



Housing Management and Almshouses Sub (Community and Children's Services) Committee

Date: WEDNESDAY, 20 NOVEMBER 2019

Time: 2.00 pm

Venue: **** GOLDEN LANE COMMUNITY CENTRE ** PLEASE NOTE VENUE ****

Members: John Fletcher (Chairman)
Mary Durcan (Deputy Chairman)
Randall Anderson
Peter Bennett
Marianne Fredericks
Alderman David Graves
Deputy the Revd Stephen Haines
Barbara Newman
Dhruv Patel
Susan Pearson
William Pimlott
Jason Pritchard
Ruby Sayed

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Lunch will be served in the Guildhall Club from 12.30 pm

NB: Part of this meeting may be subject to audio-visual recording

**John Barradell
Town Clerk and Chief Executive**

AGENDA

Part 1 - Public Reports

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**
To approve the public minutes and non-public summary of the meeting on 16th September 2019.
For Decision
(Pages 1 - 8)
4. **OUTSTANDING ACTIONS LIST**
Members are asked to note the Sub Committee's Outstanding Actions List.
For Information
(Pages 9 - 10)
5. **HOUSING MAJOR WORKS PROGRAMME - PROGRESS REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 11 - 20)
6. **RENTS POLICY**
Report of the Director of Community and Children's Services.
For Decision
(Pages 21 - 30)
7. **HOUSING ESTATES - ALLOCATED MEMBERS' REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 31 - 38)
8. **LETTINGS/SALES POLICIES FOR NEW DEVELOPMENTS**
Report of the Director of Community and Children's Services.
For Decision
(Pages 39 - 56)
9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
11. **EXCLUSION OF THE PUBLIC**
MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.
For Decision

Part 2 - Non-Public Reports

12. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the meeting held on 16th September 2019.
For Decision
(Pages 57 - 60)
13. **HRA COMMERCIAL PROPERTY PERFORMANCE - SEPTEMBER QUARTER 2019**
Report of the City Surveyor.
For Information
(Pages 61 - 64)
14. **HOUSING REVENUE ACCOUNT (HRA) COMMERCIAL PROPERTY - MIDDLESEX STREET COMPENSATION CLAIMS**
Report of the Director of Community and Children's Services.
For Decision
(Pages 65 - 68)
15. **MIDDLESEX STREET ESTATE NON-EMERGENCY ELECTRICAL WORKS (LANDLORD'S) - PHASE 2 - GATEWAY 5 - ISSUES REPORT**
Report of the Director of Community and Children's Services.
For Decision
(Pages 69 - 82)
16. **RENEWAL OF FLAT ROOF COVERINGS AT PETTICOAT SQUARE, MIDDLESEX STREET - GATEWAY 1-4 PROJECT PROPOSAL & OPTIONS APPRAISAL**
Report of the Director of Community and Children's Services.
For Decision
(Pages 83 - 98)
17. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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**HOUSING MANAGEMENT AND ALMSHOUSES SUB (COMMUNITY AND
CHILDREN'S SERVICES) COMMITTEE**
Monday, 16 September 2019

Minutes of the meeting of the meeting held at Guildhall at 11.30 am

Present

Members:

John Fletcher (Chairman)
Mary Durcan (Deputy Chairman)
Randall Anderson
Marianne Fredericks
Barbara Newman
William Pimlott
Jason Pritchard

Officers:

Mark Jarvis	- Chamberlains
Michael Harrington	- Chamberlains (Procurement)
Nicholas Richmond-Smith	- Chamberlains (Procurement)
Liam Gillespie	- Community & Children's Services
Jacqueline Whitmore	- Community & Children's Services
Jason Hayes	- Community & Children's Services
Mike Kettle	- Community & Children's Services
Carol Boswarthack	- Community & Children's Services
Julie Mayer	- Town Clerks

1. APOLOGIES

Apologies were received from Alderman David Graves, Dhruv Patel, Susan Pearson, Peter Bennett, Deputy the Reverend Stephen Haines and Ruby Sayed.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED – That the public minutes and non-public summary of the meeting held on 22 July 2019 be approved as a correct record.

4. OUTSTANDING ACTIONS LIST

Members received the Sub Committee's Outstanding Actions list and noted those items which would be discharged on this and future agenda.

Tendering Process/Contractor Behaviour

Members welcomed two senior procurement officers to the meeting, in response to their concerns expressed at the last meeting about the behaviour of some contractors who had withdrawn at pre-contract stage or sought to omit elements of the specification.

The officers advised that a Housing Working Group had been set up in February 2019, following a decision of the Community and Children's Services Committee. Members noted that this group identified issues at tender stage; i.e. - in respect of terms and conditions and insurance, and conducted deep dives into those projects with issues and lessons learnt. Officers were now reviewing tender returns more robustly; interrogating price and eliminations up front, so as to avoid coming back to Committee at a later stage seeking additional funding.

Whilst Members accepted that some negotiations might be reasonable, they also stressed that contractors were bound by the Terms and Conditions of the Contract. Officers explained that, from previous experience, it was difficult to penalise Contractors, as it could be time consuming and expensive for both sides and with minimal prospects of success.

Members noted that a framework had been set up; i.e. a pool of pre-qualified suppliers, and processes were now in place to enable officers to gauge reliability. Furthermore, poor performance or a lack of engagement could result in a contractor being removed from the framework. Queries on terms and conditions were also being raised with the City Solicitor at an earlier stage. Whilst the majority of variations were now being rejected, due diligence and precise cost management allowed for balancing if any essential variations.

Whilst the unacceptable behaviour of some contractors could not be totally eradicated, Members noted that improvements were becoming evident; i.e. the balconies, windows and doors contract and the two Gateway 6 projects reported on today's agenda, which had come in under budget.

Members accepted that the above approach may take a little longer in the earlier stages of a contract, but was invaluable in terms of protecting the interests of both the City Corporation and its residents.

Parking Charges Review

Members noted that officers had written a project brief to appoint a consultant and were seeking to appoint someone experienced in HRA parking. Disabled drivers had been advised that they would stop paying charges on 1st October 2019.

Revised Rent Targets

In response to Members' request for a more ambitious target, officers had revised the current target and this was due to be taken to the Director for approval.

5. **HOUSING MAJOR WORKS PROGRAMME - PROGRESS REPORT**

Members received a report of the Director of Community and Children's Services, which updated Members on progress with the Housing Major Works Programme and issues affecting progress on individual schemes. Members noted that the first planning permission had been granted in respect of the windows replacement programme.

RESOLVED, that – the report be noted.

6. **FIRE SAFETY UPDATE - HRA PROPERTIES**

Members received a report of the Director of Community and Children's Services which provided an update on fire safety to HRA Properties. The Chairman advised that a Member, who had submitted their apologies, had asked a series of questions, which had also been put to the Community and Children's Services Committee the previous week. The Chairman had asked for the Member to receive written responses.

Officers agreed to investigate a recent spate of false alarms at Middlesex Street and advised Members that they would be increasing the specification of the alarms. Furthermore, the generator for the fire fighters' lift had been fitted with a sim card which would notify on activation. Members asked for a breakdown of the recent false alarms and whether the Fire Brigade had charged for the call-outs.

Members noted that the City Corporation is committed to providing 60 minute rated fire doors, as a standard across all of the estates, and the doors had been tested with a maximum burn time of 75 minutes. Where this would not be possible, i.e. the block has restriction such as a listed status, there would be a minimum rating of 30 minutes, with the expectation that the door would be tested to a maximum burn time of 45 minutes.

Members were reminded of the Fire Brigade's 'Stay Put' advice, except for common areas, and this would be reiterated to residents once the new doors had been installed. Furthermore, the installation of sprinklers next year would have an immediate impact.

Officers explained that the free swing powered doors would close until the alarm was activated and Members noted that new technologies indicate whether door closers and smoke alarms had been removed. Officers were fully aware of the dangers associated with rapidly closing doors; i.e. trapping fingers. Members asked for an update on the sprinkler installation project in February 2020.

RESOLVED, that – the report be noted.

7. **FIRE SAFETY DOORS - GREAT ARTHUR HOUSE**

Members considered a report of the Director of Community and Children's Services in respect of the installation of Fire Safety Doors at Great Arthur House. Members noted that fire separation might need to be increased around

the gas pipes and corridor ventilation and, long term, it would be desirable to remove gas entirely.

