



Our Landlord Offer

**For residents living in
Juniper Crescent and Gilbeys Yard**

March 2020



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We create places for people to call home and support them to live well



Foreword

Almost a year has passed since your Residents' Charter was launched, marking a key stage in the consultation that we embarked on when discussions with you began on the possible future options for Gilbeys Yard and Juniper Crescent.

A lot has happened in the months since the Charter was launched: Your Resident Steering Group was part of the team which selected Countryside to become our partner and form a Joint Venture to deliver the regeneration of your neighbourhood; we have continued to work closely with Camden Council to ensure that we deliver the number of quality, affordable homes that the borough's residents need; and, most importantly, we have had many more conversations with you, either at events or in your homes, where we have been able to find out more about what is important for you and your families so that the plans we agree together provide the best future for you all. Your involvement and that of your Resident Steering

Group have been instrumental in the progress that we've made so far and we are extremely grateful for your continued interest and enthusiasm.

We have now reached what is, arguably, the most important milestone: the publication of your Landlord Offer. It is the detail within this document, which includes the overall vision, priorities and objectives for regenerating Gilbeys Yard and Juniper Crescent, that you are being asked to vote on in the upcoming resident ballot. We look forward to finding out the outcome of the ballot which we will be able to share with you in the coming weeks.



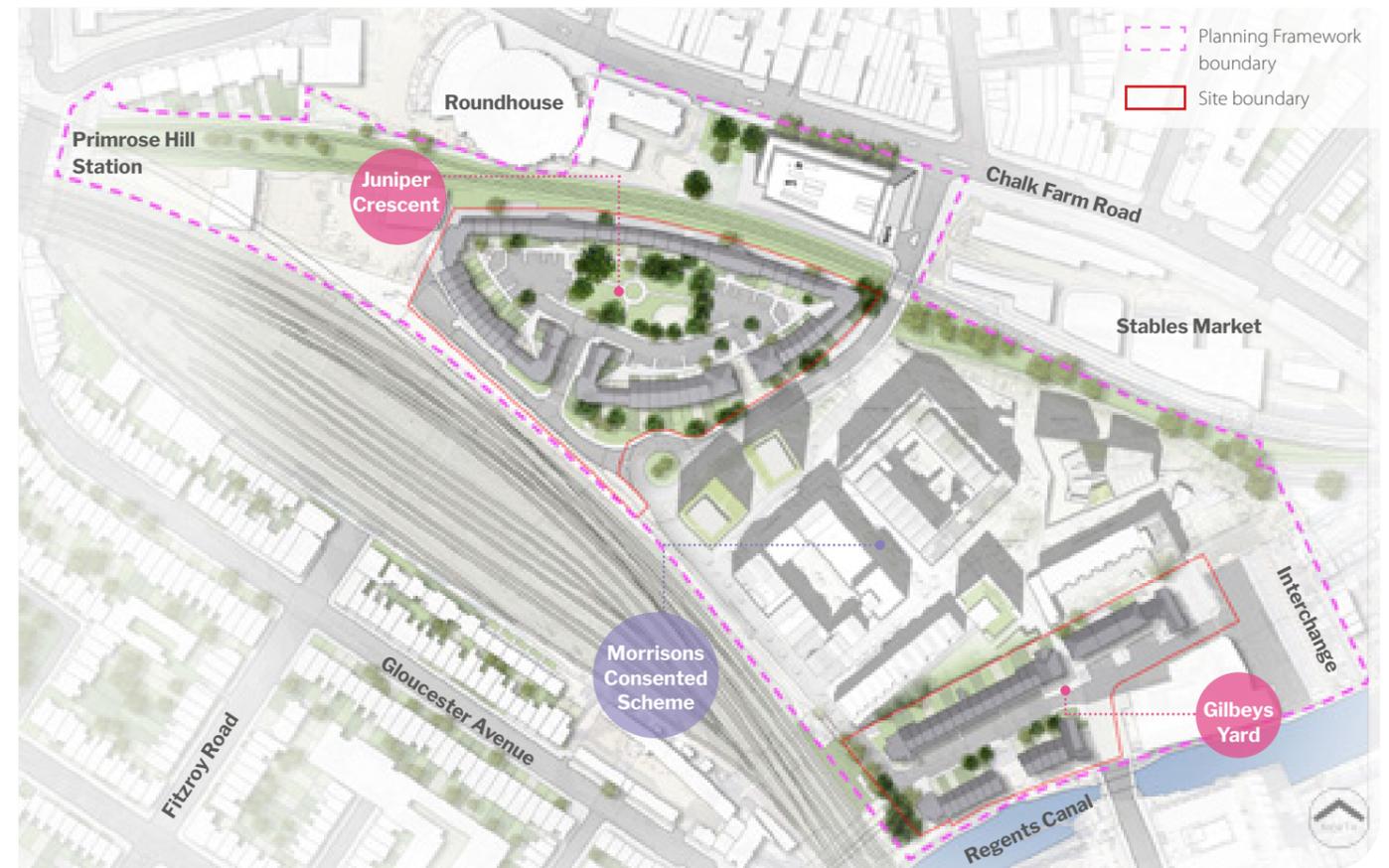
Richard Hill
One Housing, Chief Executive Officer



Background

The Camden Goods Yard planning framework was adopted in Spring 2017, drawing a line around the area in Camden that Juniper Crescent and Gilbeys Yard fall into, for wider consideration. The framework sets out aspirations for placemaking, and improved connectivity to the local area and the approved planning consent for the Morrisons' supermarket site, which is situated between the two estates and where work is due to begin in spring 2020.

Camden Goods Yard will function and feel as one neighbourhood with a vibrant centre (Morrisons site) and a quieter residential character surrounding it in Juniper Crescent and Gilbeys Yard



Background



From February 2017 to May 2018, we worked with residents on an options appraisal on the future of Juniper Crescent and Gilbeys Yard. Following a thorough consultation on six options, which included refurbishment, infill and partial redevelopment, full redevelopment was taken forward as the preferred option for further consideration and consultation.

In July 2019, Countryside was selected as the preferred 50:50 joint venture partner to work on the project. Since then Countryside has provided its experience in construction to work on the phasing and to develop the proposals. Alongside the development, Countryside will also be delivering the added social value pledges it made in its bid to become our joint venture partner, one of the key reasons they were selected as our partner by the procurement team, which included members of your resident steering group.

Since September 2019 we have been in further consultation with you about how you prefer to use your home and see it designed, as we develop the layout and interiors whilst making the best use of space.



Introduction

Regeneration is a complex and often long process. To be successful, it needs to reflect the views, needs and wishes of all the existing residents. We have had several discussions with you about your households' needs, both in a one to one setting and at public meetings. We have also discussed whether you would like to move away, either temporarily or permanently. The plans for the new homes at Juniper Crescent and Gilbeys Yard have been developed with these discussions and your views in mind.

This booklet contains details of the 'Landlord Offer' which includes our commitments and guarantees to you, along with the plans and designs that tell you what to expect from us if the proposed regeneration of Juniper Crescent and Gilbeys Yard goes ahead. It has been designed to contain all the information you need to make an informed decision about whether or not you are in favour of the regeneration proposals of Juniper Crescent and Gilbeys Yard.

We have also included information on your rights as tenants of One Housing and the details of the ballot process. The ballot will take place in Spring 2020 and will ask you whether you are in favour of the regeneration proposal set out in this booklet or not.

Please read the booklet carefully so that you fully understand the proposals before you vote. The ballot will be determined on a simple majority of those who vote and therefore your vote is important.

If you have any questions about the Landlord Offer or anything else that you feel would help you decide, please contact either the One Housing regeneration team or your independent advisor (Communities First). Contact details are on the back page of this booklet.



Our commitments

Here are details of the key commitments that were included in the resident charter, which was published in April 2019, if the regeneration goes ahead.



