One Housing

COUNTRYSIDE
Places People Love

# Hello and welcome

## Welcome to today's event where we are displaying the draft landlord offer items that have been worked up with your resident steering group, One Housing and Countryside.

Between February 2017 and May 2018 we worked with residents to carry out an options appraisal on the future of Gilbeys Yard & Juniper Crescent. Full redevelopment was selected as the preferred option for further consideration and consultation.

In July 2019, Countryside were selected as the preferred 50:50 joint venture partner to work on the project.
Countryside are providing their experience in construction and have been working on the indicative phasing and optimisation of the proposals.

We would like to hear your feedback about the draft document, as we continue to work on the offer document. We will continue to work on the offer document until the time we present the final version to you before the resident ballot.

We are also repeating the table top workshop for the home layouts and sizes with our architects PRP from the last event for anyone who was unable to attend, or would like further information.

Members of the project team are on hand to answer any questions you may have.

During all the events, we want to hear your feedback to help us to shape the proposals. If you have something you would like to comment about or make suggestions please leave feedback on the comment cards provided, on the boards using a sticky note or speak to one of the project team.

Thank you for coming today, we wish you a pleasant festive season, please help yourself to some nibbles!

### CONTACT US

If you want to find out more or would like to book a one to one visit please call:


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Join the conversation

# TENANCY RIGHTS

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## RENTS & SERVICE CHARGES

There will be no increase in rent charge levels on temporary and permanent moves to a One Housing Group dwelling 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.

## COMPENSATION

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

Any resident will get the legally required home loss and disturbance payments.

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 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.

## YOUR TENANCY

Tenants will retain their current tenancy rights and privileges through signing a new tenancy agreement that matches their existing one.

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

One Housing and the Steering Group will encourage Camden Council to provide suitable housing for adult children and "hidden households", which may be housing off the estates.

## RESIDENT INVOLVEMENT

The JV will actively listen and engage with residents.One Housing will provide a regular newsletter (at least once a quarter) for residents 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 resident events will be held (at least once a quarter) so that One Housing and Development Partner 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.

The JV will provide an independent residents' advisor paid for by the JV 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.

# REHOUSING

## The Move

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.

Clear decanting and re-housing procedures, including best available indicative decant time scales, will be available to all tenants before the ballot.

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

Pre-allocation of homes will be developed to allow 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 with the aim of avoiding leaving remaining tenants isolated and vulnerable. One Housing will ensure that security measures are promptly in place to protect existing residents.

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

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

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

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

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

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, and night workers.

**PLEASE ADD YOUR SUGGESTIONS**

Your suggestions:

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# REHOUSING

## Temporary / Permanent Housing

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

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 the suitability of the temporary home 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 etc.

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

One Housing will use its best endeavours to encourage Camden Council to be as flexible as possible when considering the future needs of households when they are re-housed.

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 who request this if the property is available.

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

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.

One Housing will refer tenants who want to transfer to other social landlords in Camden to the Council's allocations scheme. It will also promote exchange schemes such as HomeSwapper to tenants who want to move to other parts of the country.

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

Your suggestions:

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**PLEASE ADD YOUR SUGGESTIONS**

# REHOUSING

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## Additional Support:

One Housing will provide additional support for potentially vulnerable tenants (including the disabled, elderly and those under particular stress), including a named tenant liaison officer and a package of practical support 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 adaptions 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.

## Responding to Housing Needs

Any new or refurbished home must take account of housing need.

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.

The scheme will replace any lost houses with new houses or duplexes for existing tenants who choose this option.

Tenants can choose to receive financial incentives for:
- Loss of bedroom(s);
- Loss of a garden.

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.

As a minimum, downsizing households will be offered one bed space above housing need, as recommended in the Mayor's Regeneration Guidance.

Your suggestions:

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**PLEASE ADD YOUR SUGGESTIONS**

# DESIGN OF HOUSING

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One Housing's pre-ballot Offer Document will contain details of the typical layout based on the Phase 1 designs and design of the new homes, including internal plans, floors spaces of rooms and storage, etc.