RESOLVED, that:

1. The above timelines be noted as estimates, based on the assumption that the works will be considered as improvements and there will be no recharge to leaseholders;
2. Authority to proceed be given (unless told otherwise) on the assumption that the works, as per advice from Counsel, are considered as improvements and cannot be recharged to long leaseholders;
3. The increased scope of works be approved;
4. The appointment of a design team and fire safety consultant be approved, to assess the increased scope of works required to achieve full compartmentation and fire stopping;
5. The additional budget of £119,000 to reach next Gateway stage be approved, noting that this covers additional design stage testing related to the increased scope, design fees, and works associated with temporary installations to reach the next Gateway;
6. The revised project budget (works) of £1,856,000 (excluding risk) be noted;
7. The total estimated cost of the project at £1,993,000 be noted (including spend to date, additional consultancy fees & staff costs / risk not included);
8. **Option 1 be approved;** i.e. - Replacement of front door sets and frames, fanlights, all panel compartmentation, internal and external common area fire doors, as well as internal fire escape doors within the individual properties.

8. **DECENT HOMES WORKS TO AVONDALE SQUARE ESTATE, SE1 - PHASE 2**

Members considered a report of the Director of Community and Children's Services in respect of the Decent Homes Works to Avondale Square Estate, SE1. Members noted that the Asset Management System recorded replacement dates, and these would be captured by the next round of Decent Homes Inspections. In the case of older boilers, which were becoming obsolete and potentially dangerous, they would be covered by annual servicing and age of replacement.

RESOLVED, that:

1. The content of this report be noted.
2. The lessons learnt be noted.
3. The project be closed.

9. **LETTING/SALES POLICY FOR NEW DEVELOPMENTS**

Members considered a report of the Director of Community and Children's Services in respect of a letting/sales policy for new developments. Officers specifically asked Members for a steer on a policy in respect of absentee lease holders and noted that the London Boroughs of Southwark and Hackney

initiated CPOs in such cases. Member discussed this at length and were mindful that some absentee Landlords might be short term; i.e. working away from home and not making a profit. In concluding, Members asked for a further report, following consultation with the Comptroller and City Solicitor and other Local Authorities.

RESOLVED,

1. A Local Lettings Plan be agreed for each development;
2. A Tenants Charter be implemented for each development;
3. Studio flats, classified as small one-bedroom flats at Sydenham, be eligible for existing applicants on our waiting list who qualify for studio flats;
4. Long leaseholders, **who occupy their flat as their only or principal home**, be offered a new flat if their existing flat is subject to demolition as part of a new development on terms to be agreed;
5. Members receive a further report in respect of absentee Long leaseholders, as set out above.
6. Views of the Comptroller and City Solicitor be sought in relation to shared ownership terms and the purchase of existing sold properties and a further paper is bought to this Committee to finalise/agree such terms.

10. **NEW PORTSOKEN COMMUNITY CENTRE UPDATE**

Members considered a report of the Director of Community and Children's Services in respect of the new Portsoken Community Centre. The Community and Children's Services Committee, at their meeting last Friday, had requested the installations of a double door. Members noted that the lift was very large, to accommodate buggies and wheelchairs, and officers agreed to consider the accommodation of a buggy park, similar to those provided for 'stay and play' and similar events within the libraries.

Officers were considering the best funding terms and more detail would emerge in forthcoming 'Gateway' reports. The annual running cost is yet to be confirmed once the annual rental cost was known. Members noted that the current hire charges were very competitive and a good income stream from private hires would bring down running costs, enabling preferential rates to be passed on to residents and charitable groups. Members noted that, at some stage, governance might need to be considered in more detail.

RESOLVED, that – the report be noted and the Community and Children's Services and Housing Management and Almshouses Sub Committees receive a report at a future meeting, setting out governance options.

11. **ALMSHOUSES UPDATE**

Members considered a report of the Director of Community and Children's Services which provided a regular update on the Almshouses. Members commended the new money advisory service and noted that the Chairman and Deputy Chairman were sighted on the background of all new residents. Members were reminded that new residents were required to meet a set criteria and applications can be received via Lambeth Council and local community groups. The Sheltered Housing Manager is also a member of the East London Almshouses Association, which met twice a year to consider issues affecting

Almshouses estate management. The Almshouses Association also offers a free vacancy section on their website via which officers have received requests for accommodation. Officers advised that the standards of occupancy were reviewed regularly, in line with the HRA allocations scheme.

RESOLVED, that – the report be noted.

12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no questions.

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

Members noted that the Estate visits would take place on the following dates:

- South Estates – 31 October – 1-5 pm
- North Estates - 27 November – 1-5 pm

NB: Annual Hamper visit to the City of London and Gresham Almshouses – 6 December approximately 10 am to 1 pm.

- The 20 November, 2019 Meeting (2pm) would take place at the Golden Lane Community Centre
- The 20 January, 2020 Meeting (2pm) would take place at Artizan Street Library and Community Centre.

The Town Clerk would confirm these arrangements with outlook invitations to Members.

14. **EXCLUSION OF THE PUBLIC**

RESOLVED – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.

Item
15-17

Paragraph
3

15. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes of the meeting held on 22nd November be approved as a correct record.

16. **TENANTS AND LANDLORDS ELECTRICAL SERVICES TESTING AND SMOKE DETECTOR INSTALLATION - PHASE 4**

Members considered and approved a report of the Director of Community and Children's Services.

17. **CITY OF LONDON PRIMARY ACADEMY ISLINGTON (COLPAI) - GATEWAY 5 ISSUES REPORT**

Members received a report of the Director of Community and Children's Services.

18. REQUEST FOR TRUSTEES PERMISSION TO WITHDRAW A LICENCE TO OCCUPY AN ALMSHOUSE

Members considered and approved a report of the Director of Community and Children's Services.

19. REPORT OF ACTION TAKEN

Members received a report of the Town Clerk in respect of an urgent decision taken since the last meeting of the Sub Committee.

20. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

There were no non-public questions.

21. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There was no other business.

The meeting ended at 12.50 pm

Chairman

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HOUSING MANAGEMENT AND ALMSHOUSES SUB-COMMITTEE
Outstanding Actions – September 2019 update

Date Added	ITEM	Action	Officer and target date
26.3.19	MAJOR WORKS PROGRAMME PROGRESS REPORT	<ol style="list-style-type: none"> Members to receive a report combining the end of the current Major Works Programme and the new 5 Year Programme (2020-25), based on the Savills Stock Condition Survey report and future planned maintenance programmes. Slippage from previous reports, as set out in the appendix to the report, could be clearer in future as the arrows could be missed. 	Paul Murtagh <ol style="list-style-type: none"> Report to the November 2019 Sub Committee Noted.
22.7.19	TENANCY VISITS	Members requested a themed report, setting out how the data was being used and where improvements had been made.	Dean Robinson/Liam Gillespie March 2020
22.7.19	HOUSING UPDATE AND RISK REGISTER REPORT	<ol style="list-style-type: none"> A new regime was being piloted on 2 estates and would be introduced on all estates later this year. Members asked if future reports could have more breakdown in respect of anti-social behaviour, by location, including trends from previous years. 	Liam Gillespie <ol style="list-style-type: none"> Members asked to receive a further report on the new Inspection System, once it had been fully rolled out, in May 2020. Noted.

HOUSING MANAGEMENT AND ALMSHOUSES SUB-COMMITTEE
Outstanding Actions – September 2019 update

22.7.19	REVISED RENT COLLECTION PERFORMANCE TARGETS	Members suggested that the target of 2% could be more ambitious and officers agreed to review this.	Liam Gillespie Officers had revised the current target and this was due to be taken to the Director for approval.
16.9.19	REVIEW OF WINDOW CLEANING CONTRACT	Officers to investigate the use of protective, dirt repelling treatments to the windows on the Golden Lane Estate.	Liam Gillespie To be done as part of a wider review of the Window Cleaning Contract, as it covers multiple estates.
16.9.19	FIRE SAFETY – FALSE ALARMS AT MIDDLESEX STREET	Members asked for a breakdown of the recent false alarms and whether the Fire Brigade had charged for the call-outs.	Jason Hayes/Paul Murtagh Asap
16.9.19	LETTINGS/SALES POLICY FOR NEW DEVELOPMENTS	Policy in respect of absentee lease holders.	Mike Kettle Members asked for a further report, following consultation with the Comptroller and City Solicitor and other Local Authorities.
16.9.19	NEW PORTSOKEN COMMUNITY CENTRE	Sub Committee to receive a report at a future meeting, setting out governance options.	Carol Boswarthack TBC

Committee	Dated:
Housing Management & Almshouses Sub Committee	20 November 2019
Subject: Housing Major Works Programme – Progress Report	Public
Report of: Director of Community & Children’s Services	For Information
Report authors: Paul Murtagh Assistant Director Barbican & Property Services	

Summary

The purpose of this report is to update Members on the progress that has been made with the Housing Major Works Programme and to advise Members on issues affecting progress on individual schemes.

Recommendation

Members are asked to note the report.