New homes:

You will be offered a brand new home within the new scheme, where you will have your own private outdoor space (ground floor homes will have a garden, homes on upper floors will have a balcony or terrace)



Your rent:

Your rent will not go up as a result of the redevelopment, unless you move to a larger home



Your tenancy:

Your tenancy and rights will be the same in your new home as it is now



Compensation:

We will pay you compensation to cover costs and the disturbance of moving



Disruption:

We will make every effort to keep disruption to a minimum and will do all we can to ensure residents only have to move once



Consultation:

We will consult you on proposals for the new development throughout the process, using a range of methods so you can influence things in ways that best suit you.



Quality:

All new homes will be built to the latest standards and be energy efficient.



Moving away:

If you would prefer to move away from Juniper Crescent or Gilbeys Yard we will support you to secure a permanent home from our existing properties when a suitable home becomes available.



Support:

We will provide extra help for older residents or those with support needs



Home improvements:

If you have made improvements to your home, you may be able to claim for costs incurred



Delivering your objectives:

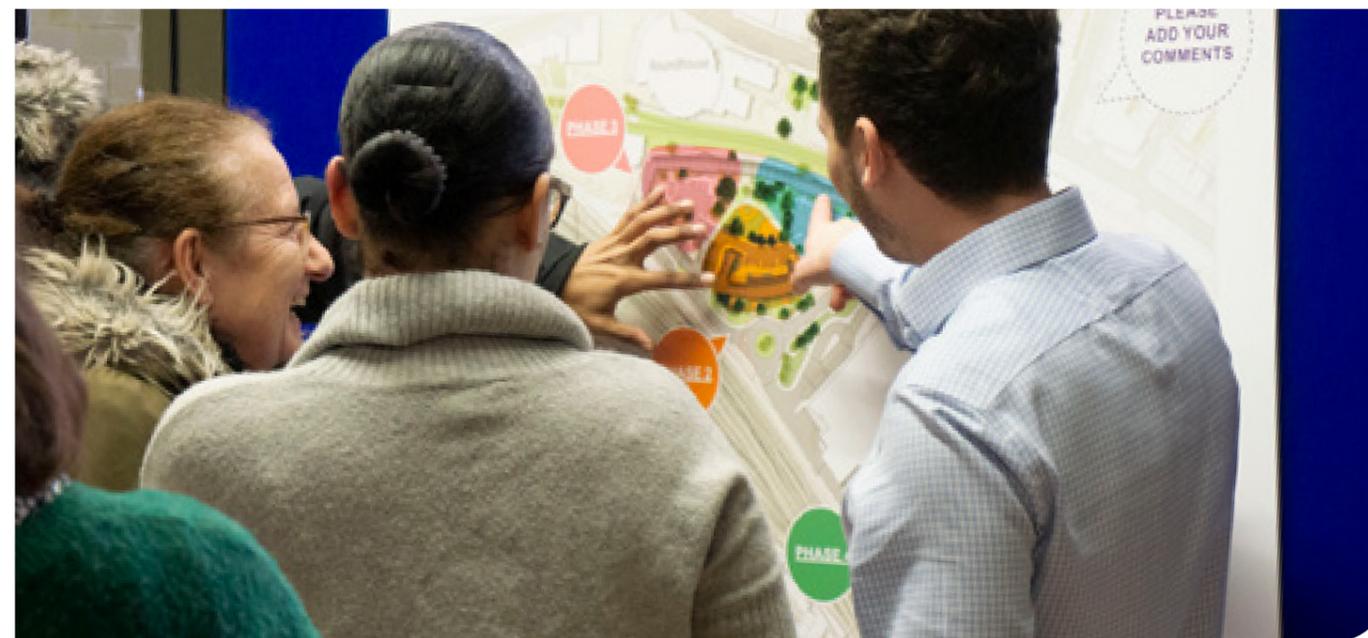
We will deliver the development objectives that were agreed with residents as part of the options appraisal process.

In Autumn 2017 a Steering Group was established comprising residents, an Independent Residents' Advisor (from Communities First) and members of our regeneration team. Since then the group has been meeting regularly to consider the design proposals for the new homes at Juniper Crescent and Gilbeys Yard as well as to negotiate the offer document you are now reading.

The approach we have taken at Juniper Crescent and Gilbeys Yard aims to meet the objectives for estate regeneration set out in the Mayor of London's 'Better Homes for Local People' regeneration guide by:

- Delivering safe and better-quality homes for local people
- Increasing the overall supply of new and affordable homes
- Improving the quality of the local environment.

In line with guidance from the Mayor of London, we will soon be having a ballot with a simple Yes/No vote on whether or not we should go ahead with these plans. This will ensure that you, and your neighbours who would be most affected by these plans, will be able to have your say in the future of the estate, the quality of homes and the environment you live in.



Our offer

Tenancy Rights

Tenants will keep their current tenancy rights and privileges through a new tenancy agreement that matches their existing one and retains all the existing rights.

Right to Acquire (and Right to Buy if introduced) discounts will include all years as a housing association and council tenant.



A fully inclusive and diverse community will be at the heart of the development

Rents & Service Charges

There will be no increase in rent charge levels on temporary and permanent moves to a One Housing home at any point of rehousing, unless moving to a different sized property. (One Housing has no control over the rents that other landlords will charge if a tenant chooses to move permanently to one of their homes.)

The elements that make up the service charge will be accurately defined, explained and agreed at the start of any new tenancy. They should be shown separately from the rent element of housing costs as in government social rent setting guidelines.

One Housing, within their design brief to contractors, will ensure utility and internet service providers can deliver the infrastructure for their services to the new homes on the estates. Returning tenants should have the same access to services as they do now, which as far as physically possible includes the whole range of service providers.

Service charges will be based on the cost of providing services that are delivered within the new development. We are committed to making sure service charges are kept as low as possible. If there are increases in service charges where applicable, One Housing will make a phased introduction of the increase over a three year period for existing tenants who return. More details on the phased increase is as follows:

<p>Year 1</p> <p>Any extra service charges paid by One Housing</p>	<p>Year 2</p> <p>33% of any extra service charges paid by the tenant</p>
<p>Year 3</p> <p>66% of any extra service charges paid by the tenant</p>	<p>Year 4</p> <p>The full amount of any extra service charges paid by the tenant</p>



 **Rehousing**

One Housing recognises that having to move is stressful and will do everything it can to make the process as easy as possible and provide all practical support.

Any tenant who has to move has a right to return to a permanent home on their original estate that meets the households' needs, unless they choose to sign up for a permanent tenancy elsewhere.

A programme timetable and full details of the proposed phasing of the regeneration subject to planning permission will be published as soon as possible.

One Housing will aim to offer as many tenants as possible a single move that does not involve temporary rehousing.

If a temporary decant is necessary, the tenant will have a 'right to return' to the estate within a reasonable time except in exceptional circumstances (e.g. very specific housing needs that require extra design work) or if the person agrees to move away for longer, and will receive priority in the next available phase of new homes. Decanting to temporary homes will be kept to an absolute minimum, and the general principle of 'one move to a new home' will be paramount.

Decanted tenants will be offered as many reasonable offers of suitable alternative accommodation as possible when properties become available. A final offer of suitable accommodation will be made if the property is required for redevelopment within six months of that upcoming phase. Possession proceedings will only be considered if a tenant has turned down offers of accommodation without reasonable grounds, or the property is required for the redevelopment within six months. Only an independent court can make a possession order.

Pre-allocation of homes will be developed to give tenants as much advance notice of their new home as possible.

When decanting takes place, all reasonable efforts will be made to achieve block by block decanting, we will aim to avoid leaving remaining residents from feeling isolated and vulnerable. One Housing will ensure that adequate security measures are promptly in place to protect existing tenants.

One Housing will provide a decant guide to all affected tenants ahead of any decant moves.