Tenants will be able to choose from a range of finishes, wall colours, floor coverings, kitchen designs, etc.

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

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

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

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

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

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

Your suggestions:

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PLEASE ADD YOUR SUGGESTIONS

# DISTURBANCE PACKAGE

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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 for up to one year after the move (and throughout any decant);
- Any penalties if a resident 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, etc.

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

One Housing will reimburse the cost of reconnections and disconnections of services. Where it is not possible to pay a provider directly a receipt will be required for a reimbursement.

The decant guide will provide a breakdown of the costs that One Housing will cover as part of the disturbance package. This will include a standard contingency payment to cover any unforeseen circumstances or costs. (Note that the amount for the contingency is yet to be agreed and set.)

One Housing will pay disturbance package payments directly to tenants/joint tenants.
In hardship cases One Housing will consider making appropriate emergency payments.

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

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.

Your suggestions:

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**PLEASE ADD YOUR SUGGESTIONS**

# 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 residents throughout the process.

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

Tenants will have access to an out-of-hours JV contact number to resolve any emergency issues with contractors outside office hours. This could be contact through the JV's Out Of Hours service if the staff are fully briefed about the scheme and can deal with emergency situations.

Binding work practices will be agreed with the development partner 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 development partner 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 residents' 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 JV will carry out a weekly inspection of the work and raise any concerns, including the impact on residents, 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 living 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.

Your suggestions:

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**PLEASE ADD YOUR SUGGESTIONS**

# SITE VISIT - ACTON GARDEN

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## Acton Gardens Site Visit:

- **Would you be interested in another opportunity to visit the Countryside scheme?**

This will be an overview of the Acton Gardens scheme, accessing the courtyard and viewing the external blocks

**PLEASE ADD YOUR SUGGESTIONS**

# EXISTING PROPERTY SURVEYS

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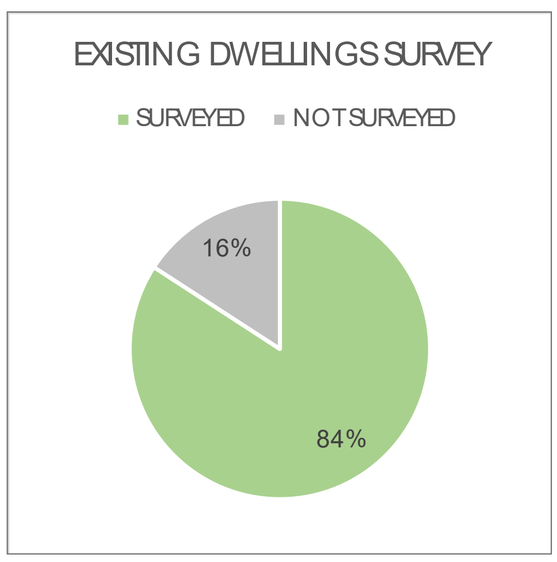
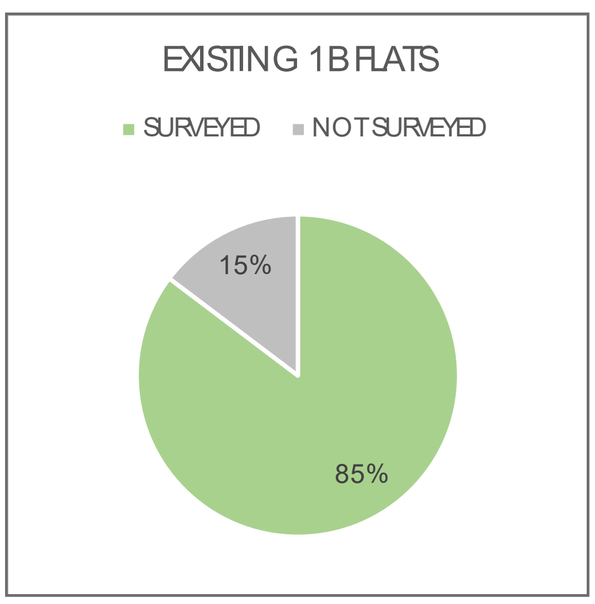
## JUNIPER CRESCENT