Main Report

Background

1. At its meeting on 27 November 2017, the Housing Management & Almshouses Sub-Committee received a presentation from officers in Housing Property Services on the scope of, and progress with, the Housing Major Works Programme. Members subsequently agreed that it would be useful if further updates and progress reports be brought to future meetings of this Sub-Committee.
2. The first update and progress report was presented to this Sub-Committee at its meeting on 12 February 2018. This eleventh update report highlights specific areas of ‘slippage’ or ‘acceleration’ since the last meeting of the Sub-Committee on 16 September 2019 as well as, progress against the programme as originally reported in November 2017.

Considerations

3. The City of London Corporation (City Corporation) is committed to investing around £55million on a Major Works Programme for the maintenance, refurbishment and improvement of its social housing portfolio. The works, in the main comprise:
 - Window replacements;
 - Re-roofing;

- Decent Homes (new kitchens and bathrooms);
 - Electrical rewiring and upgrades;
 - Heating replacements;
 - Concrete repairs.
4. The funding for these extensive works, which are intended to bring all the City Corporation's social housing stock up to, and beyond, the Decent Homes Standard, comes from the Housing Revenue Account (HRA), which is ring-fenced solely for housing. The HRA is made up of:
- Income from rents;
 - Income from service charges.
5. The Housing Major Works Programme was originally intended to be a 5-year programme however, the size and complexity of some of the projects included, along with initial staff resourcing issues, has meant that it is more likely to take 7 or 8 years to complete.
6. The Housing Major Works Programme is monitored and managed at several levels both corporately and within the department. This includes:
- Gateway Process;
 - DCCS Committee;
 - Projects Sub-Committee;
 - Housing Management & Almshouses Sub-Committee (recent addition);
 - Housing Programme Board.
7. The Housing Programme Board (HPB) is a cross-departmental group, chaired by the Director of Community & Children's Services and comprising senior officers from:
- Housing Management;
 - Housing Property Services;
 - City Surveyors;
 - Planning;
 - Finance;
 - Town Clerks;
 - City Procurement.
8. For the purpose of the HPB, officers have developed detailed report templates that show progress of the various works programmes and these are analysed and discussed monthly. At its meeting on 27 November 2017, following a presentation from officers in Housing Property Services on the scope of, and progress with the Housing Major Works Programme, Members agreed that a simplified version of the progress reports be brought to future meetings of this Sub-Committee.
9. Attached at Appendix 1 to this report, for Members consideration, is the latest version of the progress report for the Housing Major Works Improvement Programme, which was submitted to the HPB at its meeting on 24 October 2019.

10. Members will note from the progress report at Appendix 1 that overall, there has been no significant change to the status of the various projects since the last meeting of this Sub-Committee. Members are asked to specifically note the following updates:

Slippage in relation to timing of contract

H39 – Window Replacement and External Decoration (Dron House)

The forecast start of the contract has now slipped by 3 months as, the planning process with Tower Hamlets took much longer than anticipated. Planning permission for Dron House has now been granted with procurement for a works contractor to take place throughout November 2019. Following subsequent statutory S20 consultation with leaseholders, a contractor appointment is now expected early in February 2020. Project delivery will now avoid the worst of the winter months so, may lessen discomfort for residents whilst works are taking place.

The window replacement works on our other estates remain as previously forecast, with planning applications submitted for all estates. However, the scheduled delivery of works is dependent on timely outcomes with the host Borough Planning Authorities.

Avondale Communal and Emergency Lighting

The anticipated contract start has slipped by 3 months as a result of clarifications needed on survey results from our consultants and, additional feedback on items of disrepair required from the City Corporation's Reactive Repairs Team. This information is required to inform the tender documentation and leaseholder consultation respectively.

Installation of Sprinklers (multiple estate programme)

Following a recently completed competitive procurement exercise, Butler & Young is to be appointed to cover planning, design and specification works. The programme has been adjusted in accordance with the that contained in the Fire Safety Update report that was presented to this Committee at its last meeting on 16 September 2019.

Extension of projects in delivery

H38 - Electrical Testing - Phase II (Tenanted flats Golden Lane and Middlesex Street Estates)

The programme for this project has been extended by 3 months to allow the contractor additional time to complete the handful of remaining properties where access is proving challenging.

Potential Slippage

H42 – Petticoat Tower Front Door Replacement

There continues to be ongoing problems with this contract and, due to the commercial sensitivity around the contractual details, Members will be given further information in the Non-Public section of this meeting.

Progress of note on key projects

H10 – Door Entry (Dron House and William Blake Estate)

The door entry upgrade works at Dron House have been completed within budget and ahead of programme. The equivalent works at William Blake Estate are progressing as anticipated and scheduled.

H17 – Golden Lane Heating Replacement (Phase 2 – Crescent House & Cullum Welch House)

Following a successful competitive procurement process, Ingleton Wood has been appointed as design consultant on this project. Subsequent programme dates/milestones are being reviewed with the design team to ensure a realistic programme is communicated, which will be dependent on the final chosen design.

H24 – Petticoat Tower Balcony Windows & Doors

Following the re-advertisement of the tender as a result of the withdrawal of the previously successful contractor, ETEC Contracts Limited are to be appointed. The retendering exercise has realised significant potential savings (in the region of £200,000) for the City compared to the previous aborted contract as, ETEC is able to utilise the same access equipment that it is installing for the delivery of the stairwell glazing project.

H40 – Window Replacement (Golden Lane)

Studio Partington is to be appointed as Design Team for the Golden Lane Estate Window Replacement Programme. Contracts are being finalised with documents envisaged to be exchanged at the end of October. Once the Design Team is formally in place, we expect to be able to determine a more definitive programme and, further updates will be forthcoming in due course.

H41 - Great Arthur House - Front Entrance Door Replacement

Further to the recently increased project scope, as approved by Committee, additional destructive tests are required in order to complete the design work. The forecast delivery programme will be reviewed and updated following completion of the revised design work.

11. As Members will appreciate, there will always be problems with contracts and projects such as those contained within the Housing Major Works Programme. However, our own in-house team of Project Managers and Clerk of Works are allocated to each project to ensure that projects are properly managed, and the expectations of our tenants are met. Members will also appreciate that the momentum of the Housing Major Works Programme continues to grow, and good progress is being made.

Appendices

Appendix 1: Housing Major Works Programme Progress Report (October 2019)

Paul Murtagh

Assistant Director, Barbican & Property Services

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[illegible]







- works delivery baseline (as forecast November 2017)
- works on site/complete
- works programmed (current forecast)
- testing/preparatory/offsite works
- programme slippage from previous report (length of arrow denotes length of delay)
- programme brought forward from previous report (length of arrow denotes extent)

AVONDALE SQUARE ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2019

[illegible]

SOUTHWARK/WILLIAM BLAKE ESTATES INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2019

[illegible]**HOLLOWAY ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2019**[illegible]

-  works delivery baseline (as forecast November 2017)
-  works on site/complete
-  works programmed (current forecast)
-  testing/preparatory/offsite works
-  programme slippage from previous report (length of arrow denotes length of delay)
-  programme brought forward from previous report (length of arrow denotes extent)

YORK WAY ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2019

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	SLIPPAGE SINCE LAST REPORT	TIMELINE																																					
							2017/18												2018/19												2019/20								2020/21					
							Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1		Q2		Q3		Q4							
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M									
INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (multiple estate programme)	£608,000	£574,297	York Way works complete		ELEC TESTING			YORK WAY			OTHER ESTATES																															
	H20	Redecorations (multiple estate programme)	£596,000	£541,000	complete								OTHER ESTATES			YORK WAY WORKS																												
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£130,653	£35,985	on site																	YORK WAY			OTHER ESTATES																			
	H48	Electical Testing - Phase III (tenanted flats multiple estates)	£405,000	£171,000	on site																																							
	H47	Electical Testing - Phase IV (landlords electrics multiple estates)	£355,567	£1,700	appointment of contractor																																							
	H45	Communal Heating	£3,087,990	£23,550	appointment of contractor																																							
	H54	Door Replacement Programme (multiple estate programme)	£4,000,000	£0	design																																							
	H53	Play and Ball Games Area Refurbishment (multiple estate programme)	£272,000	£0	design																																							

SYDENHAM HILL ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2019

WORKS TYPE	REF		ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	SLIPPAGE SINCE LAST REPORT	TIMELINE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
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SMALL ESTATES (DRON, WINDSOR, ISLEDEN, COLA, GRESHAM) INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2019

