the highest level of child development. It is the spontaneous expression of thought and feeling — an expression which inner life requires . . . playing is never trivial, it is serious and deeply significant"

The Problems

Friedrich Froebel wrote these lines in the "Education of Man" more than a century and a half ago but anyone who has a child of their own or who has watched other children grow up will know that these are timeless truths. Froebel added that play "needs to be cherished and encouraged". Sadly this has apparently been forgotten by modern British Planners. The first recommendation to include a space standard for playgrounds on housing estates in the city was not made until the Parker Morris Committee reported in 1961 — some 22 years after a similar standard had become mandatory in Copenhagen. Lack of interest in this issue has made the tower estates boring, frustrating and dangerous places for children to grow up in.



Bus Stop Theatre Group organise exciting and imaginative activities.

The problems for children on tower block estates are in two categories. **First,** there are the dangers. If the children play upstairs there are the high windows and balconies, lift shafts and rubbish chutes to worry about. If they play outside there are the risks of straying onto the road or of wandering off with strangers. The Maizels study[1], showed that a majority of parents of preschool children responded to these dangers by keeping their children in the flat and under close supervision with a striking lack of stimulation and no opportunity to mix with other children.

This leads us to the second major problem: **Second.** The lack of play facilities means that children's development is restricted by the environment. The National Children's Bureau summarised several studies with the observation that "the neccessarily circumscribed life several floors above ground is alien to what is said to be necessary for proper growth and development. Relatively small rooms limit play space, mothers are afraid to let younger children play out on the balconies, many of which are walled only to waist height, and neighbours complain of noise if children play in the inside corridors or lift halls. The ground is too far away for convenient supervision and lift controls often too high for even junior school age children to operate."[2]

Numerous studies have reached similar conclusions — a government survey in 1970(3) feared that attempts by mothers to keep small children quiet in flats were likely to impair normal personality development. Whilst a Glasgow study[4] concluded that the small child in a flat failed to acquire a sense of security, and had his curiosity and his later ability to explore and experiment stultified. The Bureau concluded

> **"All surveys agree that there is a general lack of facilities for the younger school child in high rise estates across the country. Unimaginative landscaping, with such playgrounds as there are badly sited or inadequate, and all hedged around by prohibitions, mean that the child is deprived of play in natural surroundings, cut off from his home, and also has fewer contacts with other people."**

The Answers

The most obvious answer is for housing authorities to operate allocation policies which keep families with children out of tower blocks. Many now have clear rules on this subject. Some permit children in the block up to a certain height and not above. Others have different rules for different age groups. Many of these rules are relatively new and some are the result of vigorous tenant campaigns. At Barton Hill in Bristol, for instance the "Blocks are no Place for Children Campaign" began at a public meeting after a student had done a survey of families living in the high rise flats for the Tenants Association. They had discovered that it was the policy of the City Council Housing Committee not to house children in multistorey accommodation.

The policy was clearly being ignored. After the meeting a group of parents began to plan a campaign to put pressure on the Council to implement its own policy. A second survey was undertaken. This revealed that the vast majority of households with young children were unhappy with their situation and wanted to be transferred. The results provided the basis for a lively two month publicity campaign which received a lot of media attention and support. Tenants hung a seventy foot long banner from the fourteenth floor balcony of one of the blocks declaring "The Blocks are No Place for Children" and presented a thousand signature petition, together with a giant valentine card to the Chair of the Housing Committee.

The City Council Housing Committee eventually agreed to change its Points System for transfers by awarding an extra twenty points per child and five points for each completed year of tenancy for all households living in "multi-storey lift-assisted flats". The resulted in many families being moved out of the flats into more suitable housing. Tenants with families are not now allocated tower block flats in Bristol unless they have specifically requested one in writing. The form for this purpose frankly explains "it is not always possible to offer a waiting list applicant a house" but also plainly and honestly lists all the disadvantages of tower blocks. (See Box A).



There are now some indications that these kinds of "no children at a height" allocation policy is being affected by the general housing shortage. Lambeth, for instance, have recently changed their policy and Brent, whilst recognising that their "no children above the fifth floor" does not go far enough, also say that "it is not practical" to impove the policy "given the shortfall in the supply of housing in relation to the demand." Housing supply clearly is a limiting factor in any enlightened allocations policy and where this is so we must look for compensatory facilities as an answer or at least partial answer to the problems of children in tower blocks.

Mobile Play Facilities

Mobile play facilities have been used to good effect in a number of areas. The Merton Community Bus Project, for instance, runs playschemes, activities for under 5's and mother and toddler groups from its converted double decker on several high rise estates in the area. The Bus Stop Theatre Company provide a more unusual service from their very colourful playbus. They specialise in Children's Theatre and bring shows, theatre workshops and face painting to tower block estates all over London. Using inflatables, the latest audio visual technology and a very creative company, the group offer an exciting and imaginative experience to children of all ages.

Community Bus Projects bring theatre workshops, face painting, inflatables and the latest audio visual equipment to tower block estates

Of course the trouble with mobile facilities is that they are not necessarily around when you want them. Children who live in houses have access to the garden every time the sun shines but the Play Bus might only visit your estate once a week. The tower block environment doesn't offer very much for children but several tenants' groups have found creative uses for what they've got. In Dundee for instance the basements of blocks on the Whitfield Estate have been converted into "Community Lounges" These are used for a variety of activities including playgroups. Similar schemes were run from the "Community Flat" in Gannon Point, Newham and a more ambitious venture including paid staff is based in Milford Walk on Belfast's Divis estate.

Many tower blocks include rooms, flats or entire floors that are vacant or underused. They often become a target for vandalism or other antisocial behaviour. Converting them into community facilites like the Dundee basements or the Newham Flat removes one problem and helps to tackle another. The Mother and Toddler Association in Southampton explored the possibility of converting the "Drying Room" on their estates and several local groups are looking at landings and entrance areas. These kinds of spaces can be used for limited play facilities without depleting the housing stock in the way that "Play Floors", also explored in Southampton, necessarily do.

BRISTOL CITY COUNCIL/CHILDREN IN MULTI-STOREY FLATS

The Housing Department recognises that blocks of flats are not a suitable place to bring up young children. Unfortunately, it is not list applicant a house. Please read this leaflet carefully before considering whether to request a multi-storey flat or wait for more suitable accommodation.

PLAY FACILITIES
☐ Children need somewhere safe to play under adult supervision. You will not have a garden.
☐ If you are busy in the flat your child or children will be cooped up with you.
☐ If you let them go out they will be out of sight — and out of control.

BALCONIES
☐ Children must be kept away from the edges of balconies and prevented from climbing over them or from playing near windows in flats.

LIFTS
☐ With prams, shopping and washing, you will be very dependant on the lifts.

ISOLATION
☐ Many people feel isolated in a high flat. They lack the neighbourly contact experienced in a street and often find it difficult to make friends and children can often be alone with no one to play with.

LAUNDERETTE
☐ You will be able to use the Launderette for 2 hours every week. Plenty of time if you are single, but with a baby or youngsters this is sometimes inadequate.

TRANSFERS
☐ You are being offered a flat because property more suitable to your needs is not readily available. You should also be aware that it can be a long wait to transfer from a high-rise flat as houses are very popular.

Box A

ENTRANCES AND EXITS: How can we make them secure and welcoming?

Adventure Play

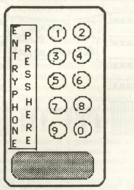
A curious feature of many tower blocks estates is the wide open space around them. The 32 storey Red Road Flats in Glasgow, for instance, make up one of the most dense estates in Europe. Yet the estate is located on a hillside and surounded by scrubland. Such a location is not unusual. It offers enormous potential for supervised play and is especially appropriate for an adventure playground. Adventure play, as tenants in Kensington and Chelsea discovered, helps to compensate for the lack of excitement and stimulation on the estate. They helped to build and run a playground in the vicinity of Trellick Tower.

Adventure play helps to compensate for the lack of excitement and stimulation on tower block estates

Adventure playgrounds are an ambitious response to the needs of children on tower block estates. They require a significant investment especially if they are, as to be really useful they need to be, supervised and supported by paid workers. Yet this kind of investment is, literally, an investment in the future. If our children are to grow up safely and to develop mature and balanced personalities we must either stop housing them in tower blocks or provide facilities that compensate for their environment. The important "Families in Flats" study undertaken for the Department of the Environment by Judith Littlewood and Anthea Tinker drew the definitive conclusion:

"When money is tight there is a temptation to assume that compensation is a luxury and facilities over and above the basic ones cannot be afforded. However the potential cost of not taking ameliorative action in multi-storey housing areas where large numbers of young families live cannot be discounted. As we have seen, mothers dissatisfied with their housing affect their children's development, the remedial costs of which are met by the educational, health and social services. Depressed mothers take tranquilisers at vast cost to the health service. Bored youngsters resort to vandalism which can lead to expensive repairs, or, even worse, they suffer fatal falls from their home. Demands by young families in inner areas for houses, which through lack of land and resources cannot be fulfilled, lead to stresses and strains on the housing service."

"The resulting dissatisfaction can cause a downward spiral until the main aim of tenants is to get out of their multi-storey estates while officers spend their time rationing transfers and persuading unhappy applicants or homeless families to take up vacancies. In this situation there is low morale on all sides and a dispiriting pooling of scarce management and maintenance resources just to keep the estate ticking over. Without radical action, demolition can become the expensive final solution. Tackling run down estates requires action on a wide front, including positive policies for families with children living off the ground. In our study many authorities were vigorously trying to prevent the problems we have outlined and had developed active allocation and transfer policies designed to prevent as many families as possible from living in unsuitable off-the-ground accommodation." "Moreover the determination of some local authorities , voluntary organisations and individuals not to give up, and tackle the problems head on, had led to some notable achievements. This may be in widening the horizons for children, raising the morale of their mothers, or in increasing housing satisfaction through better estate facilities and greater community involvement."



Many tower block tenants have found that a campaign for entry phones is realistic and winnable. Many have also found that the eventual installation is worse than useless. In theory the entry phone looks like the perfect answer to the security problems that plague many tower blocks. In practice difficulties in maintaining the system have made many entry phones more of a nuisance than an asset. Many tenants have told us about visitors who thought that they were out because the system was faulty and others explained how they kept a watch out of the window when visitors were expected and then went all the way downstairs to let them in. Outside doors propped open with bricks or milk crates, overriding the entry phone system, are a familiar sight. Why?