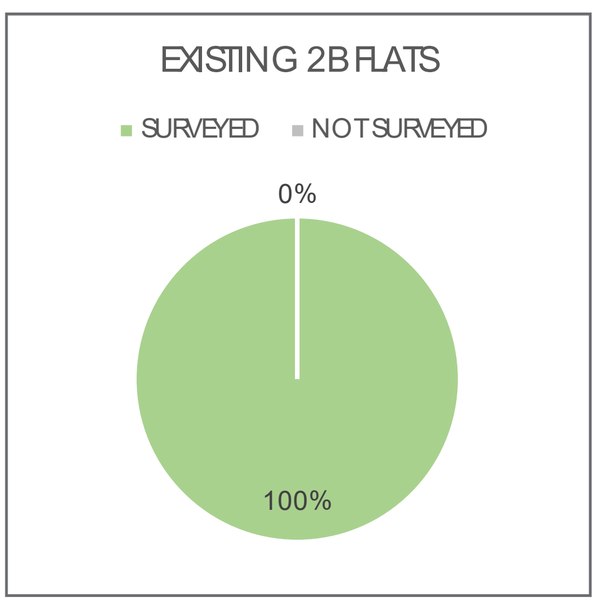
### EXISTING DWELLING TYPES SURVEYED

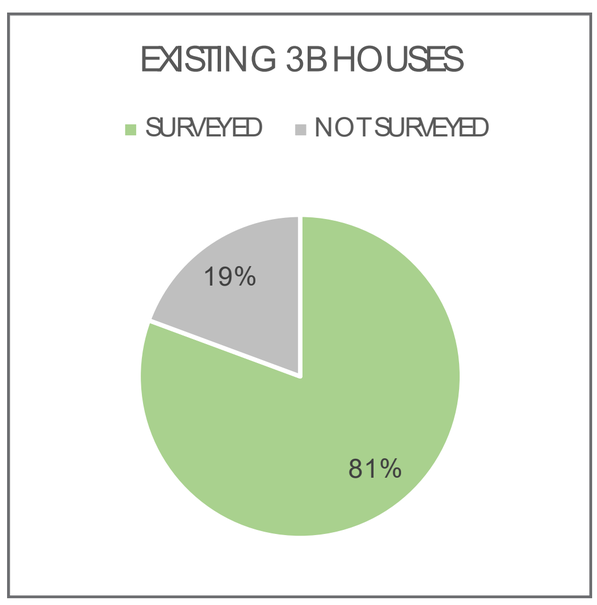
| EXISTING DWELLINGS | SURVEYED | NOT SURVEYED |
|---|---|---|
| 1B FLAT | 29 | 5 |
| 2B FLAT | 41 | 0 |
| 3B HOUSE | 25 | 6 |
| 4B HOUSE | 6 | 8 |
| TOTAL | 101 | 19 |