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	SLIPPAGE SINCE LAST REPORT	TIMELINE																																																						
							2017/18								2018/19								2019/20								2020/21																														
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INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (Dron & Windsor as part of multiple estate programme)	£686,216	£451,412	Windsor & Dron complete		ELEC TESTING								WIN. & DRON																																														
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£15,810	£4,278	complete														ISL/DRN				OTHER ESTATES																																						
	H48	Electical Testing - Phase III (tenanted flats multiple estates)	£405,000	£171,000	on site																																																								
	H10	Door Entry (Dron House in conjunction with William Blake)	£100,000	£2,492	on site						SURVEY																																																		
	H56	Re-Roofing at Dron House	£370,000	£0	on site																																																								
	H47	Electical Testing - Phase IV (landlords electrics multiple estates)	£355,567	£0	appointment of contractor																																																								
	H39	Window Replacements & External Redecoration (Dron)	£950,000	£24,240	Procurement	+3 months									DETAILED DESIGN & PLANNING																																														
	H39	Window Replacements & External Redecoration (Windsor)	£890,000	£24,240	design & planning										DETAILED DESIGN & PLANNING																																														
	H54	Door Replacement Programme (multiple estate programme)	£4,000,000	£0	design																																																								
	H53	Play and Ball Games Area Refurbishment (Windsor, as part of multiple estate programme)	£272,000	£0	design																																																								
	H44	COLA & Gresham Refurb	£838,669	£23,341	appointment of contractor																																																								

- works delivery baseline (as forecast November 2017)
- works on site/complete
- works programmed (current forecast)
- testing/preparatory/offsite works
- programme slippage from previous report (length of arrow denotes length of delay)
- programme brought forward from previous report (length of arrow denotes extent)

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Committee: Housing Management and Almshouses Sub-Committee	Date: 20/11/2019
Subject: Rents Policy	Public
Report of: Director of Community and Children's Services	For Decision
Report author: Liam Gillespie, Head of Housing Management	

Summary

The City of London's Housing Service manages 1,926 tenanted properties, which are let under Secure or Introductory tenancies. A Rents Policy has been drafted which sets out our approach to rent setting and the management of rent accounts.

This is a new policy which forms part of our ongoing review of housing management policies. While this is a new policy, the approaches contained in the document are taken from established practice, current rent regulations and our Tenants' Agreement and Handbook.

Recommendation

Members are asked to:

- Approve the draft Rents Policy for use by the Housing Service

Main Report

Background

1. A Rents Policy has been developed as part of our ongoing review of housing management policies.
2. The City's Housing Service manages 1,926 properties for social rent. This policy outlines our approach to setting and managing rents for these properties, as well as tenant service charges. It explains tenants' responsibilities in relation to managing their rent accounts and explains our approach to dealing with some common scenarios in rent management.

Current Position

3. The Rents Team manages all aspects of rent accounting for the Housing Service. Procedures for managing rents are well established and, in some areas, are informed largely by regulations.

4. Tenant obligations in general are contained in the Tenants' Agreement and Handbook, though it was thought sensible to include some more detailed information in this policy and have relevant information in one place.
5. The policy also makes our position clear in relation to various scenarios commonly encountered in tenancy and rent management, for instance the impact of tenancy changes on the rent payable, 'rent calendar' and use and occupation accounts for tolerated trespassers.

Policy Management

6. This is a new policy which is intended to cover rent setting and our administration of rent accounts. A separate policy will be formulated to outline our approach to managing rent arrears and the tenancy enforcement and recovery process.

Conclusion

7. As part of our ongoing review of housing management policies, a Rents Policy has been drafted which outlines our approach to setting rents and managing rent accounts.
8. The policy brings together relevant information in one document and also sets out in writing how we will deal with certain situations which are commonly encountered, and for which established processes already exist.

Appendices

- Appendix 1 – Draft Rents Policy
- Appendix 2 – Consultation comments and responses

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City of London Corporation
Department of Community & Children's Services
Housing Service

Rents Policy

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
Approval Date:	
Review Date:	

1. Introduction

The City of London manages approximately 1,930 properties for social rent, which are let under Secure or Introductory tenancies under the Housing Act 1985.

We are obliged to maintain a Housing Revenue Account, into which rent receipts and other income are paid.

This policy explains our approach to managing accounts for tenanted properties and parking or storage facilities.

Please note that the rent arrears process is dealt with in a separate policy.

2. Aims of this Policy

This policy aims to:

- Explain our approach to the setting and review of rents
- Outline our management of rent accounts
- Describe tenant responsibilities in relation to managing their rent account

3. Scope

This policy applies to all properties let on Introductory or Secure tenancies by the City of London's Department of Community and Children's Services (Housing Division).

This policy does not apply to the Almshouses managed by the Housing Division, due to the special nature of the tenure of residents living in those properties.

4. Tenant Responsibilities

Tenant responsibilities are set out more fully in the Tenants' Agreement and Handbook. Among other things, tenants are responsible for:

- paying their rent and other charges, regardless of whether they receive benefits or other assistance
- making applications for Housing Benefit or Universal Credit, and keeping the relevant agencies up to date on any changes in their circumstances
- informing us of any circumstances that may affect their ability to pay their rent as soon as they become aware of them
- ensuring that any automated payments via their bank are properly managed
- paying their rent in advance and ensuring their rent account is in credit

In the case of joint tenancies, each tenant is equally responsible for rent payments for as long as they remain the legal tenants. This applies regardless of whether both parties live in the property.

5. Rent Setting and Reviews

Social housing rents are set using a government formula. This creates a 'formula rent' for each property, which is calculated based on the relative value of the property, the size of the property and relative local income levels in the local area.

The government also issues guidance on annual rent reviews and how these must be calculated.

We will give tenants a minimum of four weeks' written notice of any changes to their rent and will explain any changes. We will include a breakdown of the different elements charged.

6. Formula Rents and Target Rent

In accordance with rent restructuring provisions, we are required to move towards a 'target rent' for each property, which is determined by a formula. Some existing tenancies have not yet reached target rent levels. When these tenancies end, the new tenant of the property will pay the target rent, subject to the exceptions below.

New tenancies are those where the tenant has been allocated a City of London property for the first time, or their current City tenancy has terminated and a new one has been granted.

- **Mutual exchanges, successions/survivorship, assignments and internal transfers** are not new tenancies for the purposes of rent-setting as the tenancy does not end in these situations
- **'Joint-to-sole'** scenarios involve one tenancy (the joint tenancy) being terminated and a new one (the sole tenancy) being granted, and the new sole tenancy will therefore attract a new target rent

7. Elements of the Total Rent Charge

The total rent charge is made up of a rent element and a service charge element.

The total rent charge includes:

- Rent
- Caretaking costs
- Gardening and grounds maintenance costs
- Cleaning and portering
- Heating and hot water (where district heating is provided)

Some costs also apply to sheltered housing (homes for those aged 66 and over):

- Warden Charges
- Supporting People

- Communal Heating

The service charges reflect additional services, some of which may not be available to every tenant, or which may be connected to a communal facility. These charges cover the actual cost of providing the relevant service.

8. Rent Accounts

Rent accounts for residential properties are separate to other accounts held by tenants (for instance, parking accounts).

Outgoing tenants with parking and/or shed accounts must serve notice on each facility separately.

Tenants must pay their rent and other charges regularly and in accordance with their Tenancy Agreement. Rent must be paid in advance and accounts must be maintained in credit. Action will be taken in accordance with our Arrears Policy when an account falls into arrears.

Tenants with a credit on their rent account may request a refund. This will be processed only provided it does not take the account into arrears. If a tenant requests a refund of a credit amount but has arrears on another account they hold with us, we reserve the right to offset the amount of the debt against the credit held.

9. Service Charge Changes

Tenant service charges will change on the first Monday of October every year. The revised charges represent the actual cost of providing the services on the estates in the previous financial year, and they may increase or decrease. Tenants will be notified of the new charges in advance of the effective date (normally in September each year).

10. Payment Methods

We accept the following payment methods:

- Rent payment card (at Post Offices and “Payzone” outlets)
- Direct Debit (monthly on 5th and 20th of the month)
- Bank Standing Order (monthly or weekly and any date)
- Credit and debit cards (online or via telephone)
- Salary Deduction (this applies to City of London Corporation staff who are also tenants or who rent a non-residential facility)
- Pension Deduction (this applies to retired City of London Corporation staff who are also tenants or who rent a non-residential facility)
- Cheque
- Benefit deductions (subject to Department for Work and Pensions rules)

11. Rent Periods

The rent year runs from April to March. The rent week runs from Monday to Sunday. Rent and other charges are debited every Monday.

12. Use & Occupation

'Use and Occupation' accounts are created when someone who is not legally a tenant occupies a property (for instance a non-successor living in a property following the death of the legal tenant).

During this time, the person left in occupation is expected to pay a charge for use of the property ('mesne profits').

The charge on the account will normally be the same as the charge on the account which has just terminated.

13. Policy Exceptions

In exceptional circumstances, we may consider making a variation to this policy. Our reasoning can be provided to the affected parties on request.

14. Monitoring and Performance

We will monitor our use of this policy and the way in which it is implemented, ensuring that any relevant information is reported at appropriate intervals.