Entry Phones Review

The Safe Neighbourhood Unit have produced a report[1] reviewing phone entry systems in high rise blocks. Their Report contains the unpublished work of Julia Farr[2], who, while at the G.L.C., carried out a survey of the entry phones which were included in the G.L.C.'s multi-storey block improvement schemes.

Both Julia Farr's and the Safe Neighbourhood Unit's (S.N.U.) findings show that the phone entry system was not working in most of the schemes, most of the time. S.N.U. concluded, "unless there is either a commitment to constant checking, maintenance and repair of the mechanisms (and that can be very costly) or technological improvements are made to the equipment so that it does not break down so easily or frequently, then alternatives to phone entry systems must be considered."

The only blocks where entry phones have been consistently regarded as an asset have been those where the lobby has been staffed most of the time by hall porters, receptionists or concierges.

The unit's report went on "the problems are due in part to poor design, partly to misuse and partly to poor repair and maintenance. Certainly it is true that many prolonged breakdowns result from the local authorities' failure to regularly check and maintain . . . A responsive (maintenance) service should be based on a long-term maintenance contract with a specialist company or a trained team within the councils' Direct Labour Organisations."

REFERENCES

(1) J. Maizells, 'Two to Five in High Flats'.
(2) National Children's Bureau, Highlight No. 4.
(3) Ministry of Housing and Local Government, Design Bulletin No. 21.
(4) P. Jephcott, 'Homes in High Flats'.

Concierge Schemes

The only tower blocks where entry phone systems have been consistently regarded as an asset have been those where the lobby has been staffed most of the time by hall porters, receptionists or concierges. At Gloucester House in Brent, for instance, the lobby is staffed by two receptionists from 8.00 a.m. to 11.00 p.m. Monday to Friday. A report on this scheme by Mike Skilton[3], the District Housing Manager, noted that the entry phone system in this block was much less prone to vandalism or breakdown. On top of this he noted eight major advantages of having a staffed entry phone system:

EIGHT MAJOR ADVANTAGES:

1 Security was greatly improved.

2 The Reception desk became a focal point for the community, helping people to get to know one another.

3 Residents, and their guests, felt safer and the whole block had a "warm and inviting" feeling.

4 Lift breakdowns were dramatically reduced.

5 There was an "immense reduction" in the number of communal repairs that were necessary.

6 Graffiti became "almost a thing of the past".

7 Squatting was reduced to a minimum, void levels reduced and tenant satisfaction enhanced.

8 Costs such as general management, security patrol, caretaking and cleaning were substantially reduced.

Skilton's eighth advantage, which he describes as the major one, suggests how a receptionist system might, at least in part, even be made to pay for itself.

Schemes In Swansea

Philip Roberts of Swansea Housing Department fears that many pilot concierge schemes have been on the least problematic blocks. Though this is debatable it is certainly undeniable that Swansea selected a block with a great many problems for their experiment. Jeffreys Court was a hard-to-let block with inadequate repair and maintenance arrangements and a run down appearance. It ranked, says Roberts, amongst the worst blocks in Swansea. The Authority appointed a "Block Manager" in December '85 with the aim of improving security and, with the aid of a door entry system, controlling access to and from the block.

The job description was deliberately vague and other duties were encouraged to evolve. External and internal improvements were made to the block as these could now be adequately 'defended'. They included, at the manager's request, plants in the entrance hall and a tenants' information board. As the maintenance improved the manager found himself tackling new problems at all hours of the day and night. He was involved in responding to break-ins and suicide attempts. Tenants often left their rent with him and he would "sit in" on allocation interviews for prospective tenants.

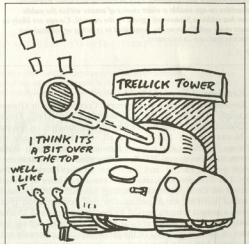
Out of 125 tenants interviewed, only one thought the scheme was not a good idea.

In December '86 the local press conducted a survey of the block and came up with an overwhelming vote of support from tenants for the Block Manager Scheme. Out of the 125 tenants interviewed, only one thought the scheme was not a good idea. "All agreed that the flats had improved; there was unanimous acceptance that the flats were cleaner, more secure and virtually free from vandalism . . . The main caveat from the tenants for extending the scheme to other blocks is that full consultation and agreement is necessary. Block managers should be the tenants' decision and not an imposition by the Council".[4] The enthusiasm and the caveat is echoed by other tenants who experienced similar schemes around the country.

Swansea, learning from the success of the Jeffreys Court scheme, then appointed two Block Managers for the Griffith John Street Estate in November '86. "The estate", says Roberts, "is, in both management and environmental terms, the worst in the city and it has been considered for demolition". It is too early to judge the success of this scheme, although Philip Roberts' Report notes that "the signs are positive".

". . . demolition or privatisation . . . are the alternatives to intensive management and local authorities should be aware of the possible consequences if they elect to do nothing."

He concludes in terms that would be supported by many of the tenants who have experienced block manager or concierge schemes: "The Jeffreys Court experiment has shown that decent conditions can be realised for tenants in high rise and unmanageable housing estates. The solution is not inexpensive nor is it immediate. Political will and sufficient capital are necessary if the block manager is to succeed. If these are not forthcoming the future for the high rise block lies either in demolition or privatisation. These are the alternatives to intensive management and local authorities should be aware of the possible consequences if they elect to do nothing."



From 'Tower Views' newsletter of the Trellick Tower Residents Association.

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(1) Safe Neighbourhood Unit, "After Entryphones".
(2) J. Farr, "Right of Way" (Unpublished, available from S.N.U).
(3) M. Skilton, "Making an Entrance".
(4) Philip Roberts, "The Use of the Block Manager in Unmanageable High Rise Blocks — The Experience of Swansea".

WE CAN MANAGE! Kennishead Tenant Management Co-operative

What Is A Tenant Management Co-operative?

A tenant management co-operative is a voluntary association composed of the tenants of a group of houses or flats. A co-operative requires the landlord who owns the flats to enter into an agreement with the co-operative. Where the landlord is the Council the co-operative manages the flats on their behalf, after agreeing which aspects of management it will have responsibility for. An allowance is paid by the council to the co-operative for carrying out its responsibilities and part of this can be used to employ staff to administer the co-operative.

"Co-ops provide tenants with the opportunity to exercise real control over their living conditions. The co-operative takes decisions and manages the flats rather than merely having a say in council decisions. For local authorities co-ops enable a wider choice of tenure within the public sector but within a framework agreed by the council. Co-ops are likely to ensure more satisfied tenants, committed to creating or maintaining attractive and easy to let estates."

T.P.A.S.

The Kennishead Example

The Kennishead Tenants Management Co-operative in Glasgow is an example of such a co-operative on a high rise estate. There are five 22-storey blocks and five blocks of maisonnettes on the estate. The blocks contain 660 flats in all. Of these 440 are three-bedroomed so there are a lot of families on the estate. With the maisonnettes there are 758 flats altogether. The estate is very isolated geographically and conforms to the bleak, windswept image. The Tenants Association in Kennishead have described the problems on their estate as including: unreliable lifts, vandalism, anti-social tenants, water penetration and condensation plus depression amongst tenants caused by unemployment and loneliness. Tenants were particularly critical of the Council's letting policy: because of the unpopularity of the estate numbers of people with no other choice had been housed there; these were sometimes people who were seen as particularly vulnerable or anti-social. Seven people on the estate committed suicide during an 18 month period.

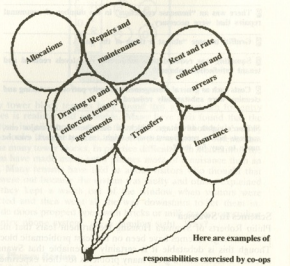
FOUR STEPS TOWARDS SETTING UP A CO-OPERATIVE
1 Agreeing a set of rules/constitution for the co-operative.
2 Registering the co-operative with the Registrar of Friendly Societies and the Housing Corporation.
3 Obtaining approval from the Secretary of State.
4 Concluding the agency agreement, i.e. the statement of the co-operative's and the council's responsibilities.

The tenants felt that their estate was deteriorating rapidly and that something serious needed to be done to halt the decline. They decided that the answer to these problems lay in their own hands. Their newsletter explained: "The past situation where the development has been managed by absentee managers has proved not to work in Kennishead. Kennishead should be managed and overseen by the people who live there 24 hours per day." In November 1984 they decided to begin negotiations with the Council with a view to becoming a full tenant management co-operative.

It took time to gain the interest of a broad base of tenants and to fully consider the implications. Initially there were divisions of opinion between tenants of the different blocks. As a first step tenants took over lettings within the blocks. They established the co-operative formally in May '87.

The co-operative is now responsible for lettings, repairs, and maintenance. They have appointed their own contractor to carry out this work. The Council and the Co-operative negotiated an allowance to be paid to the Co-operative from the council's accounts. The allowance is related to the degree of responsibility taken by the Co-operative.

The Co-operative have recently received an environmental grant from the council to carry out external work: painting the unused ground floor flats, tarring footpaths, and fencing off the maisonnettes so that people can have individual gardens.



Has It Worked?

The Co-operative has succeeded in altering tenants attitudes to community involvement. They now attract 300 people to their public meetings. These very lively meetings are the opportunity for tenants to influence the priorities for work on the estate and to make their needs known. The management committee is elected from one such meeting.

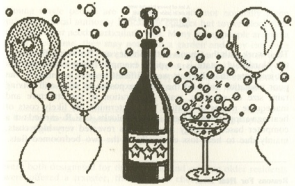
Kennishead Co-operative employs a full-time administrator and they run an office in one of the blocks. They have a community flat which is the base for a number of activities including a councillors surgery, and a small library of information. They organise activities like summer playschemes for the children of the estate. They, also, produce a monthly newsletter. However, they report that they still desperately need a community hall to house more social activities and their own meetings.

The current priorities of the Co-operative are to have a video linked entry system installed in the coming year in order to deal with the problems of vandalism and break-ins and to replace the roofs of the tower blocks.

The estate has achieved popularity since the development of the Co-operative. Significantly there used to be 130 voids on the estate and now there is a waiting list for the one-and two-bedroom flats.

Success Takes Time

As the Kennishead example shows it can take time to set up such a co-operative. It is likely that in the beginning only a small nucleus of tenants will be interested and effort will need to be taken to involve and interest a larger number of tenants. There is a danger that while discussions proceed some tenants may lose interest, especially if decisions are slow to emerge. The Tenants Participation Advisory Service in Scotland advise tenants in this situation to try to keep up morale by involving people informally in some of the matters they are likely to be responsible for and by making the co-operative the focus of social activities.