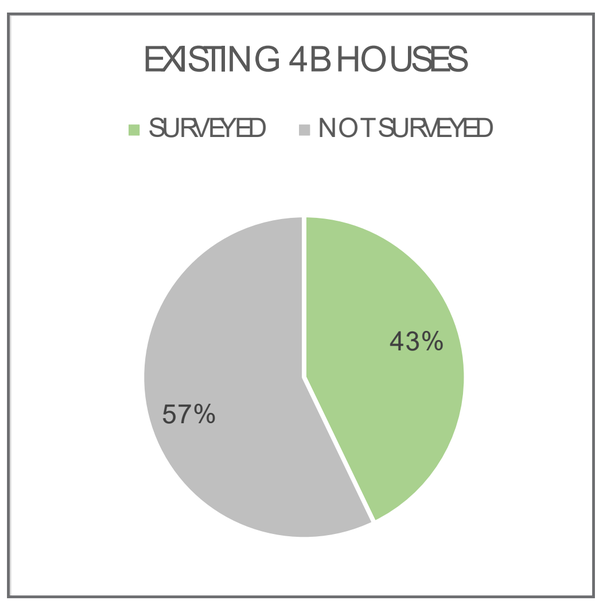



### EXISTING DWELLING TYPES SURVEYED - BREAKDOWN



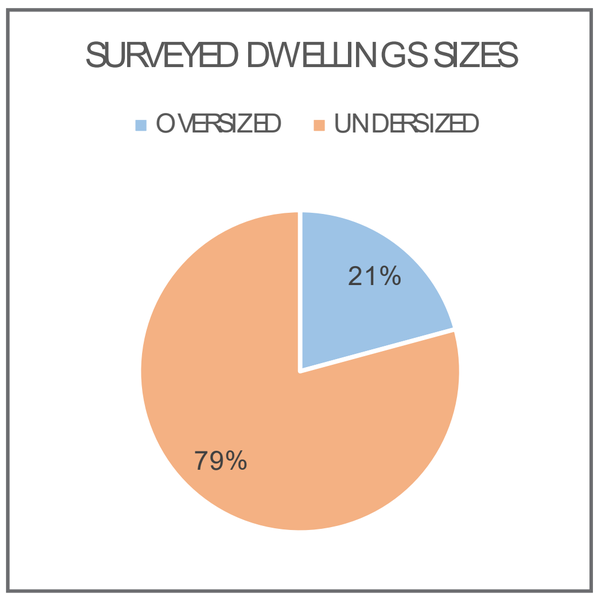



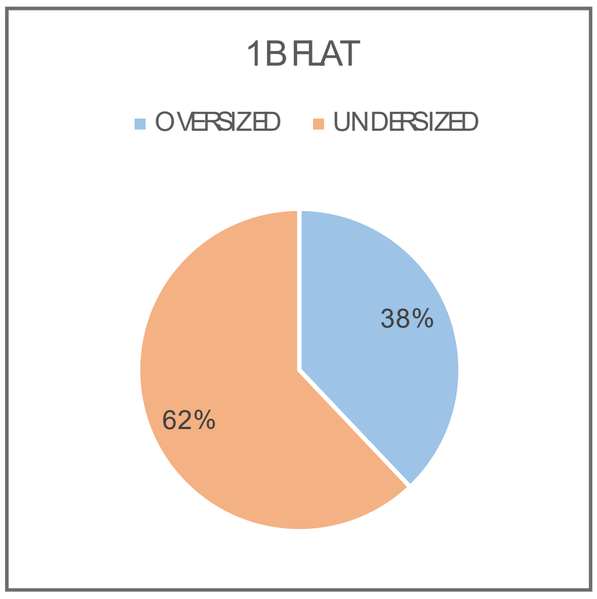



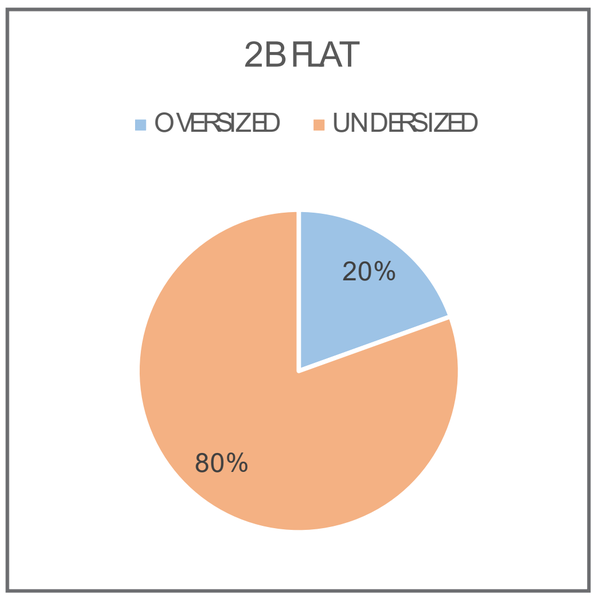



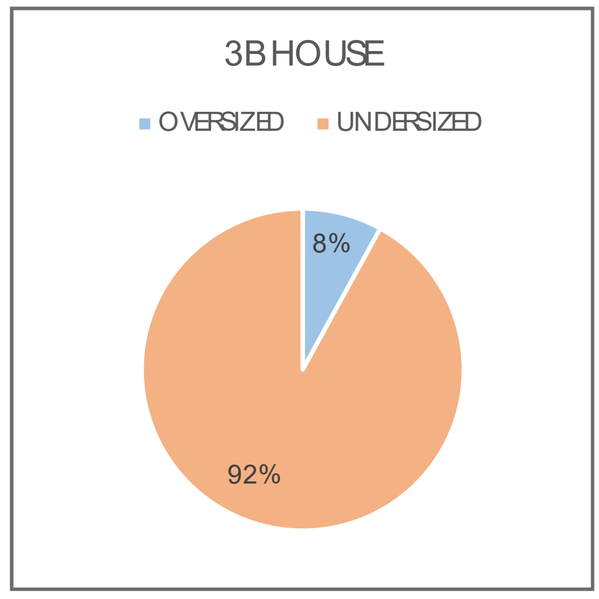