Rent collection performance will be reported to Members at the relevant Committee at regular intervals.

15. Training

We will provide all staff responsible for implementing this policy with comprehensive training as required.

16. Equality and Diversity

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

17. Accessibility

We will ensure that tenants' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats or providing interpretation or transcription as appropriate.

18. Data Protection and Information Exchange

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely. There are some circumstances in which we are required by law to disclose information given to us.

19. Policy Review

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

20. Legislation

- Housing Act 1985
- Housing Act 1996

21. Related documents

- Tenancy Policy
- Tenants' Agreement & Handbook

APPENDIX 2

Results of consultation

Draft Rents Policy

November 2019

	Comments	Response
1	Paragraph 12, Use and Occupation is the only section which I think may require some flexibility to take account of the various types of family and relationship arrangements which can occur and would not necessarily fall under Paragraph 6	Paragraph 6 relates to the issue of whether a tenancy will attract a target rent, or whether the old regime will apply. It is not a statement of our policy on tenancies or occupation. More detail on our management of tenancies can be found in our Tenancy Policy.
2	Obviously a pretty complicated subject to cover, particularly "Target Rents". Perhaps that could be explained in more detail? Interesting point about getting a refund if your rent account is in credit, I didn't know that. Still don't understand how a rent account can be in credit or debit, when it's paid by Standing Order?	Government provisions on social rents are very complex and our Rents Policy is not the appropriate place to provide a detailed explanation of 'target rents'. Accounts can be in credit or debit for many reasons. Not all tenants pay by standing order.
3	I like this paper, a nice short policy paper. Perhaps some mention of what could happen for non-payment of rent should be made. I know this is covered elsewhere but a mention in a policy paper carries more weight	A reference has been added in section 8. A separate Arrears Policy is due to be drafted.
4	I have read this and it is clear and easy to read. I am not sure how it differs from existing policy	There is no existing stand-alone Rents Policy; the approaches taken in this new policy mirror existing practice.
5	Thank you for sharing this document with me which I think is a good rents policy. It is clear and easy to read. Under section 7, I would suggest adding the details of when service charges are reviewed. Normally the City of London writes to us in September with details of an increase or decrease of service charges for October.	This is covered in section 9 and reference has been added to the timing of notifications on service charges.

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Committee	Dated:
Housing Management & Almshouses Sub-Committee	20 November 2019
Subject: Housing Estates – Allocated Members’ Report	Public
Report of: Director of Community & Children’s Services	For Information
Report authors: Wendy Giaccaglia, Area Manager, Out-of-City Estates Sonia Marquis, Area Manager, City & Fringe Estates	

Summary

This report, which is for information, provides an update for the Committee on events and activities on the City of London Corporation’s social housing estates.

The report is compiled in collaboration with Allocated Members, whose role is to take an active interest in their estate, to champion residents and local staff and to engage with housing issues in order to play an informed part in housing-related debates within the Committee.

Recommendation

Members are asked to note the report.

Main Report

Background

1. The Allocated Members Scheme was introduced in 2000, when Members of the Community & Children’s Services Committee were allocated to different City of London Corporation housing estates. This report is presented to the Housing Management Sub-Committee twice a year.

General Estate Matters

2. A new estate inspection regimen was piloted over the summer and went live earlier this month. Inspection results are being posted on noticeboards and online for residents to see.
3. Andrew Rasbery, a Porter/Gardener on the York Way Estate, came up with an anti-litter poster competition for 4-12-year olds to address a problem he

could see with people discarding cigarette ends and general litter on the estate. The winning entry became the official poster that was put on display on the York Way and Holloway Estates, and the competition is now being rolled out to all of our other estates as a way to raise awareness and encourage people to dispose of their litter appropriately.

4. In an effort to improve the way the City of London communicates with residents, Housing have created a new twice-yearly magazine to replace the estate newsletters. The first issue will be released shortly and will be available online for residents who prefer to receive copies via the internet rather than hard copies.

Golden Lane Estate – Allocated Member Barbara Newman, CBE

5. Estate Manager, Michelle Warman, has continued to meet monthly with Cripplegate Ward Members to discuss matters affecting Golden Lane Estate and other broader matters across the City of London Housing estates.
6. Members joined Michelle for a walkabout in September where Jason Hayes, Head of Major Projects, attended and gave an informative update on the current status of concrete repairs and the forthcoming window project. Jason was able to answer Members' questions and concerns directly.
7. Michelle liaised with residents to incorporate the 'Community Conversation' with the scheduled Resident Drop-In on 11 June 2019. The session was also attended by Members, with discussion focused on estate matters, anti-social behaviour reporting, and general use of the green space on the estate.
8. There were two weekend openings of the Great Arthur House roof garden this year, which has been closed to both residents and the public since the 1980s. The roof garden opened in July as part of the Mayor of London's National Park City Festival, and again in September as part of London Open House. Golden Lane residents, Paul Lincoln & Steven Malies, coordinated both events and were also able to secure a donation of plants and flowers from Camden Garden Centre to re-create the original ambiance of the garden.
9. Park Guard and the City of London Police continue to support the estate team with removing unauthorised filming and photography from groups visiting the estate out of hours.
10. Our local City of London Police community team are also working with Park Guard and external partners to manage the increase in rough sleepers and begging in the area. They are also helping to manage the groups of young people regularly congregating on the estate and sometimes creating issues for residents.
11. I was saddened to learn that Barrie Ellis, former Resident Estate Officer for the Golden Lane Estate for many years, passed away last month after a long battle with cancer. Barrie was well loved by generations of residents and staff and will be sorely missed.

Middlesex Street Estate and Dron House – Allocated Member, Jason Pritchard

12. Estate Manager, Laurence Jones continues to hold regular meetings and provides Members with regular updates on matters of importance or issues which affect the estate.
13. Middlesex Street Estate continues to be transformed with many major projects in progress or about to commence. Residents are being kept up to date on progress through all communication channels.
14. The conversion of the top floor (podium level) of the shops on the estate was completed over the summer. The flats were officially opened and the ceremonial handing over of the keys to one of the new residents was carried out by the Department of Community & Children's Services Committee Chairman, Randall Anderson in July. I'm happy to report that residents are now settled in their new homes.
15. The six lifts on the estate are being replaced in a phased process with works progressing well. All lifts should be fully refurbished and back in full service by the end of May 2020. Estate staff continue to offer support to residents who need assistance whilst the lifts are being refurbished.
16. Security across the estate has been enhanced with additional security cameras having been installed. Digital CCTV cameras now cover the shed areas within Petticoat Tower, the Podium and the entrance to the ball area. As part of the lift replacement project mentioned above, CCTV cameras are also being installed in the new lifts.
17. Work to replace the glass panels on the Petticoat Tower stairwell will soon commence. A drop-in session to meet the contractor and to discuss how this work could affect residents took place in October.
18. The sharing of the basement level car parking space with the City of London Police is fully underway. All users within the "police zone" were successfully given alternative spaces. Work on the physical separation and enabling work has already commenced.
19. I am pleased to report that the Community Energy project I have started with residents on the Middlesex Street Estate is gaining traction. City of London Community Energy (CoLCE) is the square mile's first community-owned energy cooperative. The co-operative is a community-led, managed and owned endeavour with our first project on the Middlesex Street Estate aiming to install 50Kw of solar panels on the flat roof areas of Petticoat Square in 2020. The project will save 19 tonnes of CO2 per year. The green energy from the solar panels will be used to power the common areas of the Middlesex Street Estate and any surplus will be sold to the grid. The profits

from the sale of electricity will be used to benefit the society members and the residents on the Middlesex Street Estate. The project is not only about generating green energy; we also want local residents to have better control of their energy usage and lower their energy bills. We will be organising several drop-in energy advice sessions during the winter, and running solar panel making workshops. The first Energy Saving Advice workshops will take place in November 2019 in the Artizan Street Library and Portsoken Community Centre. I look forward to providing more updates as this exciting project moves forward.

20. In July, the Petticoat Square Gardening Club arranged the annual summer party. This afternoon of entertainment was supported by the City of London's Community Engagement team and Forget-me-not, who works with residents suffering dementia and their carers. The City of London gave further support through a financial donation. The event was extremely well attended.
21. The Petticoat Square Gardening Club was awarded £500 from the estate improvement budget to undertake repair and improvement work to the mobile planters on the podium. We look forward to seeing the results in the spring 2020.
22. Middlesex Street Estate have two centenarians on the estate. Their 101st and 102nd birthdays were recently celebrated.
23. The upgrade of the Dron House door entry system has been completed successfully. The system is now "cloud based" which means that entry fobs can be programmed and de-programmed remotely, offering a faster, more secure service to residents.
24. The roof replacement work at Dron House is now complete. Residents welcome the improvement in thermal insulation.
25. Planning permission has been granted by Tower Hamlets Council for the Dron House window replacement program set to start in early 2020. A drop-in session for residents to see the new windows and to meet the contractor will take place once the contract has been awarded.
26. The Neighbourhood Watch group that I helped to set up in 2017 on the Middlesex Street Estate with residents continues to go from strength to strength. The group was set up to bring residents together to make the community safer, share information on suspicious behaviour on the estate, help people protect themselves and their properties, and to reduce the fear of crime. This was achieved by means of improved security, greater vigilance, accurate reporting of suspicious incidents to the police and by fostering a community spirit. The Neighbourhood Watch has been a tremendous success and I am extremely proud to see the network we have created on the estate ready to act fast in the event of any suspicious or concerning activities around the estate.