The focus will be on streets and high quality open spaces that will create pedestrian-friendly routes and high quality amenity spaces for all

Moves into a new home "ahead of phase" will be supported as far as is practical, priority is given to those who have been decanted, those who are overcrowded, the elderly and the disabled.

While all tenants will receive priority for re-housing due to the redevelopment, One Housing staff will especially prioritise early moves for:

- Seriously overcrowded households;
- Management moves for harassment reasons;
- Over-riding medical needs;
- Repair problems too serious or expensive to repair with the tenant in situ;
- Opportunist early moves within Camden to a particular area where it would normally be very difficult to access social housing;
- Night workers.

Households with wheelchair users to have priority for ground floor flats.

Homes with gardens will be prioritised for households who have lost a garden due to the redevelopment.

Any temporary housing will be as close as possible to the original home. Unless the tenant agrees otherwise, no temporary home will be offered outside the London Borough of Camden unless it is less than one mile from the estates.

Offers of temporary housing will always take account of its suitability for all members of the household, including their work, educational, travel and medical needs as well as the maintenance of their social and support networks.

One Housing will be as flexible as possible and take account of individual circumstances.



One Housing will take reasonable steps to help tenants who want a permanent move away from the area, including potential transfers.

Decant staff will be based locally so that tenants can have easy access to them.

There will be an element of choice in the re-housing area within the scheme for returning households, including an option to be re-housed in the same block as neighbours if requested if the property is available.

One Housing will use its best efforts to provide reasonable rehousing opportunities in its other housing stock to assist with the regeneration. Any offer will take full account any social, family, work or other relevant ties to the new area.



 **Rehousing**

One Housing will make only the one direct offer of a one-bedroom property to verified adult children who are living with parents on the estates, and only if the regeneration goes ahead. This will be away from the estates within the borough of Camden in a One Housing property. If a property is accepted by an adult child, the household will need to reduce their social rent home bedroom size requirements as a result of the vacating adult, unless that household was already overcrowded. The disturbance package is not applicable to any adult children who accept a property.

One Housing will promote exchange schemes such as HomeSwapper to tenants who want to move to other parts of the country.

Tenants from Juniper Crescent and Gilbeys Yard or verified adult children living with them will be given priority by One Housing for intermediate rent properties on the new development if they meet the criteria and are registered on Camden Council's Intermediate Housing Register of Interest. If an intermediate rent property is accepted by an adult child, the household will need to reduce their social rent home bedroom size by the vacating adult, unless it is already overcrowded.

High quality family homes and community uses to create a truly sustainable neighbourhood that will last for generations to come

Existing tenants in intermediate rented homes who already live on the estates during regeneration will be given priority by One Housing to relocate to a new intermediate rent home on the new development providing they continue to meet the criteria for Camden Council's Intermediate Housing Register of Interest.

One Housing will provide additional support for vulnerable tenants (including the disabled, elderly and those under particular stress) including:

- a named tenant liaison officer who knows their circumstances;
- information on suitable support services and groups;
- where appropriate, emotional as well as practical support;
- where appropriate, an interview with an occupational therapist;
- where possible, all aids and adaptations made to the new home before the move;
- a free handyperson service to small jobs to the new home, e.g. installing shelves, hanging curtains, assembling furniture, etc;
- a full packing and unpacking service;
- help reclaiming benefits at the new address, dealing with utility suppliers etc after the move.

Local firms will be used for removals etc where this will be more efficient and economic than other arrangements.

All removals to be carried out by trade-certified contractors with appropriate insurance, with a disputes and complaints procedure for tenants.

One Housing will ensure that all empty properties are suitably secured to prevent anti-social behaviour.

The scheme will replace any lost houses with new houses or duplexes for existing tenants who choose this option. If a property is accepted by an adult child, the household will need to reduce their home bedroom size which may become smaller than the duplexes being replaced.

As a minimum, downsizing households will be offered one bedroom above housing need, as recommended in the Mayor's Regeneration Guidance. If a property is accepted by an adult child, the household will need to reduce their home bedroom size by the vacating adult, unless it is already overcrowded.

Tenants with pets will be allowed to continue to have them in any property they move into. There will be an amnesty for tenants who did not get permission for their current pets if they sign One Housing's Good Pets agreement. If a nuisance is caused by any pet, this will need to be reviewed.



 **Communities First**

Communities First offers independent advice to residents who are affected by major housing projects.

We were selected as the independent tenants' adviser for Gilbeys Yard and Juniper Crescent by a panel of residents in 2017. Since then we have supported the monthly Residents' Steering Group meetings, at which tenant representatives have negotiated a series of guarantees with One Housing and more recently the Joint Venture Company. These guarantees are an essential part of this Offer document.



We have been very impressed with the hard work and commitment shown by the members of the Steering Group over the last three years. We've also been pleased at the number of residents who have attended the exhibitions and workshops. We know that the involvement of so many residents has had a significant impact on the Landlord Offer, and that One Housing staff have included many of your comments and suggestions in their proposal for the estates.

Everyone will have their own views on One Housing's proposal. Our role is simply to answer your questions as fully and clearly as possible and to help you understand the implications of this Landlord Offer before you cast your vote. Please call us on FREEPHONE on 0300 365 7150 or email us at gilbeyandjuniper@communitiesfirst.uk.com if you would like to ask any questions or discuss any concerns in confidence.



Disturbance Package

Any tenant will get the legally prescribed home loss payment. The prescribed amount is currently set at £6,400.

Decanted tenants will receive a home loss payment if they lose their home on the estate due to the regeneration of the estates.

In hardship cases One Housing will consider making appropriate emergency payments on a case-by-case basis.

A contingency payment is a discretionary payment to tenants to cover the costs of moving homes (“disturbance”) at the rate of £500 per required move. Every tenant will be consulted with about the details of their move, any other considerations will be made on a case by case basis.

Regardless of the decant period, temporarily decanted tenants will always receive the full disturbance payment and support package for both moves.

One Housing will pay disturbance package payments directly to tenants/joint tenants.

One Housing may offset the home loss payment against rent arrears owed by the tenant, but not the disturbance payment. Tenants can appeal any decision to offset payments against any arrears through One Housing’s appeals process.

One Housing will arrange and pay for the reasonable costs of removals and reconnections and disconnections and pay contractors directly.

Where it is not possible for One Housing to pay a provider directly (e.g. alterations to carpets and curtains, penalties for breaking existing contracts etc) a receipt will be required for a reimbursement.

One Housing will meet all reasonable moving costs and provide help with moving. All reasonable moving costs includes:

- alterations to carpets, curtains, blinds etc so they can be used in the new home and / or new carpets, curtains, blinds etc if necessary;
- the reasonable cost of new carpets and curtains on both temporary and permanent moves if (a) the tenant’s existing carpets do not fit the rooms of the new home and (b) carpets are not provided in the new home;
- the reasonable cost of replacement of furniture that cannot be used in the new home, e.g. because the size or the design of the new dwelling, on a case-by-case basis;
- disconnection and connection charges for washing machines, dryers, dish washers etc;
- disconnection and connection charges for services such as telephone landlines;
- re-routing of mail throughout any decant and for up to one year after the move;
- any penalties if a tenant has to break a service contract ahead of time because of a move;
- storage costs for items that tenants cannot take to a temporary home because of size.



If a tenant’s Council Tax increases because their home is in a higher council tax band One Housing will pay some of the extra costs during the first three years where applicable as follows:

- during the first year One Housing will pay all (100%) of any extra Council Tax due to the higher banding.
- in the second year One Housing will pay two-thirds (66%) of any extra Council Tax due to higher banding, and
- in the third year One Housing will pay one third (33%) of any extra Council Tax due to a higher banding.

Tenants can choose to receive financial incentives for:

- loss of bedroom(s);
- loss of a garden.