### SURVEYED DWELLING SIZES COMPARED TO THE NATIONAL DESIGN STRANDARDS

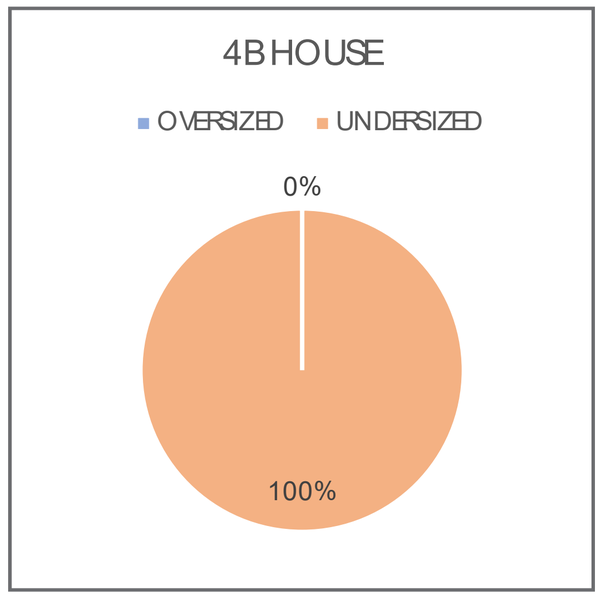
| SURVEYED DWELLINGS | OVERSIZED | UNDERSIZED |
|---|---|---|
| 1B FLAT | 11 | 18 |
| 2B FLAT | 8 | 33 |
| 3B HOUSE | 2 | 23 |
| 4BHOUSE | 0 | 6 |
| TOTAL | 21 | 80 |