Council Support

Some Councils are actively encouraging the setting up of tenant management co-operatives. In Glasgow the housing authority have established a tenant management promotions unit. This unit encourages tenants to consider the idea of setting up a co-operative. It provides information on how such a co-operative works and advise on the advantages and the pitfalls.

In their leaflet "Tenant Management Co-operatives — a REAL Alternative" the Unit spells out the benefits they see in setting up a co-operative:

"By working together members of a co-operative can provide services/conditions which much better reflect their own priorities and aspirations by having a genuine say in how their estate is managed and maintained. A co-operative thus gives its members responsibility for their own homes and environment.

You have control over your own housing. You are part of a community. You decide priorities for your home. You have an equal say in your neighbourhood development."

Tenant management co-operatives are not a soft option for landlords or tenants. To work successfully they demand time, commitment, and hard work from both parties. But, as the Kennishead example demonstrates, they can work effectively even on estates that are traditionally regarded as "difficult" or "unpopular". Turning 130 voids into a waiting list is a very significant acheivement and if so many people want to come to Kennishead presumably the satisfaction of those already there has increased equally dramatically. All this has been achieved at the expense of a lot of effort but not a lot of money. If the committment is there, tenant management co-operatives can be good for everyone!

The Tenant Participation Advisory Service has produced "Tenant Management Co-operatives. A Guide for Landlords and Tenants." The guide has been prepared to show what co-ops are and how tenants and landlords can work together to set them up. T.P.A.S outline the following benefits and disadvantages for both parties:

DISADVANTAGES OF CO-OPERATIVES FOR TENANTS
1 Considerable personal input is required — more than for owner-occupiers since many matters have to be decided which affect the whole community rather than an individual house or family.
2 Continue to be subject to the constraints of the management agreement with regard to particular functions, and constraints imposed by the management and maintenance budgets.

BENEFITS OF CO-OPERATIVES FOR LOCAL LANDLORDS
1 Encouragement of a variety of tenure forms, resulting in a better social mix.
2 Greater tenant satisfaction resulting in fewer complaints, fewer transfer requests and a more settled community.
3 More efficient management in terms of lower voids and lower arrears since tenants have direct financial interest in maximising monies available.
4 Reduction of vandalism; better standard of repairs since tenants supervise work themselves; and have a greater motivation to get a better deal.
5 Encouragement of self-help and tenants taking an active interest and pride in their area.
6 Tenants regulate their own conduct and resolve their own problems.
7 Delegation of day-to-day management functions whilst retaining control of allocations by housing need rather than ability to pay.

DISADVANTAGES OF CO-OPERATIVES FOR LOCAL AUTHORITIES
1 Considerable staffing input to promote and establish Co-operatives. Co-operatives are by no means a cheap or passive option and require definite commitment by the Local Authority.
2 Financial allowances and specialist services may be difficult to relate to the overall stock and there may be in practice need to be a degree of positive discrimination.
3 Pressure by the Co-operative on the Local Authority for better performance and perhaps unintentionally for advantages over less well organised groups of tenants.
4 It may be impractical to delegate certain specialist functions e.g. major repairs; evictions; and it may be felt that the Co-operative is being delegated only the "easy" functions.
5 Possibility of motivation dropping off after a few years leaving the Local Authority to resume control, or alternatively the possibility of control ending up with a small clique.

BENEFITS OF CO-OPERATIVES FOR TENANTS
1 Control over their own homes, estate and environment with freedom to determine their own priorities in spending their management and maintenance budget.
2 Some control over the selection of tenants.
3 Direct control over the ordering and execution of repairs and improvement works and in dealing with tenancy problems, instead of having to wait for the landlord to respond; and the ability to increase the resources available through input of their own time, skills and material resources.
4 Wider social benefits developing a more neighbourly environment.
5 In short, tenant co-operatives can provide many of the benefits of owner-occupation in exchange for the same kind of personal effort, but without the same financial commitment and in a community setting.

FIGHTING THE COLD

The Windy City

The image of the windswept tower block is not just a journalistic cliché. The GLC report on the "Abatement of Wind Nuisance in the Vicinity of Tower Blocks" shows how the architecture and design of tower block estates makes them significantly more windy than the surrounding areas. This makes all tower block flats harder to heat and those on the upper floors particularly difficult. On many estates the problem has been compounded by dampness or condensation.

Heating systems have proved to be inadequate or to produce extortionate fuel bills. Many can't be controlled by individual tenants. One London tenant, for instance, told us that the written guideline she received from the housing authority advised her to "open the window if it gets too hot". Another, with a night storage

Data shows many tower block homes are suffering from serious heating problems

system, told us that she had to open the windows in the morning and switch on the electric fire in the evening. All her neighbours who were at home in the day had the same problem though many couldn't afford an electric fire and simply went to bed at tea time in the winter months.

Community Energy Research have led the way in responding to these very common problems. The West Midlands Heating Group is a campaigning forum composed of voluntary sector advice and welfare agencies and tenants' groups concerned with tackling the problems of fuel poverty. They set up C.E.R. as a free or low cost independent energy advice service for local groups (not individuals) as well as for housing authorities and local council departments. Most of their work has been on tower block estates or in other kinds of hard to heat housing.

C.E.R. works in four ways:

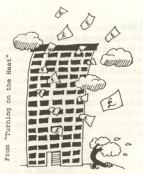
1 They compile technical reports. These cover heatloss, insulation and other characteristics of the heating system and are used in tenant campaigns for enabling benefit take up or for well informed improvement work.

2 They undertake energy audits and surveys. Using computers they are able to calculate tenants heating costs and to analyse proposed heating or insulation measures in individual blocks.

3 Training is another priority area for C.E.R. This covers all technical aspects of heating, dampness, energy advice and heating benefits.

4 Finally C.E.R. run a policy research programme continuously developing local energy policies which promote jobs, energy efficiency and the relief of fuel poverty.

The work done for voluntary agencies in Birmingham is free or low cost, whilst the cost of services for groups elsewhere is arranged by negotiation. Their reports have been especially regularly used to support tenant group applications for heating benefits from the D.H.S.S. These have covered heat loss, heating systems, dampness and related building defects and have compared tenants' income with computer predicted heating costs as an objective basis for the allocation of Heating Additions to benefits. Other significant reports have backed up campaigns for improvements to heating systems and insulation.



A lot of tower blocks were built to poor standards. This means high fuel bills for tenants.

Their work with the tenants of the Shelley and Browning Towers on the Northfield estate is a typical example. Their report on this project notes that the flats were difficult to heat because of "the poor insulation value of the walls, exposure to wind and driving rain, size of windows, water penetration of the structure and inadequate means of heating." To determine the likely costs of heating various types of flat within the blocks, C.E.R. carried out a computer based "Energy Audit". This revealed very high costs, mainly due to heat loss especially in the two bedroomed flats.

Reasons For Heat Loss:

1 The walls had a poor insulation value — heat was being lost from them at twice the rate which would be allowed under the building regulations for homes built since 1982.

2 The area of windows was excessive — far more than is now permitted.

3 Floor areas of some lower level flats were inadequately insulated and rain water was forming ponds on the roof.

4 Penetrating dampness was identified and attributed to structural faults and the two blocks were "generally" found to be "not in a good state of repair".

Having located the cause of the problems C.E.R. then proposed a range of improvements: They suggested three alternative heating systems and ways of insulating walls, windows, floors and roofs. Referring back to the Energy Audit they were able to estimate a "Payback" period for the cost of each improvement or combination of improvements. These ranged from 2.7 years for the heating system to 10.2 years for the double glazing only. They finally made a series of other recommendations which would help the tenants in their negotiations with the landlord and the D.H.S.S. All this was contained in a ten page report which could be easily understood by the lay person.

It's an investment — Payback periods on improvements to heating and insulation of between two and ten years.

C.E.R.'s work has clearly proved, with carefully assembled data, that many tower block homes suffer from serious heating problems. More important, they have shown that these can be tackled and that such improvements are a sensible investment, saving money on fuel bills within a relatively short period of time. The value of the improvement in the quality of tenants' lives, especially those who are home all day, is less easy to quantify but surely most important of all.

Community Energy Research have set an example to other campaigning groups across the country but there's no reason why it should stop there. Enlightened housing authorities could also, in the long term, derive profit from their work. Tenants everywhere who are worried about their bills or shivering in the cold will agree — this is a project that must be copied.

TOWER BLOCK HOMES AND THE SINGLE PERSON

Young single people are a group who are not normally given priority in local authority allocations policies but tower block flats can meet their needs particularly well. Many young people are out a lot of their time, they may not want a garden and they can even cope with the odd lift breakdown! Birmingham Housing Department have recognised the need and have responded by developing two of their blocks specifically for people aged between 18 and 25. Brooks Tower in Newtown and Dorset Tower in Winson Green

D.H.S.S. furniture regulations make it very difficult for young people to set up a home.

were both designated for this purpose and existing older residents were offered a transfer, though some chose to stay.

The Council now employs a resident warden and assistant warden who are responsible for security. They have a kiosk at the door, partly for security purposes but partly also to locate them in a place where they can effectively encourage residents to participate in community activities. Both blocks also have resident caretakers who are responsible for cleaning the communal areas such as stairs and landings. Most of these are carpeted, giving a comfortable, homely feel to the blocks.

Sense of Community

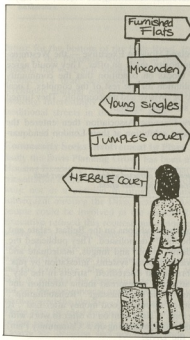
In both of the Birmingham blocks there is a genuine sense of community with the majority of residents belonging to the Residents Associations. The Brooks Tower Association has recently set up a weight lifting room and is planning to open a community shop whilst both blocks have well-used common rooms.

Calderdale Council are similarly conscious of the needs of young people in Halifax. They carried out research, through the Housing Department and local estate agents, which identified a particular need for furnished accommodation for the young. They decided to use Jumples Court in Mixenden to meet this need. Calderdale Council have six tower blocks in Mixenden, just outside Halifax. These blocks have always had management problems and have been the subject of several initiatives.

As part of the new scheme Jumples Court was regraded: provided with floor covering, redecorated communal areas and improve-

"The allocations system tended to exclude the very young, more mobile, single people who find it most difficult to set up a home of their own and who have never set up a home previously."

ments to security. The furnished letting scheme in Jumples Court "has been highly successful since its inception" and the block is now fully occupied with only a very small number of unfurnished tenancies remaining. "Much of this sucess is due to the high standard of the furnishings and the careful vetting of applicants prior to allocation." However, the housing authority found that in order to maintain the stability of the block, the allocations system tended to exclude the very young, more mobile, single people who find it most difficult to set up a home of their own and who have never set up a home previously."