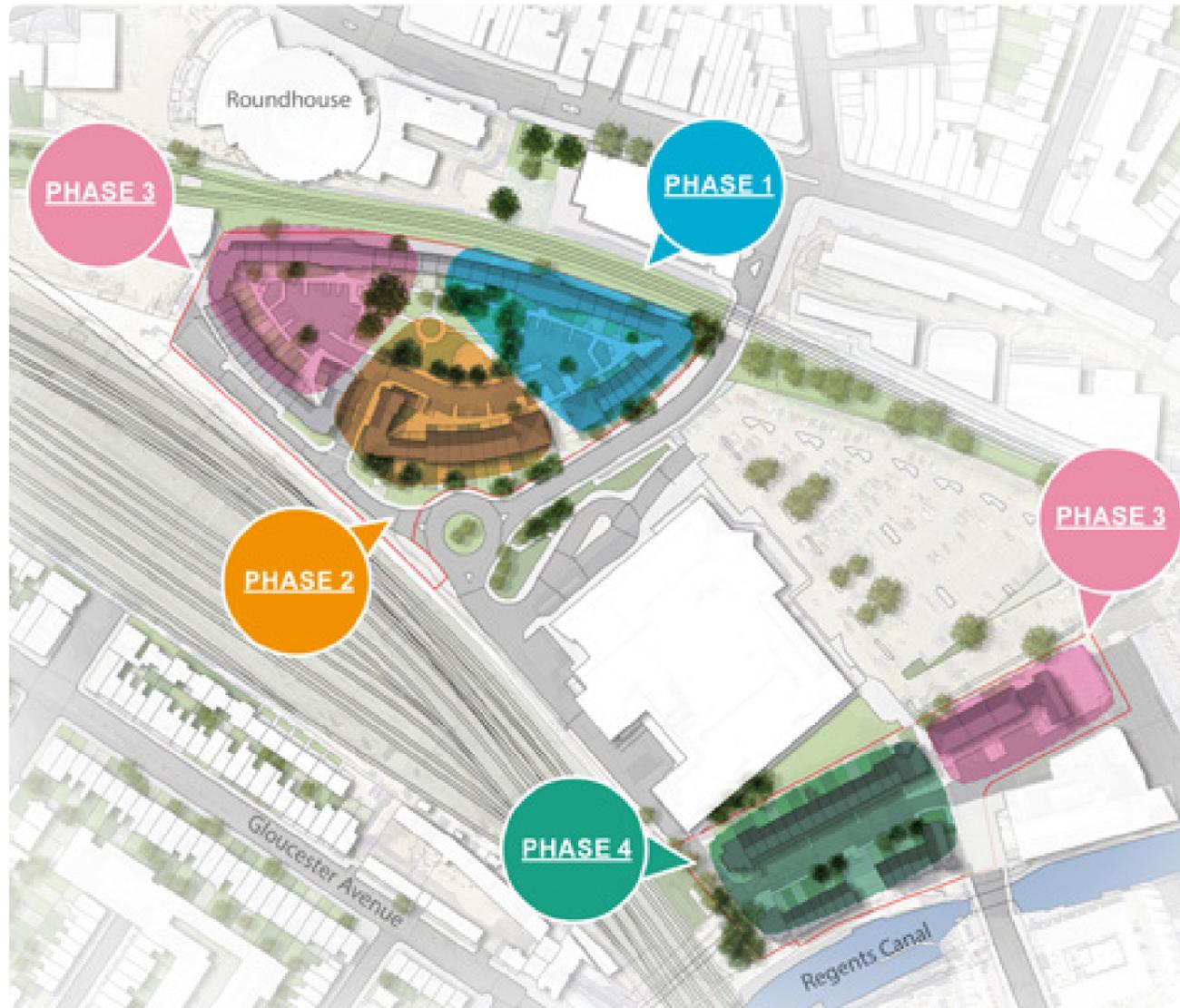
Tenants will be compensated for any authorised improvements that they have made to their existing home. This will be paid at the same time as the Home Loss and Disturbance payments.

One Housing will not take action against any tenants who have carried out unauthorised works on their current homes provided the work would have been approved if a request had been made at the time.

All concerns about home loss and disturbance payments will receive a response within 20 working days.

Any disputes over home loss and disturbance payments may be taken through One Housing’s internal complaints procedure. Any disputes that cannot be resolved between the two sides will be referred to an independent tribunal for a binding decision.

Indicative Phasing Strategy



Design of Housing

Note: these items are all subject to planning permission

Tenants will be involved throughout the design process, including a tenant-led design process for the design of the estates and blocks, materials etc led by the Steering Group / TRAs. The results should become part of the design brief.

Tenants will be able to choose from a range of finishes, wall colours, floor coverings, kitchen designs. Tenants will have a choice of colours for flooring and tiles.

Tenants to have a choice of carpet or vinyl flooring in living rooms, bedrooms and hallways.

All new homes for returning residents will include the following new white goods. These items will be gifted to returning residents, who are then responsible for any maintenance:

- (i) a fridge freezer,
- (ii) a washer / dryer, and
- (iii) a fitted hob and oven.

Tenants will be able to choose between open and closed kitchens at the design stage.

All new homes will use high quality materials for the kitchens, bathrooms and all doors and windows.

One Housing will work with Countryside, the architects and tenants to prevent anti-social behaviour through the design of the scheme and appropriate tenancies and leases.

All blocks will meet the latest best practice on fire safety, including alternative fire routes wherever practical and a commitment to review the design after any Grenfell Inquiry recommendations.

The scheme, and each individual block, will meet all Secure by Design principles.

All designs will maximise daylight and sunlight in all homes.

All new homes will have a garden/balcony or private amenity space.

All homes will be designed to be as energy-efficient as possible and to maximise thermal comfort throughout the year.

Sufficient individual lockable bike storage will be available in the new designs.

An early assessment of the impact of regeneration options on local health, education and transport providers will be carried out.

Sound insulation to be of the highest modern standard, to be designed to be a minimum 5 decibels above the current English standards, with an intention to exceed them by 10 decibels.

Parking spaces on the new estates to be allocated in line with the current scheme and existing permits, including provision for essential work-related vehicles. Returning tenants to have priority for any available parking spaces. This will be reviewed in line with relevant policies to reduce parking and One Housing may provide incentives for tenants to give up parking spaces and permits.

One Housing will consider providing options for alternative methods of transport for every current tenant who gives up a parking space, for example, free membership to an e car club; free travel pass; or bicycles. Further details will be worked through as part of the planning and design process.

Design of Housing

Note: these items are all subject to planning permission

As a minimum, new homes will have a minimum storage provision of (following Building Regulations and London Housing SPG):