Avondale Square Estate – Allocated Member, William Pimlott

27. There are various projects on the Avondale Square Estate which are enhancing the overall look of the estate. In addition to the window overhaul project being in its final stages, the external redecorations project is wrapping up, with the garages, shed doors and fences and railings giving the estate a new lease on life.
28. In preparation for the 2020 project to renew the play equipment on the estate, residents are being consulted to establish what play equipment they would like.
29. I would like to wish Jeff Tenwick, Senior Porter, a very happy retirement. Jeff retired in August after 36 years working for the City of London and will be missed by staff and residents alike.
30. Residents have been busy planning and hosting social events. They held a picnic in May that was very well attended. A Macmillan coffee morning held by Avondale Community Events at the beginning of October raised several hundred pounds for the charity. They are busy preparing for the annual Christmas party now – this is one of the highlights for the children on the estate.
31. The Estate team are working in partnership with the City of London Adult Education team to deliver various training courses to residents of Avondale Square. These courses will include, basic IT, Arts & Crafts, English for Speakers of Other Languages, dance, and Maths & English classes. Drop-in sessions were held for residents in October.
32. An evening Estate Walkabout was held in September, with five residents attending. On the walkabout, residents felt that the back of the estate wasn't kept at the same high standard as the front of the estate. Estate Manager Marie Rene informs me that following this feedback, a work plan for the gardening and grounds was introduced to ensure that every part of the estate receives the same level of service. In addition, the whole porter/cleaner team spend every Thursday afternoon dedicated to working on the grounds together.
33. The Estate team have been liaising with the local Community Police who have increased their patrols on the estate following an increase in ASB perpetrated by young people from neighbouring areas.

Isleden House and Windsor House – Allocated Member, Peter Bennett

34. The Angel Theatre Company have continued with their monthly craft sessions with the children on the Isleden House estate and neighbouring guests. They have enjoyed making puppets and cards of a seasonal nature.

35. Sheltered residents have enjoyed the garden throughout the summer, especially growing vegetables in the raised beds which have produced a glut of tomatoes this year.
36. Safer Neighbourhood Police Officers for St Peter's Ward continue to hold their public contact sessions in the Isleden House communal hall, which encourages the local community to develop working relationships with the Safer Neighbourhood Team. Officers are available to take reports, information and offer advice at these sessions which are held fortnightly. The police officers hold a similar session at the local library on alternate weeks.
37. The community centre at Windsor House is being well utilised. Since July 2019, the facility has been booked by a nursery between 8am and 2pm on weekdays during term times only. Residents and the community are able to use the centre outside of these times. The steady use of the space gives an income boost to the HRA.
38. A series of very successful engagement and consultation events took place over the summer period to discuss the long-term future of the Windsor House Estate. Residents were canvassed by consultants and staff through door knocking exercises and drop-in events. They were asked to consider refurbishment of the estate or the potential of a new build. The feedback from residents has been extremely positive. A summary of the consultation and feedback has been sent to residents, with further consultation and a vote on the preferred option soon taking place.
39. In the short term, refurbishment work will be undertaken on Windsor House. Works will comprise of external painting and a window replacement programme. Planning permission is currently being sought from The London Borough of Hackney and if successful, we hope to start on site in March 2020.

Harman Close – Allocated Member – William Pimlott

40. The Decent Homes works are nearly complete, with residents enjoying new kitchens, bathrooms, rewiring, hot water cylinders and upgraded heating. The communal wet rooms are also being refurbished. The internal hallway decorations and new front doors will soon be finished, bringing a bright and airy feel to the corridors. A new motion-activated, energy-saving lighting system has also been installed. Brightly coloured doors on each floor will assist residents with poor sight or dementia to recognise they are on the right floor for their home.
41. Harman Close residents recently held a MacMillan Coffee morning where they raised an outstanding £567 for the charity. They made cakes for sale, held a raffle, 'guess the number of smarties in a jar' competition as well as playing several games of bingo. Well done and thank you to the residents for their generosity as they support this event each year.

York Way & Holloway Estates – Allocated Member, Mary Durcan

42. I had the opportunity to visit and introduce myself to the Interim Estate Manager, Abiola Ashiru in May. The estate was looking very clean tidy and vibrant - a reflection of the dedicated work of the entire estate team at York Way Estate.
43. Several projects have advanced since the last report. The redecoration project is now complete, with the internal and external estate areas being given a new lease on life. The difference it has made to the estate is very noticeable.
44. In August, consultations were held on the York Way Estate regarding future development. There was a door knocking exercise to talk to as many residents as possible followed by two evening public meetings, and the project has been received with mixed views, as is understandable. The next stage will be to create Resident Steering Group, and several residents have expressed an interest in being involved in that.
45. Over the summer, the York Way Estate experienced a water outage. It was a challenging week for the entire team, but they worked together very well to ensure residents were not left without drinking water. The wider Housing Team pulled together to help, arranging with a local leisure centre to use the showering facilities. Residents were incredibly patient and appreciated the efforts made by staff to rectify the situation. Many lessons were learnt from this experience and shared with the team.
46. A Community Fun Day was organised in June for all residents by the Residents' Association with support from the City of London. Residents always look forward to the summer party and say that it was a great day out!
47. On the Holloway Estate, the communal electrical re-wire project has started. The work is being done by Guardian, who were brilliant in delivering the tenanted property rewire contract earlier in the year.
48. New external lighting has been fitted, providing residents with a greater sense of security, particularly with dark winter days approaching.
49. The paving across Holloway Estate was renewed as a project, addressing the uneven slabs and slabs that have cracked over time. Additional bins have been provided, making the estate look cleaner and tidier.

Southbank Estates, Deputy Reverend Stephen Haines

50. The rollout of super-fast broadband on the estates continues with all the blocks within Southwark now being able to access fibre broadband. This has been welcomed by residents of all tenures and gives everyone the opportunity to have a decent and reliable internet connection. Southwark Estate Office is soon to get a WiFi hotspot that residents will be able to come into the office and use should they need help getting online to fill in forms etc.

51. At William Blake Estate, the roof to Blake House has been successfully renewed. This job involved having to close the accessible roofs for a period while repairs were made and the new roofing was laid. The project went well and there was minimal impact on the residents during its progress to completion and the new roof will ensure the homes in Blake House are kept safe and secure into the future.
52. The renewal of the door entry system at William Blake Estate is underway, and I am pleased to note that the projects team have worked well with estate staff to communicate with residents to ensure that the project is being delivered efficiently and without inconvenience to the residents. Drop in sessions were held and the project has been received well by residents as it offers them more security to their estate.
53. Further consultation has taken place for development proposals at Sumner Buildings following some early consultation last year. There have been Resident Steering Group meetings as well as drop in sessions on the estate. The communications team have been taking in feedback from residents which will help shape any plans moving forward.
54. Residents from the estates are being given the opportunity to take part in adult education and skills provided by City of London in partnership with our colleagues at Avondale Square Estate. This is a great chance for our residents to pick up valuable skills and education within easy reach of their homes.

Background Papers

This report was compiled in consultation with the Allocated Members, managers and staff of the City of London's housing estates.

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Committees:	Dates:
Housing Management and Almshouses Sub Community and Children's Services	20/11/2019 13/12/2019
Subject: Lettings/Sales Policies for new developments	Public
Report of: Andrew Carter Director of Community & Children's Services Report author: Michael Kettle Senior Housing & Commercial Development Manager	For Decision

Summary

This report summarises the context for the consideration of leaseholder arrangements in relation to proposals for estate regeneration, by advising on the legal framework for securing vacant possession of leasehold properties. The report recommends an appropriate approach which balances the need to minimise disruption and act fairly, with the interests of maximising the affordable housing provided by regeneration proposals. This report is also being submitted to the Community and Children's Services Committee, as the issues involve estate regeneration policies and arrangements as well as housing management matters.