# EXISTING PROPERTY SURVEYS

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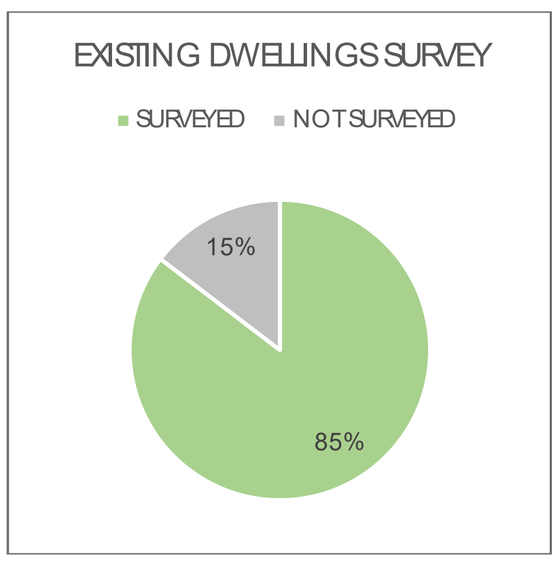
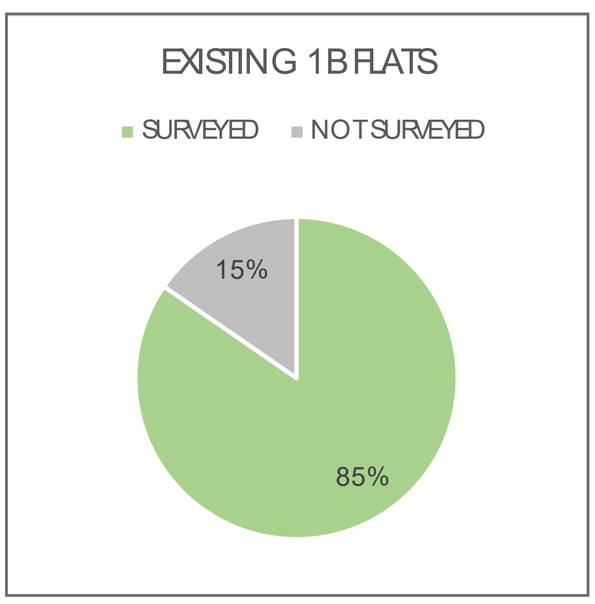
## GILBEYS YARD

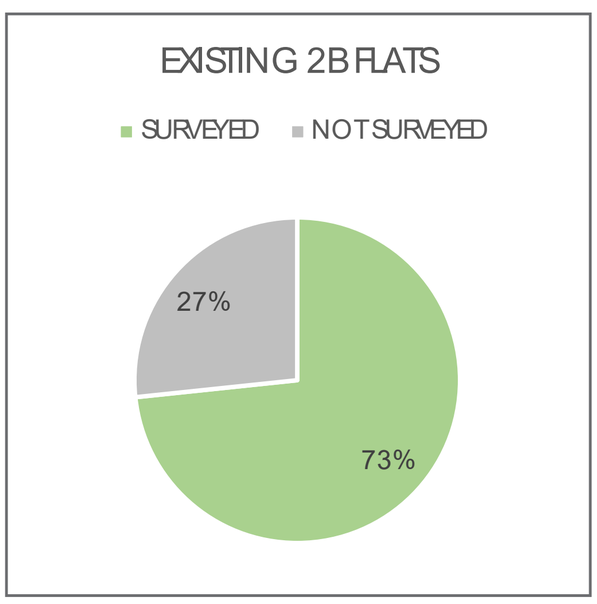
### EXISTING DWELLING TYPES SURVEYED

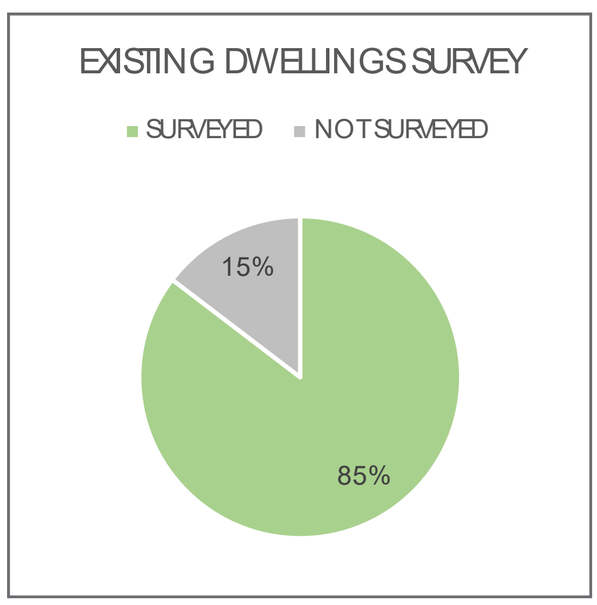
| EXISTING DWELLINGS | SURVEYED | NOT SURVEYED |
|---|---|---|
| 1B FLAT | 22 | 4 |
| 2B FLAT | 22 | 8 |
| 3B HOUSE | 16 | 0 |
| 4B HOUSE | 10 | 0 |
| TOTAL | 70 | 12 |