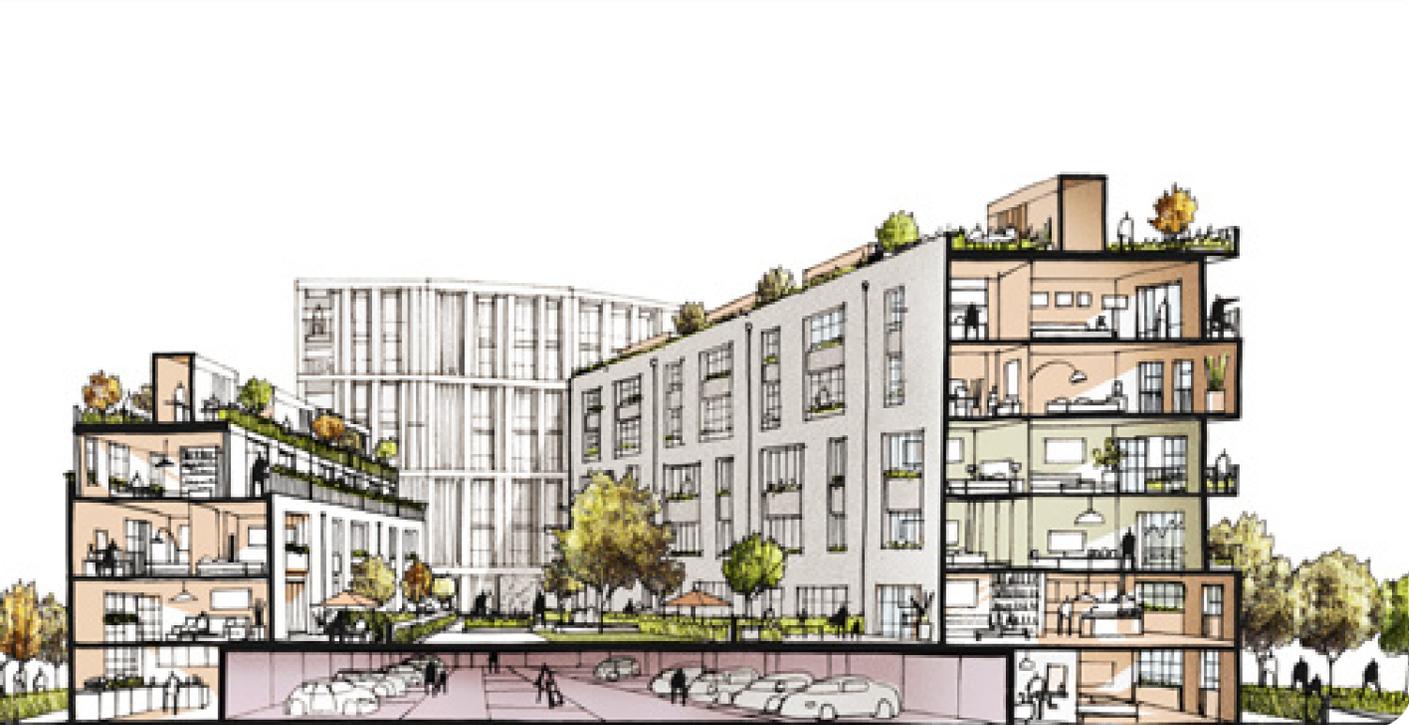
- 1 Bedroom Homes: 1.5sqm
- 2 Bedroom Homes: 2sqm
- 3 Bedroom Homes: 2.5sqm
- 4 Bedroom Homes: 3sqm

The proposed home sizes will meet or exceed London Space Standards. For those currently in homes that are larger than London Space Standards, the proposals will ensure there will be no loss of usable space compared to existing properties. This will mean that around 80% of tenants will get larger homes and around 20% will maintain at least their current provision of useable space.

Current minimum home sizes are set out below, and where applicable, these will increase to meet the current space provision of oversized properties.

- 50 m2 = 1 bed / 2 person
- 70 m2 = 2 bed / 4 person
- 95 m2 = 3 bed / 6 person apartment
- 102 m2 = 3 bed / 6 person duplex
- 124 m2 = 4 bed / 8 person duplex

There will be no single bedrooms, unless agreed with the tenant



Example home layouts

1 BED 2 PERSON FLAT



- Balcony: 5 m²
- Bedroom: 12.m²
- Bathroom: 4.4m²
- Hall: 6.1m²
- Living/Kitchen/Dining: 22.1m²
- Storage: 2.5m²
- Utility: 1.5m²

Total Area = 50.5m²
 London space standards = 50 m²

2 BED 4 PERSON FLAT



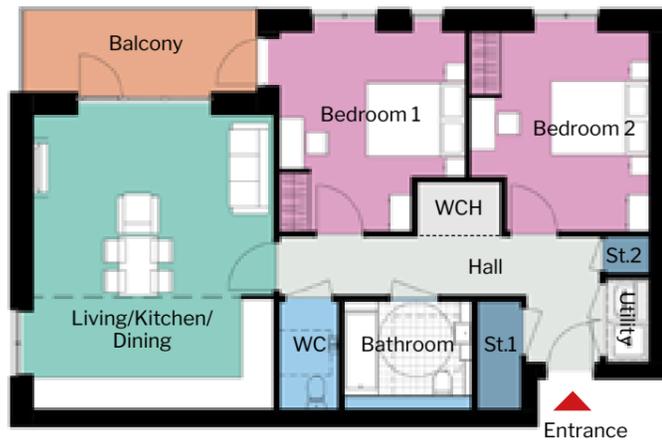
- Balcony: 7m²
- Bedroom 1: 13.4 m²
- Bedroom 2: 11.8m²
- Bathroom: 4.4m²
- Hall: 8.5m²
- Living/Kitchen/Dining: 26.3m²
- Storage 1: 1.2m²
- Storage 2: 0.5m²
- Storage 3: 0.3m²
- Utility: 1.7m²

Total Area = 70.7m²
 London space standards = 70 m²

*Please note that the housing typologies are not to scale

Example home layouts

2 BED 4 PERSON FLAT - WHEELCHAIR ADAPTED



- Balcony: 7.0m²
- Bedroom 1: 14m²
- Bedroom 2: 13.8m²
- Bathroom: 5.7m²
- WC: 2.6m²
- Hall: 9.8m²
- Living/Kitchen/Dining: 29m²
- Storage 1: 2m²
- Storage 2: 0.7m²
- WCH: 1.9m²
- Utility: 1.5m²

Total Area = 84.3m²
 London space standards = 70 m²

3 BED 6 PERSON FLAT



- Balcony: 9m²
- Bedroom 1: 14.2m²
- Bedroom 2: 11.6m²
- Bedroom 3: 11.6m²
- Bathroom: 4.4m²
- WC: 2.1m²
- Hall: 10.6m²
- Living/Kitchen/Dining: 32.2m²
- Storage 1: 1.3m²
- Storage 2: 2.1m²
- Utility: 1.5m²

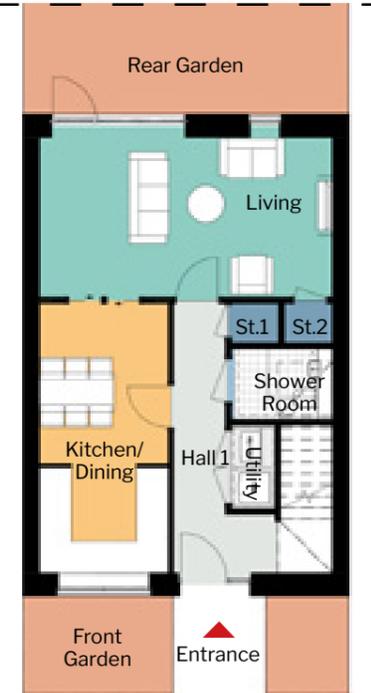
Total Area = 95.8m²
 London space standards = 95 m²

*Please note that the housing typologies are not to scale

Example home layouts

3 BED 6 PERSON GARDEN DUPLEX

Ground floor



First floor



- Bedroom 1: 13m²
- Bedroom 2: 11.5m²
- Bedroom 3: 11.7m²
- Bathroom: 4.4m²
- Shower Room: 3.0m²
- Hall 1: 7m²
- Hall 2: 4.6m²
- Living: 19.2m²
- Kitchen/Dining: 14.1m²
- Storage 1: 0.8m²
- Storage 2: 0.8m²
- Storage 3: 1.4m²
- Utility: 1.5m²