PROPOSED INVENTORY	
Soft Furnishings:	
Vinyl floor covering (kitchen, hall, bathroom)	
cord carpet (all other rooms)	
Cane blinds (bedrooms)	
Paper lampshades (living room and bedrooms)	
Furniture:	
One single bed per bedroom	
One drawer unit per bedroom	
Metal tube/canvas chair(s)	
Bean bag	
Laminated trestle table	
Basic dining chairs	
Storage unit/shelving	
Appliances/Equipment:	
Basic kitchen kit (cutlery, crockery, utensils)	
Basic bedding bale	
Refrigerator	
Cooker	
Estimated cost of furniture and equipment	
1 bedroomed-flat	£870
2 bedroomed-flat	£1,180
Total cost:	£9,690

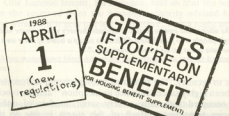
Provision for the Young

This led them to feel that it was appropriate to make "specific provision for this client group, especially given the growing problem, the lack of specific placements and the impact of the Board and Lodging Regulations". (The D.H.S.S. Board and Lodge Regulations introduced in 1985 imposed severe time limits on the length of stay in Bed and Breakfast accommodation for the under 26s receiving benefit. Cost limits were also introduced; if the accommodation exceeds these price limits then the young person must pay the difference.)

They chose Hebble Court, another Mixenden block for a pilot project consisting of nine furnished flats on three landings. As these prospective tenants will be younger and setting up home for the first time, more furnishing and equipment will be provided than in the Jumples Court project.

Charge to tenants:

Tenants of both schemes pay a furniture charge. These charges are taken into account when Housing Benefit is assessed. The charge for a one-bedroomed flat is £4.25 and for a two-bedroomed flat is £5.35. This allows a recovery of the initial investment over approximately five years allowing for void periods.



Calderdale stress the crucial importance of management supervision: "The success of the scheme depends to a large extent on the vetting of applicants and the careful supervision and monitoring of the resulting tenancies."

Regular home visits are planned, possibly on a weekly basis, to monitor the tenancy and to provide advice and counselling. Regular contact with parents or referring agencies (Social Services/ Probation) will also be rigorously maintained.

The authority also intend to introduce a 24 hour caretaking service. They hope thereby to discourage vandalism, improve security and create a more stable environment for the tenants.

Calderdale identified the need for this type of scheme in 1985. Changes in the D.H.S.S. regulations have subsequently increased

The initial investment in furnishings and equipment could be recovered over approximately five years allowing for void periods.

the need. The Furniture Regulations introduced in August '86 make it very difficult for young unemployed people setting up home. Currently, a young person on their own is not even guaranteed a cooker or a bed. The regulations are due to be tightened further in April 1988. After that claimants will be required to apply for loans from the D.H.S.S. Social Fund for furniture. Benefit advice workers feel that single people are likely to be treated as the lowest priority for such loans.

The Calderdale scheme tackles this problem head on. Although the initial investment is significant the money is likely to be recouped within five years. In the meantime some particularly vulnerable young people will be able to live comfortably in accommodation which, although unpopular with others, may satisfactorily meet their needs. Everyone, it seems, has something to gain from this scheme.

REFERENCES

(1) Calderdale Metropolitan Borough Council, "Provision of Furnished Accommodation in Hebble Court",1986.

"DIVIS – THE WORST HOUSING IN EUROPE?"

The Divis flats in Belfast are a household name. They have been, as the Architects Journal noted (9.7.86.), "a ready subject for the thesis and dissertation and a convenient backcloth for plays, documentaries and films". Wherever the title appears a common description is frequently appended: "Divis — the Worst Housing in Europe". Why? What can be learnt and what can be done?

The Divis Flats complex consists of 12 seven-storey deck access blocks and one nineteen-storey tower. Tenants complained of

"The problems — incurable damp, mould and fungus, inadequate and unhealthy sewage and waste disposal systems, infestation by rats, cockroaches and mice, brutal, discredited 'streets in the sky' design".

structural faults as soon as the complex started to be occupied in the late 60's. By the time that the Falls Community Council was set up in the early 70's condensation, damp, noise transference and vermin infestation were all common complaints. Conditions were so bad that the Lower Falls Residents Association passed just one resolution at its inaugural meeting in 1973. It called for the total demolition of Divis. In 1979 the Divis Demolition Committee began to progress that objective by wrecking empty flats. The leaders were arrested but given nominal fines by a judge who also condemned the authorities for the condition of the estate.

At last, in 1984, two blocks were demolished although community leaders believed that concern about security, rather than living conditions, was the principal reason. The campaign for total demolition went on and was given yet further impetus by the discovery, during the destruction of the first two blocks, of a major asbestos problem.

Demolition?

In 1985 the Northern Ireland Housing Executive — the Westminster controlled housing authority, made an offer. They would agree to demolish two more blocks on condition that the community accept long-term rehabilitation for the rest of the complex. Local people considered this to be divisive and unacceptable. They turned down the offer and a stalemate ensued.

The Town and Country Planning Association then entered the story. They staged a major exhibition at their London headquar-

A vigorous campaign for demolition attracted widespread support both within the local community and much further afield.

ters, graphically revealing the conditions on the Belfast estate and calling for the Divis to be totally demolished. They publicised the problems — incurable damp, mould and fungus, inadequate and unhealthy sewage and waste disposal systems, infestation by rats, cockroaches and mice, brutal and discredited "streets in the sky" design. The exhibition attracted widespread media attention and the T.C.P.A. were unequivocal in their message. "Rehabilitation", they said, would amount to "throwing good money after bad". It was "perverted planning logic". They went on to offer to work with the Divis Residents Association on drawing up a 'Community Plan' for the replacement of the Divis.



Eventually, in 1986, the Housing Executive dropped their insistence on long-term rehabilitation and agreed to the unconditional demolition of two further blocks. In September, after a sixteen-year struggle, total demolition was finally accepted by the authorities in Belfast and Westminster. The "Divis Planning Group" immediately set about reorganising itself and began the task of planning a new

After a sixteen year struggle total demolition was finally accepted by the authorities.

future for the bottom of the Falls Road. By this time their crucial allies in the Planning Aid Unit at the T.C.P.A. had lost their funding but were still willing to help in any way they could. They produced a draft discussion plan which was published by the Architects Journal and endorsed in principal at a packed public meeting. Interestingly the residents specifically endorsed the idea of traditional streets in the "new" plan!

Community Seeks Involvement In Plans

Sadly the Divis Planning Group has been unable to work with the Housing Executive, who told the group that they had undertaken a consultation exercise, were commencing work on a master plan and were not in a position to provide details of their work. At a subsequent meeting the Divis Residents Association asked if local people could be involved in the choice of designs. The Housing Executive refused this request but announced that they would be setting up a "design clinic" on the site for three hours a week.

The D.R.A. were unimpressed by this offer but they did go on to suggest that perhaps the clinic could be run jointly by the D.R.A. and the Executive. This was also refused. At the same meeting the D.R.A. asked if the demolition decision was irreversible. They did not get the unequivocal answer they were looking for:— "We will work around the blocks — Milford and St. Judges are to be the last. These may be used for single unit "rehabs" for elderly and young people in the Falls area, if it is judged cost effective at the time". Clearly the decision was not irreversable.

That, at the time of going to press (summer 1987), is the Divis story so far. It is, in every respect, an unhappy one. The complex failed to provide safe, comfortable homes. It was built against the advice of local people and major construction faults appeared immediately. A vigorous campaign for demolition attracted widespread support both within the local community and much further afield. There can be few if any such tenants campaigns that have ever attracted more

The Divis complex failed to provide safe, comfortable homes.

support. Yet fifteen years after the first protest the future of the complex is still in the balance. Whilst the reluctance of the Housing Executive to take on the huge costs of demolition is understandable, the failure to communicate with local people is harder to explain.

Even when demolition had apparently been agreed the Executive continued to leave tenants without any definite understanding about the future of their homes. They then turned down requests from the Residents Association to be fully involved in planning the future of the area. This is the saddest part of the whole story. Community architecture is scarcely a revolutionary concept. The involvement of local people in the design of their own neighbourhood is widely accepted as good practice. After such a long history of conflict there is at last an opportunity to involve the whole community in planning a future for the Falls Road. Critics of

Tenants specifically endorsed the idea of traditional streets in the 'new' plan!

community architecture say that the idea has only been practised on the fringes of the profession in small scale developments. The Divis provide the opportunity to test the concept of community architecture with one of the biggest and most challenging developments in Europe. Local people are ready. It would be a tragic waste if, after two decades of struggle, they are not allowed the opportunity to take on the challenge.

TACKLING RACISM

Some of the problems associated with living in tower blocks are the same for black and white tenants. Some of the difficulties which are faced by black people in Britain are the same no matter what kind of housing they occupy. Some, but not all. We asked Kaushika Amin, the information officer at Runnymeade Trust to outline the particular concerns of black tenants in tower blocks. We've then gone on to explain a series of initiatives which offer some positive ideas for tackling the problems that Kaushika has described. First, Kaushika . . . .

Distorted image

The prevailing image of black tenants in Britain is that of victims whose main problems are racial harassment. The strength of this image has not only tended to obscure some of the fundamental problems faced by black tenants in tower blocks and council estates, but also their participation in many housing struggles."

Issues affecting both black and white tenants:

"For all tenants the structural quality of their homes is fundamental. Black tenants living in tower blocks, like their white neighbours, face problems of isolation, dampness, costly heating, condensation, inadequate lifts and ill health as a direct result of the social and physical structures of tower blocks and the poorly designed estates.

At the same time, the results of a decade of policies which have involved massive cuts in public housing are beginning to show. In many areas almost no new homes have been built, better properties have been bought by tenants who can afford them, and there has been a general deterioration of council property. Tenants are finding themselves unable to transfer out of tower blocks whether their reasons are medical, concern for the safety of their children, racial harassment or simply the effects of age."

Black tenants worst hit

"Black people, whose entrance into council housing has been comparatively recent, now find themselves, in the majority on some of the poorest quality estates in inner city areas. In tower blocks their isolation and vulnerability is not only the result of the physical environment it is also a consequence of racist violence and of the effects of the general economic situation which has led to increasing poverty and unemployment.