Recommendations

Members are asked to agree the following:

Leaseholders

- Long leaseholders who occupy their flat as their only or principal home and, who wish to remain on the estate will, if their existing flat is subject to demolition, be offered a new flat on a shared-equity basis;
- Any long leaseholder taking up a shared-equity offer will be expected to invest funds from the purchase of their old property and a proportion of any Home Loss payment (plus a potential voluntary contribution from savings). Any value gap will be met by the City Corporation retaining an equity share in the property.
- The shared-equity terms will not require the leaseholder to pay rental on the equity that they do not own but, they will be liable for 100% of the service charge.
- The shared-equity opportunity will not be available to long leaseholders who do not occupy their flat as their only or principal home. Instead, they will be offered market value plus compensation if, their flat is subject to demolition as part of the new development.

Secure Tenants

- Reaffirm that secure tenants must be offered alternative accommodation and that, in line with the previously adopted Local Lettings Plan, if their flat is subject to demolition, they will be offered a new flat within the new development and will only need to move once.

Windsor House

- The Long Leaseholder policy proposed above to be communicated to long leaseholders in an Information Bulletin.
- Long Leaseholders to be asked to register interest in the shared-equity opportunity, so that an assessment of likely project viability can be undertaken.

Main Report

Background

1. At its meeting on 16 September 2019, the Housing Management and Almshouses Sub-Committee confirmed the adoption of a Local Lettings Plan and Tenants Charter for new developments on our estates. Members agreed that long leaseholders who occupy their flat as their only or principal home would be offered a new flat if their existing flat was subject to demolition on terms to be agreed. Members requested that a further report be brought to this Committee to agree a policy for absentee long Leaseholders and the purchase of leasehold properties.
2. New housing developments are being proposed at Sydenham Hill, Avondale Square, Sumner Buildings, York Way and Windsor House. The developments would be mainly infill, without the need for any demolition but, the proposals for Avondale Square and Windsor House do involve some demolition of existing units.

Considerations

3. During initial discussions with Windsor House residents about the potential regeneration of their estate, it became clear that affected leaseholders are anxious to understand the likely compensation/rehousing package available to them before they reach a view on the proposals. The City Corporation also needs to assess the likely interest in shared-equity opportunities in order to assess the viability of the proposals.
4. Where dwellings held under lease need to be demolished, it will be necessary to obtain vacant possession of the leasehold interest. Unless agreement is reached with the leaseholder, vacant possession can only be obtained through a Compulsory Purchase Order (CPO) made by the local authority in whose area the estate is located. Whether or not a CPO can be justified in any case, is a matter for that local authority, having regard to the legal criteria including, whether the interference with private rights is proportionate to the wider public interest. A CPO must also be confirmed by the Secretary of State. It is impossible to prejudge the decision of any local authority and the Secretary of State on a CPO. However, estate regeneration proposals would always be undertaken in close liaison with the

host authority and would only be embarked on where there was an agreed public interest. It is therefore likely that estate regeneration proposals, particularly when aimed at providing additional affordable homes, would justify a CPO being made, if necessary.

5. Where vacant possession is obtained under a CPO, the leaseholder is entitled to compensation based on the market value of the leasehold interest and other statutory compensation entitlements (reasonable professional fees, home loss and disturbance). If there is no suitable alternative accommodation available to displaced leaseholders on reasonable terms, the local authority in which the dwellings are located becomes responsible for re-housing them. This is potentially an issue where the leaseholder wishes to remain in the local area but, where all other properties in the area have higher values than the leasehold dwelling. Where leaseholders are not in occupation, they may have tenants who may also have housing needs if they are displaced by the regeneration proposals.
6. It is in the interests of all parties to try to reach agreed terms for vacant possession without the need for a CPO. This can help mitigate the stress and uncertainty suffered by residents and, if negotiations are successful, can save the cost and delay of the CPO process.
7. This Sub-Committee requested a further paper on the purchase of leaseholds and the option to offer shared-equity terms. This will ultimately, provide information for leaseholders to help them respond to consultation on the regeneration proposals.
8. The terms on which leaseholds should be purchased and, the basis on which any offers of alternative accommodation should be made to leaseholders, should be considered in the context of the leaseholder's compensation entitlement in the event of a CPO. The broad purpose of the compensation rules is to ensure that the displaced owner is no worse off as a result of compulsory acquisition.
9. Members have previously expressed concern that not offering leaseholders a new property within the new development would not be fair or appropriate and, could result in a negative ballot for the regeneration proposal.
10. It was also suggested that consideration be given to the process adopted in other authorities. The London Borough of Hackney, who has carried out regeneration on some its own estates, adopts a different policy for leaseholders depending on whether they reside in their flat as their only or principal home. Leaseholders who do not reside in their property as their principal home and, sublet their flats, are subject to Compulsory Purchase. The London Boroughs of Southwark and Islington also adopt similar policies for their leaseholders. The London Borough of Southwark, for example, offers its secure leaseholders a new flat on a shared-equity basis if the value of their new flat is more than their existing property. However, they do not pay rental on the part they do not own but, do pay the full service charge.

Proposals for leaseholders

11. It is proposed that leaseholder owner-occupiers who wish to remain in the local area will be offered a new flat in the development on a shared-equity basis. If, however, they are able, and wish to purchase 100% of the equity, they can do so.
12. If the compensation/market value of the leaseholder's old property leaves a value gap, this will be met by the City Corporation retaining an equity share in the property (equivalent to the value gap, after any voluntary application of savings by the leaseholder). The leaseholder will not have to pay rental on the equity share retained by the City Corporation but, will be liable for the full service charge.
13. By way of example, if the existing flat was valued at £300,000 and the new flat was valued at £600,000, the leaseholder would own a 50% share of the new flat with no rent payable on the City Corporation's retained 50% share. The leaseholder would, however, be liable for 100% of the service charge. This would be a private arrangement with the leaseholder and, when the property is subsequently sold, the City Corporation would recover its 50% equity share from the sale proceeds. Respective safeguards would be put in place in the legal documents to protect the City Corporation's equity share and to ensure that the resale would be at full market value.
14. It should be noted that, this equity-share option would only be available to leasehold owner-occupiers. It is justifiable to adopt different terms for absentee leaseholders as, absentee leaseholders are not in housing need for a property on the estate. Provision of equity-share properties to absentee leaseholders would be likely to prejudice the City Corporation's ability to offer housing to those most in need.

Windsor House

15. Due to the advanced stage of the consultation process with residents at Windsor House, if agreed by Members, leaseholders should be advised as quickly as possible of the approved equity-share opportunity to assist them in responding to the consultation. If the recommendations are agreed, these will be included in an information bulletin to be provided to leaseholders as soon as possible.
16. The information bulletin will explain that if regeneration is carried out, it would be over a long period of time of up to 10 years. Therefore, it is not the City Corporation's intention, at this stage, to embark on repurchasing or providing new accommodation for leaseholders but, to simply assess the impact that a full regeneration programme will have and whether it would be financially viable.
17. Windsor House consists of 104 flats, 32 of which are held on long leases and, of these, 16 are absentee landlords. A summary of the consultation process so far is attached as Appendix A to this report. This shows that three options have been considered for the estate as below.
 - Do nothing;
 - Partial infill (to provide approximately 30 new units);

- Full regeneration to demolish the existing estate in a phased process over 10 years and replace with 220 new units.
18. The consultation, though inconclusive at this stage, does indicate that there is some appetite for the regeneration of the estate. This would replace a tired estate, in poor condition, which was built in 1927, with new fit-for-purpose homes that meet modern day space standards.
 19. The City Corporation must agree its policy for sold flats if there is to be major regeneration resulting in the demolition of properties. Any major regeneration project involving Greater London Authority (GLA) grant funding, would be subject to a positive resident's ballot.
 20. Our consultation with the Windsor House residents is currently on hold until the City Corporation's policy on leasehold flats is formalised. The next stage in the process would be to submit an outline options appraisal report to decide on appropriate way to proceed, and to approve funding for consultants if it is agreed to carry out some development on the estate.
 21. It is estimated that the total cost of purchasing all 32 leaseholders on the Windsor House Estate, at full market value, would be in the region of £13 million. This assumes an average sale price of £400,000, with a further £2 million being payable in compensation. The cost to the City Corporation of the forfeited rental on the equity-share properties provided to displaced owner-occupiers would also need to be calculated before proceeding, to establish whether the scheme remained viable.

Residents Ballot

22. From 18 July 2018, the Mayor required any landlord seeking GLA funding for estate regeneration projects that involve the demolition of social homes to show that residents have supported their proposals through a ballot. The requirement applies to projects that involve the demolition of any social homes and the construction of 150 or more homes (of any tenure).
23. Ballots must be open to all residents aged 16 years or older living on an existing social housing estate, not just those currently occupying homes that are due to be demolished, who meet one or more of the following three eligibility criteria:
 - Social tenants, including those with secure, assured, flexible or introductory tenancies, named as a tenant on a tenancy agreement dated on or before the date the Landlord Offer document is published;
 - Resident leaseholders or freeholders who have been living in their properties as their principal home for at least one year prior to the date the Landlord Offer is published and, are named on the lease or freehold title for their property;
 - Any resident, whose principal home is on the estate and, who has been on the local authority's housing register for at least one year prior to the date the Landlord Offer is published, irrespective of their current tenure.
24. For the avoidance of doubt, residents living in temporary accommodation and private rented sector tenants are not eligible to vote, unless they have been on the

local authority housing register for one year or more (regardless of how long they have lived on the estate).