Total Area = 103m²
 London space standards = 102 m²

4 BED 8 PERSON GARDEN DUPLEX

Ground floor



First floor



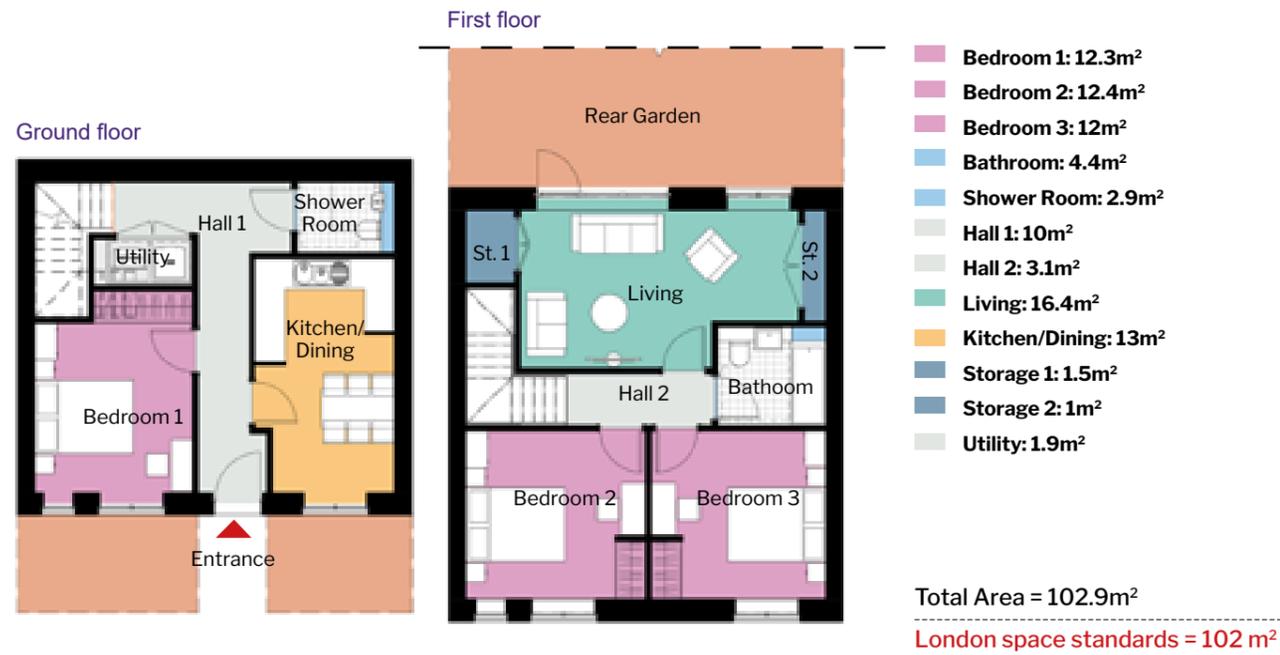
- Bedroom 1: 11.8m²
- Bedroom 2: 16.8m²
- Bedroom 3: 15.2m²
- Bedroom 4: 11.8m²
- Bathroom: 4.4m²
- Shower Room: 3.0m²
- Hall 1: 7.4m²
- Hall 2: 6.1m²
- Living: 15.3m²
- Kitchen/Dining: 16.1m²
- Storage 1: 0.8m²
- Storage 2: 1.9m²
- Storage 3: 0.8m²
- Utility: 1.7m²

Total Area = 124.6m²
 London space standards = 124 m²

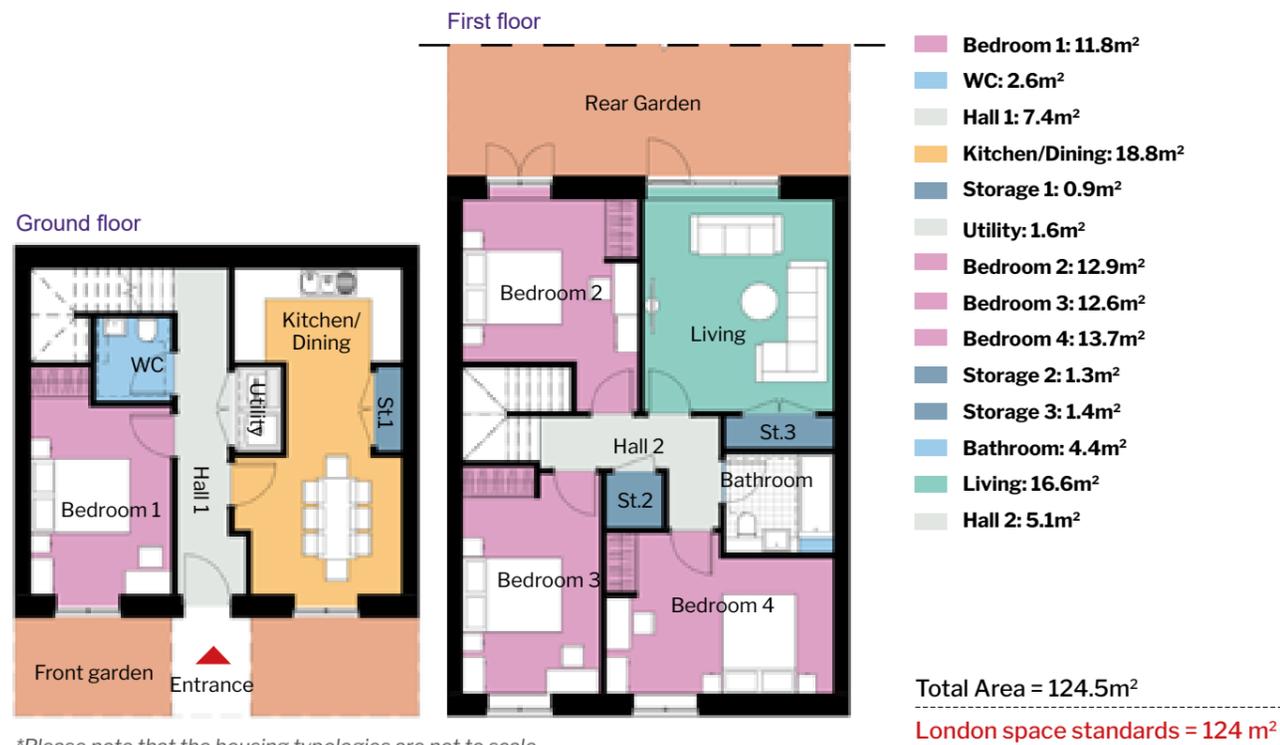
*Please note that the housing typologies are not to scale