As a result the demands relating to housing have focussed on immediate issues, for example: discrimination in local authority housing allocation procedures, homelessness and racial violence. Most of these demands have been organised on a wider community basis rather than through the traditional tenants associations. Many tenants associations have become the bastions of 'white' interests by actively ignoring issues important to black tenants and, in certain cases, protecting those involved in perpetrating racial violence."

Campaigns with many dimensions

"Increasingly, for black tenants, struggles around housing also involve other issues. For example, for the tenants of Broadwater Farm, in the London Borough of Haringey, demanding an end to repressive policing can not be divorced from improving living conditions on the estate.

Similarly, black tenants, who are attempting to bring their dependents to join them in Britain, face the numerous hurdles of racist immigration policies, one of which is getting secure and adequately sized housing. For many tenants, this situation inevitably links housing to immigration policies."

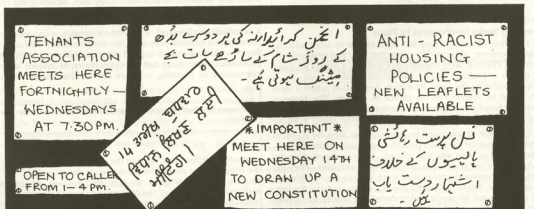
Cherry Orchard Group

"Tenants organising against racial violence and demanding the removal of perpetrators from their area are also likely to ask for good lighting and security which would benefit all the residents on the estate. One such example is the Cherry Orchard Black Tenants Action Group in Charlton, Greenwich. This group was formed by women on the estate to challenge the increasingly organised attacks upon them and their families. They demanded that the council be more responsive to the specific issues affecting black tenants, such as security and racial violence and, also to the general issues, such as repairs and problems with heating. These black women and many others need good lighting and regularly working lifts not only to get the shopping and the pram upstairs but also to promote their safety in the face of racist violence.

Consequently, it is important to stress that black people's experiences and struggles are not one dimensional — purely anti-racist campaigns. They are simultaneously around immigration, anti-racism, the decline of the inner city, unemployment, the general economic crisis and housing.

Kaushika Amin

Home Office studies revealed that physical attacks on Asian people were 50 times more likely to occur and physical attacks on African/Caribbean people were 36 times more likely to occur than on white people.



The work of the Federation of Black Housing Organisations

The F.B.H.O. Race Equality Project has addressed several of the issues which Kaushika raises. They have been involved in a variety of initiatives to tackle racism and racial harassment and to encourage the effective involvement of black tenants in tenants groups. It has worked on a number of levels:

The project has carried out work in co-operation with **Local Authorities.** In 1986, for example, it was asked to present the London Borough of Southwark's Racial Harassment Policy to tenants groups, largely through the District Housing Committees. One of the aims of this presentation was to help tenants groups to realise their own potential in combatting racial harrassment. Although, the project felt there was still a long way to go, they did feel that the resulting debate was useful.

The Project has been involved with **Tenants Federations,** and their predominantly white membership. The Project worked with the Federation of Lewisham Tenants & Residents Associations to develop and run a housing action course for tenant activists. The course provided training in running tenants associations effectively, including how to involve black people and to confront racism. The course attracted an average of 20 people, and ran for 3 months. The Project is now developing the course further and encouraging other Federations to take part.

The Project has worked with **black tenants** on estates where their views and needs are not being effectively represented by a tenants or community group; in situations where black tenants are otherwise unable to influence the Council decisions which affect their lives. For example, alongside Lambeth's Race Relations Officer and other black workers in the borough, the Project helped to organise black tenants on the Stockwell Park Estate. Intensive door knocking led to a good attendance at meetings and to the formation of a Community Association.

Tenants Organise Anti Racist Sessions

It is true, in our experience, that the majority of tenant associations on tower block estates are dominated by white members even where the estate is racially mixed. There is no doubt that some T.A.s are overtly racist. Others are seen as unwelcoming, distant or simply inappropriate. Some T.A.s have however taken positive steps to make themselves more representative of and more useful to the whole community. The Limehouse Fields Tenants Association (L.I.F.T.A.), for instance, organised a series of sessions for tenants in Stepney to look at racism and how to combat it. The Stepney area has experienced a high and growing amount of racial tension and harassment. A committee member of L.I.F.T.A. felt that it was important to try to discuss these problems and to take some positive steps to open up a dialogue between black and white tenants.

An experimental programme of five 'Anti-Racist Workshops' was drawn up with support from local community workers at Dame Colet House and the Tower Hamlets Tenants Federation.

THE SESSIONS' THREE AIMS

1. **"To develop a strategy that would enable Tenants Associations to increase the involvement of Black and Asian tenants in order to be truly representative of their whole estates."**
2. **"To encourage the recognition that Asian and Black tenants face specific difficulties on estates."**
3. **"To look at ways in which Tenants Associations could respond to those needs."**

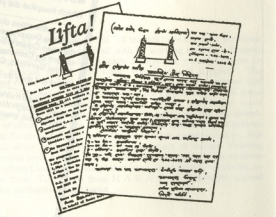
All five sessions were chaired by tenants. It was agreed that these were opportunities for tenants to thrash out their differences and to break down some of the barriers between them. Some of the obstacles facing black tenants were well illustrated in the discussions. One tenant told of his experiences:

"Four of us got elected to the Tenants Association but we gradually gave up . . . because every month as soon as we go in all the tenants reps immediately start abusing us. I mean they see us as the problem, not as fellow tenants."

Speakers were invited to the sessions to talk about specific issues, some of which were planned in advance and some as the result of requests from previous meetings. The subjects covered included: racial harassment, Council policies on race and housing, the history of Bengali settlement in the East End, rights and obligations under the Race Relations Act and tenancy agreements.

Overall the organisers felt that the sessions did help to break down barriers between people. A few of the myths about black people were exploded. It was the beginning of a dialogue between black and white tenants in an area where racial divisions are widening.

Since this series of sessions was held one-off Tenants Tackle Racism and Women Tackle Racism workshops have been organised in Tower Hamlets by Dame Colet House. The workshops have been accompanied by an exhibition, mounted by The London borough of Tower Hamlets Race and Housing Action Team. The exhibition illustrates the growing racial harassment being experienced in the area. A book of the original sessions has also been produced, in English and Bengali, and is available from Dame Colet House.



Tenants organise support networks

The Ferdinand Estate in Kentish Town, Camden, is another area where racial violence is escalating. This violence culminated in the murder, in May, of a Bangladeshi man, on his way home from work. The work of The Ferdinand Estate Tenant's Association illustrates the potential, that tenants associations do have, to challenge racism on their estates.

They adopted several measures in response to the increasing incidence of harassment of both black and white tenants on their estate. They established a crisis telephone tree and a support network for tenants suffering harassment. A detailed checklist, in a number of languages, has been produced for tenants to use to record evidence of attacks and has been given to all tenants.

The Tenants Association are considering developing a late night escorting service and 'after school' facilities for children at risk of harassment. They have also met with councillors and police to look at ways not only of supporting harassed families but also of taking action against the perpetrators of the racial violence on their estate.

HARASSMENT CHECKLIST

Harassment can take many forms: name calling, threatening behaviour, racist abuse, damage to property, frightening or attacking children, offensive graffiti, constant ringing of door bells, things through the letter box etc. We are interested in hearing if any of these things have happened to you or your family.

If you have been a victim of harassment, or your have witnessed an incident please help us by filling in this form as soon as possible after the incident.

Date, Time, Place of Incident:

Victims details (name, address, age):

Briefly describe what happened:

Describe the person(s) responsible:

a age
b approx. height
c clothing
d hair colour
e hair style
f were any of the following worn: glasses, beard, moustache?
g what build were they?
h what complexion did they have?
i would you recognise them again?
j have you seen them before?
k are they local people?

DID ANYONE ELSE SEE THE INCIDENT? Do you know their name and address?

Were you injured?

Which hospital did you go to?

What authorities did you tell? — Police (Holmes Rd 725 3611); Housing Department(267 4443); Camden Council Security (278 4444); others eg Community Centre, Neighbourhood Advice Centre, Social Services, Camden Law Centre.

What did they do?

If you need more space for any of the answers, or would like to draw a rough diagram of the area where the incident happened, please use the space below.

All the details you have given us including your name and address are confidential. None of it will be disclosed until we have discussed it fully with you and got your permission. We need this information to find out what is happening in our area. *Please return this form as soon as possible after the incident to Andy Gregg at Harmood Community Centre, 1 Forge Place, Ferdinand Street, NW1 or phone him on 485 9850 if you have any questions or if you need help filling in this form. Andy can arrange to have the form collected from you.

Evict the Perpetrators

Racism and racial harassment cannot be confronted by tenants' groups on their own, they need the support and co-operation of councils and the police. The London Borough of Newham Housing Department policy on racial harassment illustrates the commitment of some councils to evict the perpetrators of racial violence rather than the victims.

The London Borough of Newham have produced a training package for staff in how to implement their racial harrassment procedures. The training package covers in detail each aspect of procedure and how these procedures should be carried out. For instance, the report instructs housing officers to be sensitive in their treatment of victims of racial harrassment:

". . . DURING THE INTERVIEW NO ATTEMPTS SHOULD BE MADE TO UNDERMINE THE VICTIM'S CONFIDENCE BY CHALLENGING THE VALIDITY OF THEIR STATEMENT OR BY UNDER-ESTIMATING THE EFFECT RACIAL HARRASSMENT HAS ON THE VICTIM. . . ."

The Council also produce a 'victim support pack' which includes a diary sheet, emergency telephone numbers and information about community groups and other agencies who may be helpful to the victim.

In practise, few evictions on the grounds of racial harassment have taken place around the country. Many tenants feel that for tenants' groups to be able to challenge racism effectively on their estates the eviction of perpetrators must be carried out. The alternatives are stark: the virtual imprisonment in their homes of Black families or the development of ghettos.

LONDON BOROUGH OF NEWHAM'S DEFINITION OF RACIAL HARASSMENT

Racial harassment should not be compared with inter-neighbour disputes, general nuisance or vandalism. These are experienced by people of all races alike.

Racial harassment refers to violence (verbal or physical) which is suffered by individuals or groups because of their race, colour, creed and when the victim believes that the attack was of a racist nature and/or there is evidence of racism.

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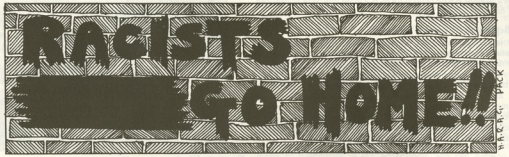


Anti Racist Tenants Rule!