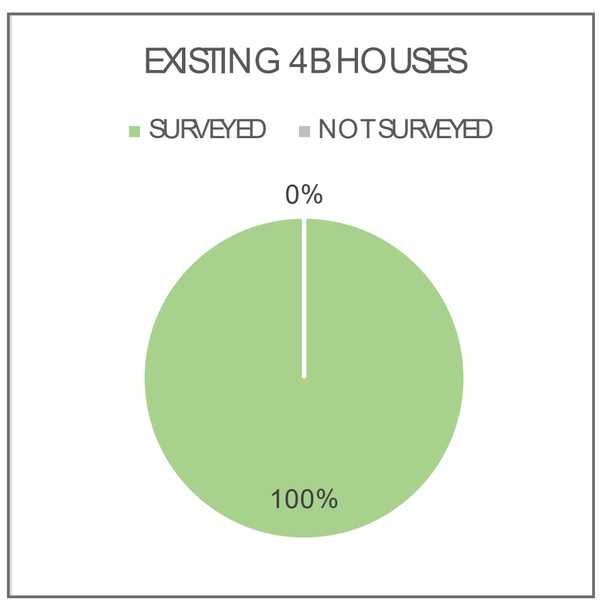


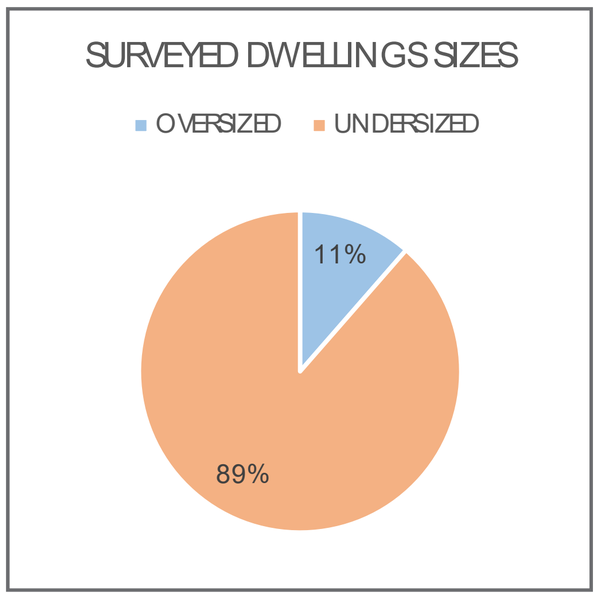
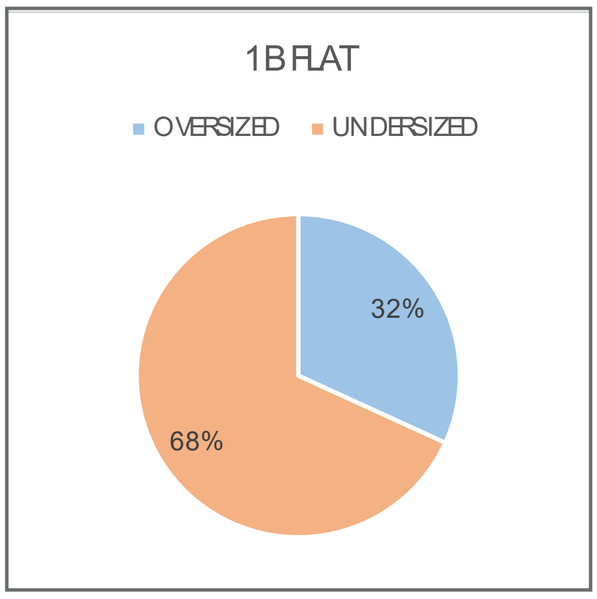
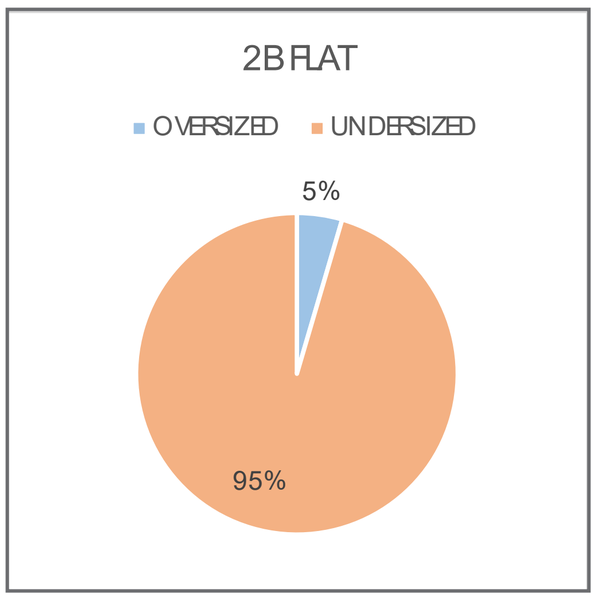
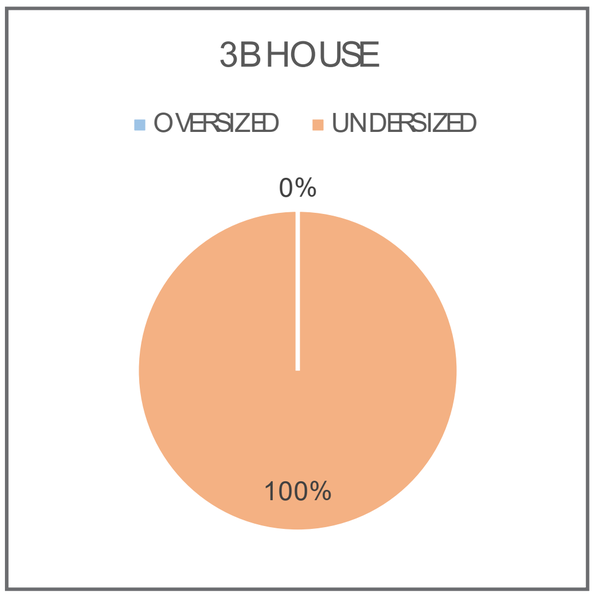
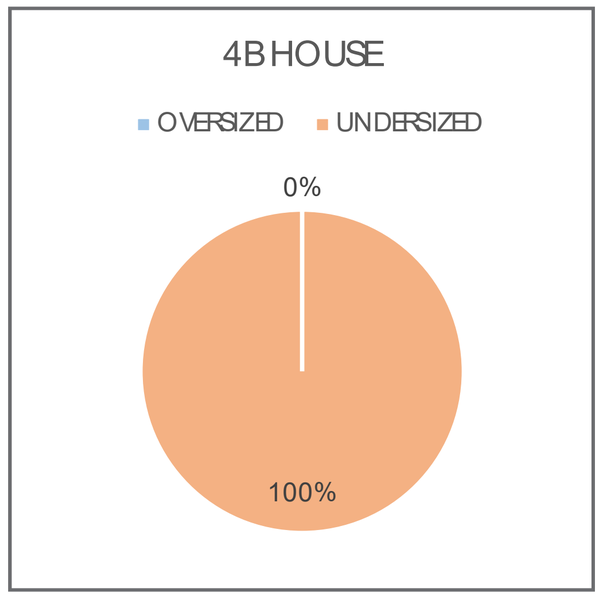

### EXISTING DWELLING TYPES SURVEYED - BREAKDOWN




### SURVEYED DWELLING SIZES COMPARED TO THE NATIONAL DESIGN STRANDARDS

| SURVEYED DWELLINGS | OVERSIZED | UNDERSIZED |
|---|---|---|
| 1B FLAT | 7 | 15 |
| 2B FLAT | 1 | 21 |
| 3B HOUSE | 0 | 16 |
| 4BHOUSE | 0 | 10 |
| TOTAL | 8 | 62 |