Example home layouts

3 BED 6 PERSON PODIUM GARDEN DUPLEX



4 BED 8 PERSON PODIUM GARDEN DUPLEX



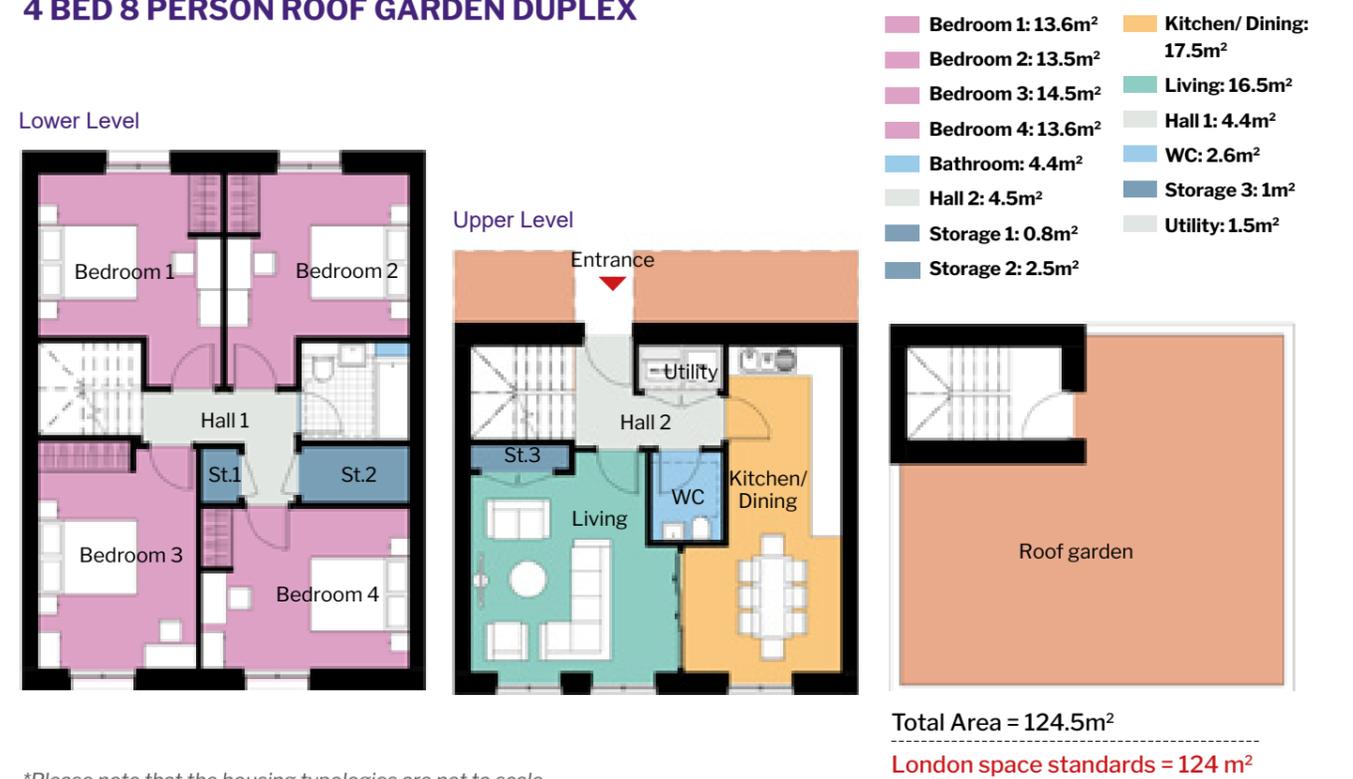
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Example home layouts

3 BED 6 PERSON ROOF GARDEN DUPLEX

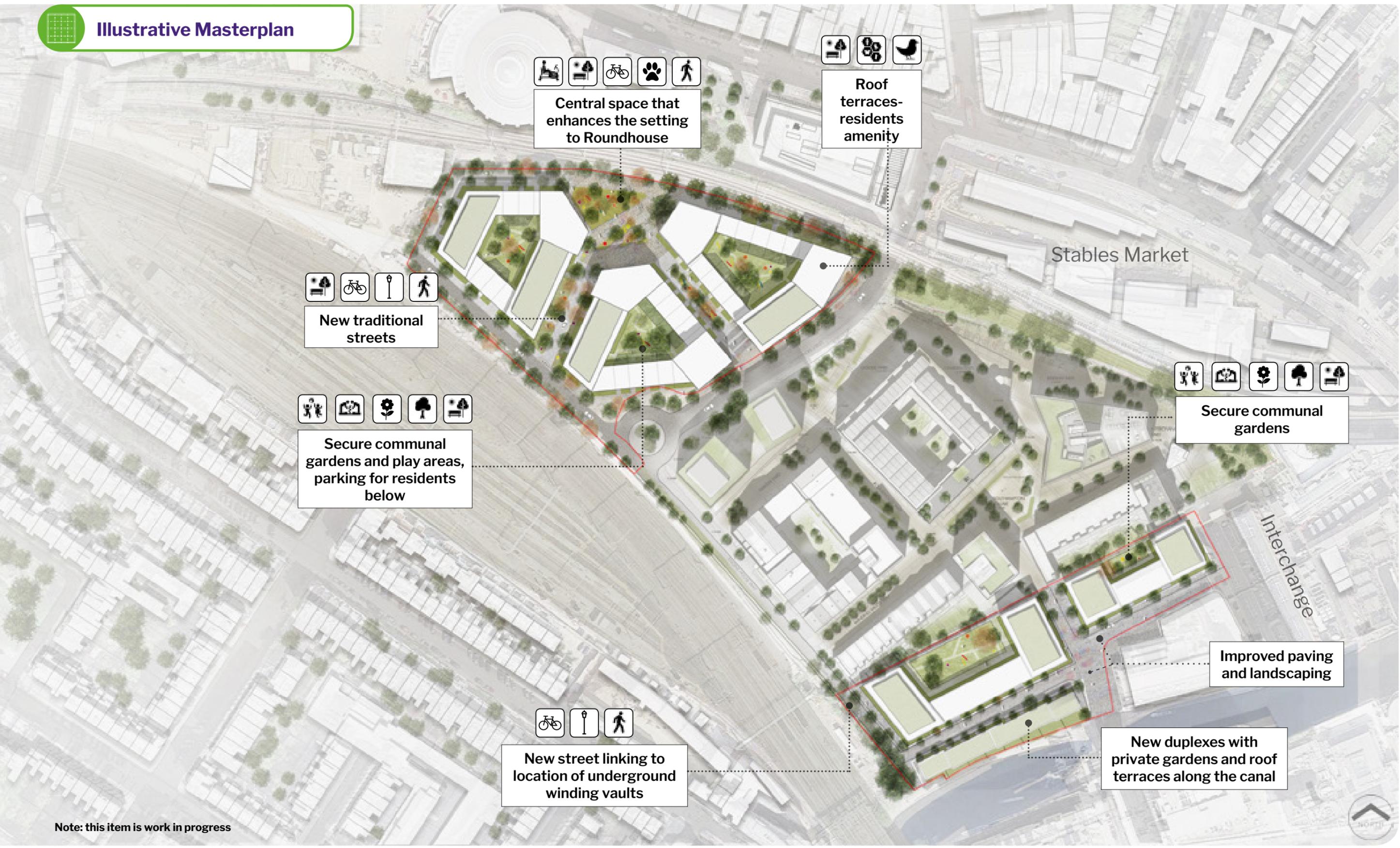


4 BED 8 PERSON ROOF GARDEN DUPLEX



*Please note that the housing typologies are not to scale

Illustrative Masterplan



Note: this item is work in progress

Community Facilities

There will be specially designated and increased public play and amenity space built into the design, to accommodate the increased density in the redevelopment on both estates.

A community centre or youth facilities will be incorporated into the design.

The design of the new estates will prioritise walking and cycling.

Management

The Joint Venture appreciates that regeneration can be both stressful and disruptive and will do everything it can to minimise the impact and support tenants throughout the process.

There will be no change to day-to-day management during the project, including repairs.

Tenants will have access to an out-of-hours One Housing and Countryside Joint Venture contact number to resolve any emergency issues with contractors outside office hours.

Resident Involvement

The Joint Venture will actively listen and engage with residents.

One Housing will provide a regular newsletter (at least once a quarter) for tenants on the two estates. It will also maintain a dedicated area of its website for news of the development and provide regular updates on social media.

Throughout the redevelopment tenant events will be held so that One Housing and Countryside staff can update tenants on current progress and the upcoming work, answer any questions and respond to residents' concerns.

The Tenants' Associations and the Steering Group will be able to raise residents' issues and concerns with project managers. This includes individual households' problems, where it has not been possible to resolve them at a lower level.

Extra support and guidance will be available for vulnerable tenants.

The Joint Venture will provide and pay for an independent residents' advisor throughout the project.

Tenants have the right to take any complaints about any aspect of the regeneration process, including rehousing offers, compensation and working practices, through One Housing's complaints procedure. Where a dispute cannot be resolved internally, there will be provision to refer it for independent mediation or arbitration.

Binding work practices will be agreed with the joint venture and all sub-contractors which cannot be avoided simply by paying a financial penalty to the tenants affected, except in exceptional and unavoidable circumstances, including:

- no work before 8.00 am or after 6.00 pm on weekdays;
- no work before 9.00 am or after noon on Saturdays;
- no work at all on Sundays and Bank Holidays.