The Housing and Race Action Group (H.A.R.A.G.), in Newham, have published a pack designed to help tenants associations and individual tenants tackle racism on their estates. The pack, called "Anti Racist Tenants Associations Rule O.K!" covers the purpose of tenants associations, the importance of anti racist policies and practises and the practical steps which every T.A. can take. Presented in a simple and attractive style each page signs off with the line **"Remember a good T.A. is Anti Racist: show them this pack".**

Worth The Effort

Kaushika Amin began this chapter with the observation that black tenants in tower blocks face the same problems as their white neighbours. She went on to explain how they face many others as well but isolation, inadequate lifts, faulty entry phones and poor play facilities are common ground for black and white tenants. The H.A.R.A.G. pack stresses that "all tenants have common problems that are more likely to be dealt with by working together. Tenants working together can dramatically change the atmosphere on an estate making people feel safer, friendlier and happier." The account of the work of the F.B.H.O. and of L.I.F.T.A. shows that working together effectively doesn't come easy in multiracial areas where tenants are experiencing many stresses and where racist scapegoating is particularly tempting. It isn't easy but the investment of effort is well rewarded for the whole community as tenants on the Ferdinand Estate have shown in such a practical way. But tenants alone cannot cope with every aspect of racism. Housing authorities must also be prepared to adopt policies similar to those of Newham Council. To adopt them and, hard though it may be, to act on them. To borrow from H.A.R.A.G. — **Remember a good housing authority is anti racist**.

THE 'DRAGON GARDEN' — An Environmental Improvement Project

The "Dragon Garden" is an innovative community based environmental improvement project carried out on the Pepys Estate, Deptford, London. The project was designed and built by "Theories at the Bottom of the Garden" (a community landscape design and build organisation) in close conjunction with the tenants, local community organisations and young people living on the estate. This case study was written by Jerry Cooper who works for "Theories".

The "Dragon Garden" consists of an unusual landscaped garden with integrated customised play features, which together create the shape of a dragon whose central focus is a giant concrete sculptured dragon head.

In the Beginning . . . was a Problem

The project began in 1984 when an estate based community organisation commissioned "Theories" to carry out a feasibility study to determine how an empty space beneath one of the estate's 24 storey blocks could be imaginatively developed. "Theories" were chosen because we believe that everyone is potentially capable of playing an important part in the processes of designing an environmental scheme, as well as involvement in the construction and decorative treatments of the project itself. "Theories" ' expertise was to enable that involvement to take place and develop the ideas and visions that arose from the process.

Processes Towards a Community Based Design:

The early stages of the feasibility study took the form of door-to-door surveys and questionnaires, articles in the estate newspaper, a drop-in on the estate with exhibition and plans, public meetings, and a myriad of individual conversations and smaller meetings.

It soon became evident that the estates' needs polarised around the older tenants wanting a garden space to relax in and look at, while the younger people were more concerned with a place to play and meet in. Once these parameters had been established, "Theories" set about trying to create a space conducive to both activities by integrating garden and play facilities in an imaginative and innovative way.



Site works in progress.

"Theories" then began to involve the local schools in helping decide what the play garden should look like and contain. A crash course in environmental studies started with classes from the Infant and Junior Schools. The classes were taken on excited outings to other sites around London, both innovative and prosaic. The children were asked to survey and analyse the play facilities and to make qualitative judgements about the type of play equipment and environment that they preferred.

The conclusion that "Theories" were able to draw from the children's findings was that the landscaped environment was as important a factor as the play equipment itself. "Theories" then organised workshops in the school to allow the children a chance to

Local children decorated the dragon's head, they applied mosaic decoration to its teeth, eyes and nostrils. They painted its tongue red and its skin green . . . and all while the dragon slept.

put their plasticine where their thoughts were. The theme that arose out of these workshops was the "monster park" with highly sculpted 3D monster forms with tunnels and slides etc.

It was this theme that "Theories" developed, designing a layout which integrated a garden and play around the shape of a dragon monster. With a design and price tag attached of approximately £35,000, the feasibility report was completed and the long haul to achieve adequate funding to carry the project out began.



Concrete Works . . .

In 1985, sufficient funding had been found to begin the project and put the design ideas to the practical test. The landscaping, representing the shape of the recumbent dragon's body, took the form of a log retained long grass mound that bounded the edge of the site with planting behind. The tail of the dragon became timber seating then snaked along a wall and wrapped itself around a column. The dragon's body culminated in the centre of the garden with a giant sculpted concrete dragon's head with a tunnel entrance through the mouth to play equipment behind.

Theories believe that everyone can play an important part in designing an environmental scheme

Along the length of the dragon's body are integrated custom-built play equipment in the form of a carved slide tower, one and a half ton stone seats, and a timber bridge over the entrance to the site carrying the name of the site and a panoramic view over the garden.

The site works were carried out by "Theories" in conjunction with the South London Mural Group and Super Structures who built and designed the timber components. The dragon head itself was designed and built by "Theoies", and decorated by local school children who applied mosaic decoration to its teeth, eyes and nostrils before painting the tongue red and the skin green. All this took place during the dragon's slumber and no casualties were incurred.

In the End . . . There was Success.

There was a grand opening in 1986. Local dignitaries, celebrities and local residents celebrated the successful completion of the project with food, wine, music and fireworks. A good time was had by all.

BEATING THE COCKROACHES

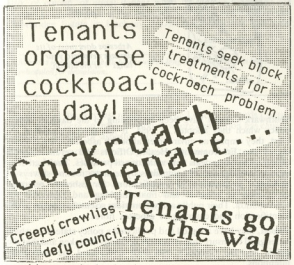
Cockroaches are a common problem in Tower Blocks — perhaps more common than we know. Tenants are often ashamed to admit that they have cockroaches in their flats fearing that infestation is an indicator of poor hygiene. In fact this is not the case. Cockroaches multiply rapidly in high temperatures. Tower Block heating ducts are therefore the perfect breeding ground. Having then established their habitat in the ducts the cockroaches can spread easily and quickly from one flat to another.

A report of a "Cockroach Infestation on the North Peckham Estate" compiled by Pitt Street Settlement describes the reaction of tenants: some were ashamed, many were very seriously concerned about the fears of their children and all expressed concern about the health hazard. Furthermore the solution seemed to be almost as alarming as the problem.

Toxic Solution

A letter to tenants from the Environmental Health Officer explained that: "In order to treat the pest problem in your premises a number of poisons may be used. These poisons may be harmful if handled, eaten or inhaled. Care should be taken to ensure that children and pets are kept away from the treated areas." Parents, it seemed had a brutal choice — cockroaches in their homes or toxic chemicals?

The Peckham Environmental Health Officers treated individual flats. This approach seems to be standard practise: Tim Thompson, for instance, the secretary of the Wellington Estate Tenants Association told us that the Tower Hamlets Environmental Health Officers sprayed individual flats at different times in response to



complaints, completely misunderstanding the nature of the infestation (in the heat ducts) and the life cycles of the coackroaches. (It is essential to spray at specific intervals in order to catch the eggs.)

Across the country we have repeatedly observed a similar lack of basic understanding, leading to tenants enduring the risks of chemical treatment without there being any realistic prospect of the elimination of the infestation.

The Peckham Report clearly shows the importance of block treatment. They also looked at a successful treatment programme on the Chalkhill Estate in Brent. The report noted that there the service ducts were drilled and fitted with rubber plugs to facilitate regular spraying, and that two people were working full-time on the estate on a rolling eradication programme.

Tenant Involvement Vital

They concluded that an effective treatment programme demands sufficient resources to tackle the problem on an estate-wide scale and that restricted programmes, rigid working practices, and cheap insecticides are a false economy. They also noted the need for tenants to have information about infestations and treatments so they can ask for the programme they want. They are much more likely to then cooperate with the programme and to properly understand the hazards.

Finally the Peckham Report concluded: "Tenant Action is needed. Environmental Health Officers in Brent are clear that the resources committed to Chalkhill Estate are the result of pressure from an

Tenants learnt how to control infestations and created jobs at the same time

active and assertive tenants association. Tenants need to make clear to their councils that they will not accept uncontrolled, persistent infestation. They also have an important part to play in making a treatment programme effective. They can encourage their neighbours to participate in the programme and can help to spread information about the issue."

The Broadwater Farm Residents Association took the idea of tenant involvement in cockroach control one step further. A tenants survey of the estate had shown that people wanted the problem to be dealt with as a matter of urgency. Haringey Council agreed to spend a £100,000 on the whole estate.

Tenants asked the Council to do only a quarter of the work at first, so that the tenants could assess the success of the treatment and train people from the estate to do the remaining work. A co-op has been set up to carry out the rest of the contract and to be responsible for maintenance. They receive technical back-up from the Council's Environmental Health Department. Not only have tenants learnt how to control infestations, they have also created jobs.

Legal Action

The experience of tenants on the Lancaster West Estate in North Kensington illustrates the importance of determined tenant action. The estate is the largest in the borough, housing some 3000 people. The cockroaches first took a hold in the heating ducts in early 1980. Despite individual complaints and a joint petition block treatments did not begin until a year and a half later.

North Kensington Law Centre set up a "cockroach desk" in a local church hall and organised an estate-wide survey using volunteer Environmental Health Officers from other London boroughs. They

found a "massive cockroach infestation" throughout the estate and tried to persaude the council to undertake an effective treatment programme for the whole estate. It was December 1982.

In early 1983 the whole estate was declared a "public health nuisance" in a report by an independent consultant from Shelter. Finally, the council accepted the scale of the problem. In the summer of '83 they appointed a specialist contractor who undertook an estate treatment which successfully eliminated the infestation for a yearly contract of around £7000.

The Law Centre then began the long legal process of seeking compensation for the tenants. This culminated in an important judgement in October 1985 where His Honour Judge Honig agreed that cockroaches were "dangerous to health, extremely unpleasant and distressing."

He found that the council had not carried out eradication with due care and attention and in particular cited their failure to obtain

Judge Honig rules cockroaches are "dangerous to health, extremely unpleasant and distressing."

co-operation from the tenants, the late treatment of the heating ducts, the use of the wrong chemicals and the failure to monitor the progress. The judge awarded the tenants £1,100 compensation for the distress and inconvenience they had suffered.

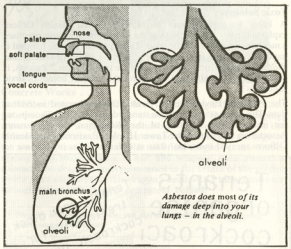
In their 1986 Annual Report the North Kensington Law Centre conclude "the decision will have huge repercussions for local authorities up and down the country . . . council officers tried to make excuses in court by alleging that the problem was under control, or down to unhygienic individuals or due to lack of access. All these arguments have been laid to rest. The case shows that if it means extra expenditure then that's what councils have to do. The victory should encourage tenants nationally to organise together for effective pest control."

ASBESTOS IN TOWER BLOCKS

Asbestos was widely used in the construction of tower blocks. It is now a common and costly problem for many housing authorities. All colours of Asbestos have been found in every part of the structure. It was used to provide fire protection and heat insulation. Structural components, wall and ceiling finishes, and ducting covers all included asbestos as did many parts of the decoration including false ceilings and textured paint. It was built into the structure and can be disturbed not just by maintenance, as is popularly believed, but by day to day living. Floor tiles are walked on, heating is switched on, walls are redecorated and children play in their home.

Asbestos is one of the most frightening lagacies of the tower block building boom. There is no simple answer and no cheap solution.

Just kicking a storage heater may release dangerous levels of asbestos fibres into the air. On the Ferrier Estate in the London Borough of Greenwich, for instance, wall panels were found to be releasing large amount of fibres when the doors were slammed. That is why workers have to be fully suited and masked like astronauts to remove the asbestos panels with which tenants have been living for years.



Asbestos does most of its damage deep into your lungs – in the alveoli.

Southwark Council have been responding to the dangers with a policy which they adopted in 1984. It has several elements:

First, they employ an environmental health asbestos team consisting of two Environmental Health Officers and seven technical officers. The team deals only with council premises. Their activities include investigation of complaints by tenants, routine surveys of buildings, preparation of specifications for asbestos removal, supervision of removal and final checking and clearance for reoccupation. Their public analyst provides scientific support in the identification and counting of asbestos fibres.

Second, they have adopted and publicized a policy statement which is designed to ensure that consistent decisions are taken and that the public and the Council's own staff understand the authorities intentions.

Third, Southwark Council have developed a scheme for risk classfication which provides a consistent approach to sampling or

SOUTHWARK COUNCIL — POLICY ON ASBESTOS

1 The Council recognises its duties to its tenants, employees and persons using its premises and declares its intention to treat all installed asbestos in accordance with its classification scheme, as part of a continuing programme.

2 The Council will undertake the neccesary removal of asbestos in a planned and rational manner and to this end:

2A The Council will undertake a programmed survey of all local authority owned and controlled premises with the object of ascertaining the presence of asbestos-containing materials within the premises.

2B The Council will classify the risk presented by any asbestos containing materials found on its premises and will remove or otherwise treat the asbestos in accordance with its classification. The classification will be judged in accordance with set criteria which will be revised as circumstances require. Notification of all revisions will be given to employees and tenants representatives.

2C The classification for each dwelling or work area will be entered in a register which will be open to inspection during normal office hours by any council recognised trades union safety representative and any individual present on the electoral roll of the Council.

2D A safety representative or resident may make representations to have the classification of a workplace or dwelling reappraised should circumstances occur which materially change the classification.

2E The authority will nominate a person whose name will be displayed within the register to whom all enquiries concerning the register and its contents should be addressed.

3 No future contractual work or council owned or controlled buildings will start without a survey for asbestos. Existing data in the register will be considered sufficient if complete and under three years old.

4 Guidance will be given to all council employees likely to come into contact with asbestos products on its likely nature, effects, and locations.

5 Asbestos products will not be used.

6 The Council will investigate the provision of a service to collect and dispose of all household asbestos waste generated within its area.

7 The Council will conspicuously label all installed asbestos products which are not to be immediately removed.

8 The Council will monitor all installed asbestos products to ensure that deterioration has not taken place which would necessitate its removal or reclassification.

9 The Council will re-examine its policy towards occupational health protection to take account of any new issues raised by this policy.

(The last two points have not been implemented due to lack of resources.)

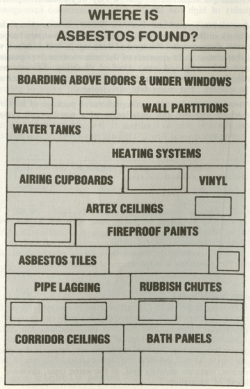
total surveys for asbestos-based products used in buildings. The scheme uses a system of categories each of which is awarded a numerical factor. The total points determine the potential hazard and priority for treatment. Risk classification takes into account position, condition, damage potential, friability (ability of the material to release fibres into the air), surface treatment and composition. Every room within each building is scored individually.

Asbestos is a major danger in blocks with a long term future. It is also, of course, of equal danger when blocks are scheduled for demolition. In the case of the demolition of Northaird Point on the Trowbridge Estate in Hackney, for instance, asbestos was only

Asbestos is a danger in both blocks with a long term future and in blocks scheduled for demolition.

discovered at the very last minute and The London Hazards Centre report that " there are many examples where demolition has caused a massive release of asbestos fibres."

Asbestos is one of the most frightening legacies of the tower block building boom. There is no simple answer and no cheap solution. The Southwark response is not a definitive one but it does represent a serious attempt to respond to a very serious danger. It is one that other housing authorities should consider using, adapting and improving as a matter of urgency.



BUILDING ON THE ASSETS; How The Association Make Best Use Of Their Assets

The Scottish Special Housing Association owns 73 tower blocks in Glasgow, Clydebank, Paisley, Linwood and Dundee. They are, according to Alex Robertson the Association's Assistant Director, "in general very popular". Ray Paterson studied the work of the Association, as a post graduate researcher, before becoming Housing Management Liaison Officer. In his report he explained the thinking behind the Association's approach to the tower blocks:

"In order to be able to use the high rise block to its best advantage it is essential that we understand both its strengths and its weaknesses. It should then be possible to develop a policy which builds upon the advantages of multi-storey life for certain people by introducing

"while many difficulties still remain, a combination of technical improvements, management initiatives and tenants' participation has gone a long way towards improving the quality of high rise life."

some phased modifications designed to take account of specific needs and circumstances . . . while many difficulties still remain, a combination of technical improvements, management initiatives and tenants' participation has gone a long way towards improving the quality of high rise life."

The Association's work on Fortrose Street, a nine-storey deck access block in Partick and Shaftesbury Street, a 15-storey block in Anderston, demonstrates this kind of thinking. In both blocks it was found that almost three-quarters of the tenants were over pensionable age and many had some kind of disability. Tenants were generally fairly satisfied with their flats which were compact and easy to manage, but many felt very isolated.

The Association undertook a comprehensive package of improvements which included the installation of a warden call system, enabling the less able to continue to live independently. A new entry phone system was fitted. This has proved to be less prone to

"In general multi-storeys shared one fundamental weakness: they created privacy without community."

vandalism than is commonly the case, probably because the community is so homogenous and because there are so few young people in the flats. It has thus worked to maximum effect, improving the security of the buildings and their internal appearance. Finally, community rooms have been opened and have become the focus for a wide range of social activities.

Creating Social Space

Ray Patterson found that "In general multi-storeys shared one fundamental weakness: they created privacy without community." The Association believe that building modifications can change "communal space" into "social space". "Controlled entry is only the first step in the process; the final objective is to improve the quality of these open areas, develop the opportunities for social communication, increase security and, at the same time, decrease the likelihood of vandalism".

In its four 23-storey blocks in Hutchesontown, for instance, the Association has upgraded the entrance foyers, reducing their size and improving their appearance. The surplus space is being converted into an "activities area". Eventually the foyers are to be fitted with heavy duty carpeting and potted plants. In two of the blocks community rooms are also being provided by modifying existing storage space. These communal improvements are being made as part of a comprehensive programme which also includes the installation of a new heating system and internal insulation. Finally it is intended to increase the security of the buildings by providing a more comprehensive caretaker service.

Satisfying 'Low Priority' Needs

The Association stress the importance of a sensible lettings policy. They believe that tower blocks can be satisfactory homes for elderly people, childless couples and single people — all groups who have low priority in traditional allocation systems. In their four blocks in Wester Common, North Glasgow for instance, the District Council

"Tower blocks can be satisfactory homes for the elderly, childless and single people."

have now agreed that they will no longer house families with young children and that existing tenants will be allowed to move within their blocks when a suitable vacancy occurs.

This policy has been adopted after a group of consultants undertook a detailed survey of tenant complaints. They found that there was widespread dissatisfaction and the level of vandalism was exceptionally high. With encouragement from the Association's community development workers, each of the blocks formed a tenants' committee to discuuss the future of the area. The general housing management input was increased and the new policy began to take shape. It was also agreed that a community hall will be built and a new, seven-days-a-week shift caretaker system has been introduced. This has had the effect of greatly reducing vandalism. The overall effect of these improvements has been considerable. Tenant



Tower blocks satisfying particular types of housing need and preference.

satisfaction has greatly increased and flats in the block are no longer difficult to let.

The Association are under no illusion about tower blocks. "It is perfectly true", says Ray Paterson, "that as a housing form it has distinct limitations". They have, however, demonstrated that with "imagination and sensitivity" tower block flats can "continue to satisfy particular types of need and preference". Looking to the future, "Scottish Special Housing Association will continue to make optimal use of its high rise stock, not just in Glasgow but in other areas too, and research is continuing into further conversion projects for sheltered accommodation and for other people with special housing needs". In short the Scottish Special Housing Association will continue to build on their assets.

"LET'S DO SOMETHING!" — Community Activities On Tower Block Estates

Best Intentions

Many tower blocks were originally designed to include community facilities. Rooms at the bottom and sometimes at the top of blocks were intended for community use. In most cases these rooms are not used, they are derelict and vandalised and boarded up. Why did these well meaning plans fail to meet community needs? Our research suggests a number of reasons:

First we found that most rooms were provided without furnishings, equipment or any other resources. The facilities were poorly

The forbidding and compartmentalised design of blocks acts to discourage spontaneous 'coming together'.

publicised and few tenants even knew they existed. Whilst it seems that they were a feature of many architectural drawings they were rarely taken seriously by housing authorities.

Second tenants who are involved in organising community activities across the country consistently tell the same story. They find that the forbidding and compartmentalised design of blocks acts to discourage spontaneous "coming together". People turn in on themselves, fit extra locks to their doors and focus on their lives within their own flats. The activities of many tenants and community groups in bringing tower block tenants together and in creating some sense of community is all the more impressive given these structural barriers.