The joint venture will:

- have a local site office on the estates that is always manned during working hours;
- provide its own dedicated resident liaison staff to deal with tenants' questions and concerns over demolition and construction work;
- work to the Considerate Constructors Scheme, strictly observe all health & safety regulations and keep noise and disruption to a minimum;
- provide out of hours contact details for security and emergencies.

The Joint Venture will carry out a weekly inspection of the work and raise any concerns, including the impact on tenants, with its contractors immediately.

At least 15% of the workforce employed in general construction by the development partner should be local workers living in the borough.

At least five full-time apprenticeships to be offered to local people who live in the area, with priority for young people living on the estates.

Targets on local employment should only count workers who have lived in the local area for at least 12 months before starting work on the scheme.



The ballot

In accordance with guidance from the Greater London Authority we will be holding a ballot so that you can vote either in favour of our proposals to regenerate Juniper Crescent and Gilbeys Yard (with a 'yes' vote) or against our proposals (with a 'no' vote).

The vote is anonymous and there is no minimum turnout needed which means the result will be based on a simple majority – in other words whichever vote (yes or no) receives the highest number of votes will decide if the scheme goes ahead or not.

Who will run the ballot?

We have employed Civica Election Services (CES) formerly Electoral Reform Services (ERS), an impartial and independent organisation, to manage the registration and ballot process in line with Greater London Authority guidance. CES has been managing ballots for organisations (including the NHS, Trade Unions and Local Authorities) since 1988. They will be responsible for:

- processing registrations
- securely posting the ballot papers to eligible residents
- receiving and counting the votes
- verifying that all votes have been cast legitimately
- issuing the result

What question will be on the ballot paper?

The question is: "Are you in favour of the proposal for the regeneration of Juniper Crescent and Gilbeys Yard?"

How do I cast my vote?

Information on how to vote will be explained clearly on your ballot paper, which you will receive by post from CES. You will be able to vote using one of the following methods:

- Post the completed ballot paper back to CES in the pre-paid envelope provided. Please ensure you post your ballot paper with enough time to be received by CES before the deadline.
- Vote online at www.CESvotes.com/JCGY Using the security codes listed on your ballot paper.

Ballot papers will be sent by first class post to all eligible residents on 23 March 2020.

You can cast your vote as soon as the ballot paper arrives. The ballot will close at **5pm on 20 April 2020**.

This will be a secret ballot which means that CES will not tell anyone else how individual residents have voted.

One Housing will hand deliver the results the day after the results have been provided.

Residents will be informed by CES of the result on 24 April 2020 by post.

For more information on the ballot process or if you have lost/spoiled your ballot paper, please contact CES at Support@cesvotes.com or 020 8889 9203.

This is your chance to have your say

What a YES vote means

If the majority of residents voting in the resident ballot vote **YES**, we will be able to go ahead with our plans to regenerate Juniper Crescent and Gilbeys Yard. This landlord offer document clearly sets out our commitments to our residents, should you vote in favour of redevelopment.

Our commitments to you:

We will build brand new homes for residents who wish to return to a new home suited for your housing need that meets or exceeds the current minimum space standards. All properties will have private amenity space. There will be shared outside spaces for everyone to enjoy and areas where children can play safely. The new neighbourhood will be designed to reduce antisocial behaviour and create a hub for a strong and sustainable community.

VOTE YES



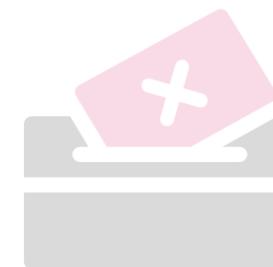
What a NO vote means

If the majority of residents who vote in the ballot vote **NO**, One Housing will need to review this outcome and consider the future of the estates. If the vote is a 'No' there is no guarantee that the estates will be considered for regeneration in the future.

We will continue to:

- Carry out repairs to your home and the estate as they are reported
- Carry out essential maintenance

VOTE NO



Contact us

Briony Rogers
Regeneration Officer
Tel: 0207 428 8533.
Email: brogers@onehousing.co.uk

Sasha Grant
Regeneration Officer
Tel: 0208 821 4442
Email: sgrant@onehousing.co.uk

Communities First
Freephone: 0300 365 7150
Email: gilbeyandjuniper@communitiesfirst.uk.com

If you need this document in a different format (e.g. braille or large print) or in a different language, please let us know so we can arrange this for you.



Glossary and technical terms

Ballot – see “Tenant Ballot” below.

Decant – temporarily moving a household so that major work (including demolition and rebuilding) can be carried out. The landlord must ensure that any temporary housing meets the household’s needs.

Disturbance payment – a payment from the landlord to a tenant to cover the reasonable costs of having to move because of housing .

Downsizing – moving to a home with fewer bedrooms than the existing one.

GLA standards – The Greater London Authority sets required standards for all new affordable homes built in London. This includes minimum floor sizes, storage areas, balconies, natural light, privacy and energy efficiency. The standards are set out in the GLA’s London Housing Design Guide, which is available online at: www.london.gov.uk/sites/default/files/Interim%20London%20Housing%20Design%20Guide.pdf

Hidden households – a person or persons that could live independently but are living in someone else’s home. This would include adult children who are living at home with their parents.

Home Loss payment (usually written as “homeloss”) – a payment made to a tenant as compensation for having to move if their home is required for a redevelopment scheme. The current Home Loss payment is £6,400. This is a legal requirement under Part III of the Land Compensation Act 1973.

Home Swapper – a scheme that allows social tenants across the country to arrange a mutual exchange of their homes. Details are at www.homeswapper.co.uk

Joint Venture – a company set up by two or more organisations to share the costs and risks (and also the benefits) of large building projects. One Housing has set up a time-limited Joint Venture company with the builder Countryside Properties to build the new homes if the ballot allows the redevelopment to go ahead.

Kitchens (open and closed) – “open plan” kitchens share a room with the lounge and/or dining area, while a closed plan kitchen is completely self-contained.

Pre-allocation – Allocating a new home to a tenant before construction has been completed. This allows the tenant additional time to plan their move and allows them to make some decisions about the details and the finish of their new home.

Phasing – Large estate redevelopment schemes have to be carried out in several stages or “phases”. When everyone has moved out of the homes in the first or earliest Phase, they are demolished and new homes are built in their place. Then the original tenants can move back into some of the new homes and those in the second Phase can also move into one of the new homes (allowing their homes to be demolished, and so on).

Possession – the legal process by which a landlord asks a court to allow them to get a home back from its tenant. This is extremely rare on redevelopment schemes, but a landlord has the legal right to ask the county court to end a tenancy and give them possession if they can show that the home is needed for redevelopment and suitable alternative housing is available for the tenant’s household.

Resident Steering Group (RSG) – A group of resident representatives, elected through the estates’ Tenant and Resident Associations, that have negotiated with One Housing Group to agree the guarantees and safeguards in this Offer Document.

Right To Return – The right of a tenant (and their household) to return to one of the new homes on a redevelopment scheme.

Service Charge – a weekly charge for services provided by the landlord such as the costs of maintaining the common areas and the estate. Differs from Rent, which covers the costs of providing and maintaining the home itself.

Tenant Ballot – The redevelopment cannot go ahead unless tenants vote for the scheme in a ballot held under the London Mayor’s Resident Ballot requirement policy. A majority of tenants who vote have to cast their ballot in favour of the regeneration for it to happen. Details of the Mayor’s ballot requirements are at: www.london.gov.uk/what-we-do/housing-and-land/improving-quality/estate-regeneration

Tenant Liaison Officer (TLO) – A member of staff employed by the builder to work with residents who will keep in contact throughout the building work and help to sort out any problems or concerns quickly.

Tenant & Resident Association (TRA) – A resident group that represents all of the residents on an estate and negotiates with the landlord to improve housing management and address problems in the neighbourhood.

One Housing



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March 2020