The Close Community

The example of the tenants of Dundasvale in Glasgow shows what can be done. 90% of the residents are pensioners. The estate is situated in the centre of Glasgow, 300 yards from Sauchiehall Street. The Dundasvale Tenants Association campaigned for a community centre for 5 years. An unused shop in the middle of the estate was eventually converted for community use under an Urban Aid Grant. The premises are fairly extensive and incorporate a main hall, a well-equipped kitchen, toilets, a library room, an office and downstairs a games room. An elected committee of local residents manage and run the centre. The Council are responsible for the fabric of the building, repairs, heating and lighting.

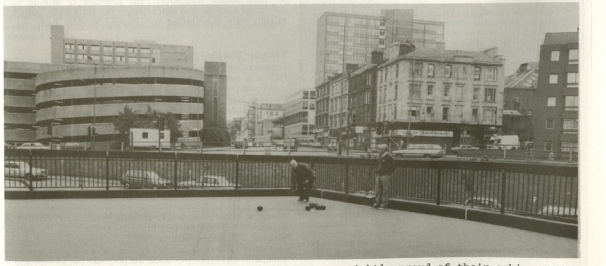
The Centre is the focal point of the estate, it provides a wide range of activities and services for residents. There are daily well-attended

Dundasvale Community Centre acts as a focus for organised activities and informal support.

lunch clubs, a sports club, bingo sessions and a dominoes club. A small sub branch of the library saves people having to go far to change their books. The activities are all run by volunteers. A further, less tangible role has developed out of these practical services: The Centre now acts as a focus for the informal support structures which are so important in any community and particularly vital in one which is largely composed of elderly people. If someone isn't at their regular lunch club it won't be long before a neighbour will be calling on them. The Centre is friendly, informal and welcoming. It helps to create an atmosphere quite different from that of so many large tower block estates.

Tenants activities in Dundasvale are not exclusively confined to the Centre. In the early 1980's the residents successfully campaigned for the provision of an outdoor bowling green as they felt that this would improve the quality of life on the estate and help to encourage tenants interest. The all weather bowling green is now regularly used by the residents and is a good example of how thoughtful planning linked to an appropriate allocations policy can create an environment that meets the needs and the interests of an homogenous community.

The density of tower blocks is often cited as a problem, too many people living on top of one another. Certainly it often is a part of the problem but it can also be a part of the answer. The dense community has the potential for being a close community. The tenants of Dundasvale have shown that with a minimal but essential level of practical resources and a sensitive allocations policy it's possible to make tower block estates attractive, welcoming communities.



The residents are rightly proud of their achievements.

Helping Hands

Tenants on the New Wortley Estate in Leeds have been involved in neighbourhood care work since 1984. They provide a range of much needed services. A team of volunteers, initially through their own neighbourhood care scheme and now through a local 'Helping Hands' scheme, have undertaken a variety of tasks for the elderly and people with disabilities. These include shopping, babysitting, collecting pensions and prescriptions, taking people to and from hospital, decorating and home maintenance. Volunteers also run a community shop, staff the centre's coffee bar and provide a luncheon club for the elderly and visually handicapped.

The New Wortley Community Centre is the base for activities for all age groups. Members hope to offer something for everyone. They

The activities of many tenants and community groups in bringing tenants together and in creating some sense of community are impressive.

run playgroups, parent and toddler clubs, playschemes, and youth clubs, as well as, bingo sessions, keep fit, lunch clubs, cookery clubs and Old Time Dancing. In addition to providing services and activities themselves the Association attracts other agencies onto the estate by offering use of their premises. For instance, the local Citizens Advice Bureau runs a weekly advice session and the local councillor holds a monthly surgery in the Centre.

These examples of community activities on tower block estates in Glasgow and Leeds are not unique but they are unusual. They could be effectively copied elsewhere. There are three practical steps which housing authorities could take to help make this kind of development possible.

1 Consider the implications of their allocations policy. Does it have the potential for creating a homogenous community — within the estate, within the block, within individual parts of the block? Placing people in similar age groups close to one another is a simple but curiously rare example of an enlightened allocations policy. Another example exists in Gateshead where the Council consciously attempt to foster 'community spirit' by making lettings to relatives and to people with neighbourhood connections.

2 Publicise existing community facilities and provide the very basic level of resources necessary to start changing an empty building into a centre. In time residents will contribute to this process but everyone needs some encouragement. Of course some estates have no existing facilities. Here a higher level of investment is required but as the Dundasvale example shows it will be well rewarded.

3 Consider the possibility of paying for some staff time to encourage and develop the use of the community facilities. This will cost money but if it helps to convert an estate with a hostile atmosphere into an estate with a friendly feeling it could, in the long term, be worth at least as much as any of the more obvious structural improvements.

BUILDING BRIDGES — Relationships Between Councils And Tenants

Tenants And Councils Co-operating

Since work began on building the National Tower Blocks Network in 1983 we have heard about more and more Councils who are involving tenants in the decisions that effect their lives. Tenants in turn are becoming increasingly well informed and more willing to play an effective and significant part in the decision making process.

However, not all Councils react in the same way. Examples still exist of councils wishing to silence their tenants complaints. The behaviour of senior Glasgow housing officers in physically removing Glasgow tenant, Mrs. Eileen McCloy, from a workshop at the International Housing Conference both shocked and mystified the other participants.

Fortunately, the response from other councils has been more positive. In a number of cities joint council officer, member and

Tenants are increasingly well informed and wish to play an effective and significant part in the decision making process.

tower block tenant groups have been established. These groups seek to bring together all viewpoints in tackling their tower block problems.

In Sheffield, for instance, representatives of the Citywide Tenants Federation meet with councillors and members to draw up policies for their tower blocks and to discuss problems that arise. A joint working party was established in 1984 which considers management and maintenance issues and tries to develop policies which will improve tenants living conditions. It also makes recommendations to other council committees. The problems of heating have dominated discussions to such an extent that the working party has recently been reconstituted as a Heating Working Party.

Leicester Working Party

Leicester City Council established a Tower Blocks Working Party in 1985 as a result of its concern for the serious problems being experienced by tenants in two of its blocks (Oriel and Merton). The Working Party was asked by the Housing Committee to look at ways of establishing a uniform approach to include all the tower blocks in the city.

Full meetings are held which include up to five representatives of each of the ten tower blocks. Housing Officers, including Area

Joint council officer, member and tower block tenants' groups have been established in several cities.

Managers with tower blocks in their areas, ward councillors, representatives from the City Engineers Department, the Recreation and Arts Department and the Environmental Health Office also attend. Following each full meeting there is a meeting of ward councillors and officers to assess the proposals put forward and to arrange costings and planning.

At the first full meeting a spokesperson from each tower block outlined the problems being experienced by tenants. They were principally concerned with the lack of security, vandalism, staffing levels, allocation policies and standards of cleaning and maintenance.

It quickly became clear that resources would not be available to deal with all problems in all the blocks. The Working Party therefore had to decide on the priorities for action. This in some cases involved tenants in having to agree to leave work on their own block for future years.

The Working Party also made efforts to ensure that all councillors were aware of the problems being experienced in the tower blocks. A small group of tenants' respresentatives and ward councillors were responsible for informing other Councillors about the problems of the tower blocks. Tenants produced a video film which brought these problems to life and thus helped to gain understanding and support.

Code For Co-operation

Suspicion between Councils and tenants is sometimes difficult to break down even where forums for co-operation and consultation

By signing a joint statement both parties have acknowledged the need for co-operation

exist. For this reason the Flats Fight Back group in Edinburgh felt that it would be helpful to produce a Code of Conduct. Flats Fight Back is a city wide organisation for tower block tenants which was formed in 1983. Flats Fight Back produced a booklet and mounted a travelling exhibition which illustrated the problems being experienced by tenants. The council responded by adopting a comprehensive strategy for improving the quality of life in tower blocks.

The Code of Conduct seeks to clarify the relationship between the Council and their tenants and to establish clearly defined and realistic rules which will be honoured by both parties. It seeks to reduce misunderstanding and suspicion between the two parties. Tenants from all over Edinburgh attended the presentation of the Code at the City Chambers in October 1986. It was officially adopted in February 1987 and was described by Marjorie Bain, Chair of the Committee as "an historic occasion . . . an indication of the strength of the tenants movement."



Edinburgh tenants present their Code

There is little in the Edinburgh Code which goes very far beyond the conventions of courtesy and common sense but by signing a joint statement both parties have acknowledged the need for co-operation. Like any written aggreement it can only be properly tested in practise, and over time, but as a statement of intent and as a first step toward improving relationships between councils and their tenants the Edinburgh Code is a worthy example for others to follow.

CODE OF CONDUCT

CODE OF CONDUCT FOR TENANTS GROUPS/COUNCILLORS/ HOUSING DEPARTMENT

1 Tenants should give as much notice to councillors and officials as possible for any meeting, and offer a choice of more than one date if possible (except in an emergency situation). The purpose of the meeting should be outlined.

2 When tenants' groups invite officials or councillors to a meeting, they should be given advance notice of questions requiring answers in writing, reserving the right to add supplementary questions where necessary.

3 Tenants' groups should be clear about the information they are seeking in letters to officials; copies of letters should be sent to the local councillor, Chair of Housing and one kept for the file.

4 Tenants' groups should keep copies of all letters to councillors and officials.

5 Tenants' groups should have a contact person so that councillors and Housing Department know how to get in touch with a group.

6 Councillors should confirm their presence or absence at tenants' meetings as soon as possible, in writing, and where impossible to attend, a substitute councillor should be found, and the tenants' group informed.

7 Local councillors should give tenants' groups regular reports on policy implementation which affects them, and make themselves available for questioning etc. (Not just minutes of meetings which are indigestible for most people).

8 The Housing Department should inform each tenants' group who their appropriate liaison person in the department is, and that person should be charged with the responsibility of responding to all enquiries from tenants' groups on implementation of policy decisions. They should also be responsible for informing tenants of the up-to-date situation.

9 When officials attend tenants' meetings they should be expected to know the current position in detail, and be empowered to give answers.

10 Officials should acknowledge receipt of letters from Tenants' Groups immediately and should respond to tenants' groups letters within 2 weeks of receipt. If they don't have the information by that time, they should say so, and give an appropriate date when the information will be forwarded.

11 Work should never begin in a block without tenants being given at least 2 weeks notice. At the same time tenants should receive a detailed programme for start and finish of work. The Housing Department should nominate an official to be the contact for the tenants throughout the work. Where that official changes, s/he should be fully briefed.

12 Officials on Council business should give notice to tenants of an intended visit and whether it's morning or afternoon. Where impossible and the tenant is out, a card should be left with an alternative date.

13 Tenants within any block should be consulted as to the priorities within that block.