25. Members will appreciate the importance of the Residents Ballot in relation to the proposals for Avondale Square and Windsor House, which do involve some demolition of existing units and, for which, GLA funding is likely to be sought. The implementation of the new Lettings/Sales Policies for new developments, as contained in this report, will give some reassurance and certainty to those leaseholders who will be entitled to participate in the Residents Ballot.

Equality Impact Assessment

26. An Equality Impact Assessment will be carried out to ascertain how the proposed regeneration would affect residents. It is expected that the proposed regeneration will have a positive impact with the provision of modern fit-for-purpose homes being provided for residents with mobility problems and other issues.

Conclusion

27. The adoption of a Local Lettings Plan and a Tenants Charter has provided information to secure tenants to assist their participation in the consultation process at Windsor House to date. However, those documents do not address the arrangements for compensation and rehousing of leaseholders. The consultation process at Windsor House has stalled, pending information on those arrangements being provided to leaseholders. The policies recommended in this report are fair and equitable. It is proposed that they be contained in an information bulletin provided to leaseholders in order to continue discussions with Windsor House residents. Further reports regarding the potential dialogue with host boroughs in relation to CPO will be reported to this Committee in due course.

Appendices

Appendix A – Summary of the Consultation Process at Windsor House Estate

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Windsor House Consultation

Open Day Summary
September 2019



Overview

There were three open days for residents of Windsor House over August to September. The aim of the open days was to share more details of each of the three options with the residents so that they are able to begin to form opinions on their preference for the future of the estate. The options being; (1) the estate staying the same with window and paintwork improvements, (2) additional housing being added to the existing estate, and (3) regeneration of the estate.

Residents were encouraged to share their feedback on each of the options via feedback forms, which were then databased and summarised in this report. Comments from conversations with residents have also been included.

Overall, the responses were largely mixed, and due to this and to the fact that only 24 people completed feedback forms, there is no clear collective preference for a particular option at this point.

There are still some concerns relating to each option, and questions that residents wanted answered before they make up their mind. However this process shows that currently the least favoured option by a vast majority was the option of infill housing (option 2), as residents either do not want the green space built on, or prefer full regeneration.

Key figures

The open days took place on the 17th and 21st August, and the 11th September.

43 residents attended in total, all of whom were invited by a flyer through their doors, and some also via email and telephone (if they had signed up for this). 24 people completed feedback forms with a breakdown as follows:

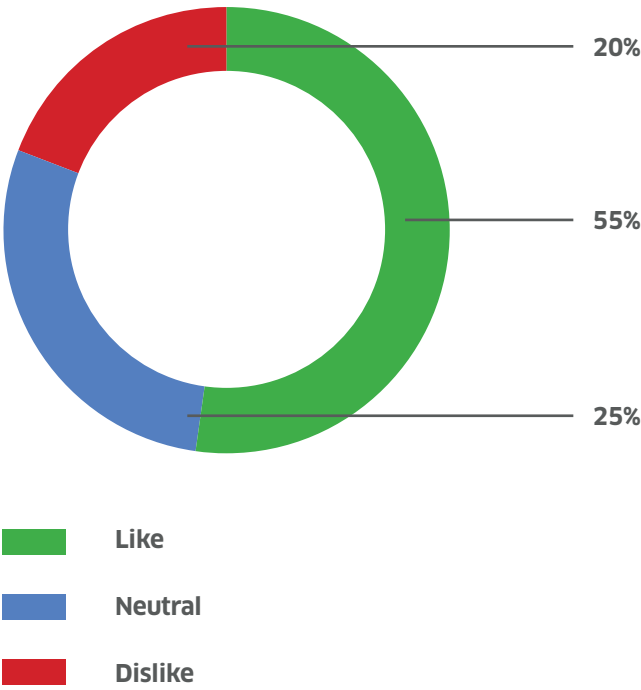
Secure tenants: 17
Resident leaseholders: 4
Non resident leaseholders: 3



Option 1 - The estate stays as it is with maintenance and repairs

Overall, the majority of residents who completed feedback forms liked this option, with many also neutral about this option. Three residents said they did not like this option.

The graph below shows a breakdown of the feedback on this option.



THE ESTATE SHOULD STAY THE SAME BECAUSE...

1. Maintenance and repairs is enough

- A significant number of residents stated that maintenance and repairs are the most crucial changes that are needed, and once these have been done there will be no need for regeneration.

2. The character of the building is important

- Many residents stated that the current character (look and feel) of the estate is important both to the community and beyond, and that the estate is an important part of the history of social housing. They feel that regeneration would destroy this, and replace it with a lesser quality building with no character (as they have seen on other London developments).

3. Building work will be disruptive

- Building works were a big concern for those who want the estate to remain as it is. Residents were concerned that building works would cause major disruption over a long period of time.

QUESTIONS TO ANSWER ABOUT THIS OPTION

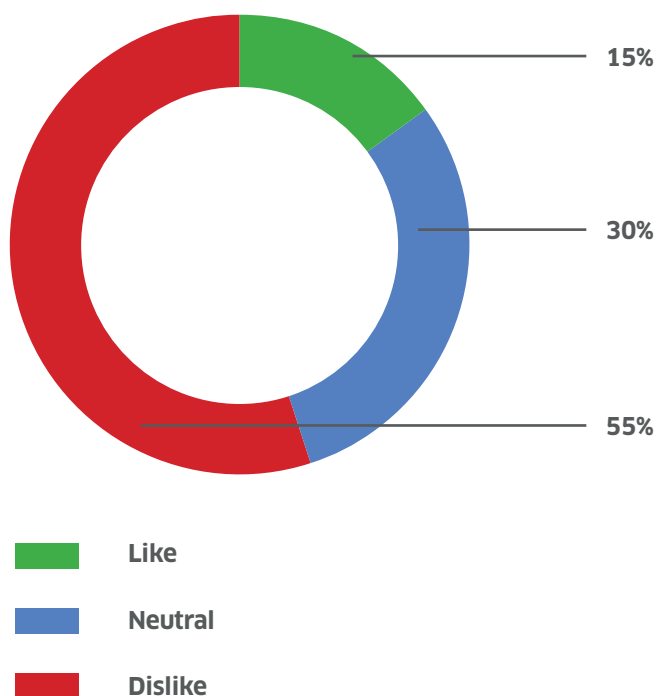
- Why is major refurbishment not a possibility? How is the Housing Revenue Account money currently being spent – could they see a breakdown?
- What other means of funding for refurbishment are there?
- If this option is chosen, could the gardens be relandscaped and reopened for everyone who lives on the estate to use?
- Would there still be a caretaker living on site when the current caretaker leaves?
- Can lifts still be added without redevelopment?
- Can the roof be reopened if new safety measures are put in place?
- What is the garden consultation going to be on, how much funding is available to invest in the gardens If we decide that the estate should remain the same?
- Has the possibility to apply for a listed heritage status and protect the building and get extra funding to refurbish it been considered?
- Residents really want their windows re-done but are unsure about the prospect of aluminium. Are they able to state a preference for PVC windows that are easier to clean?



Option 2 - The estate grows with additional housing

This was the least popular option amongst residents, with only 18% of residents saying they liked this option, and 35% being neutral. This was because those who prefer no regeneration found that this option still had a negative impact on the current estate (through loss of light, green space and building work. Those who DO want regeneration found that this option did not go far enough in improving the housing and quality of life of all residents on the estate, not just those with specific needs.

The graph below shows a breakdown of the feedback on this option.



RESIDENTS WHO SUPPORT THIS OPTION SAID

1. It would provide for those who need it

- Residents are aware that there is a need for housing for residents with specific needs and a general need for additional housing for people on the waiting list, and agree that this should be provided. However, they argue that there must be strict criteria in place to ensure that it is only those with needs on the estate who benefit.

2. It would allow residents to stay put

- For those residents who do not want regeneration, this option would still mean they could stay in their current flats whilst much needed housing is still built. Although they did not prefer this option, they said it is better than the regeneration option.

CONCERNS ABOUT ADDITIONAL HOUSING

- Many residents commented with concerns around loss of green space with this option
- Residents are concerned about loss of light for current flats with this option
- Residents are concerned around noise and disruption from construction
- High levels of concern from some residents about loss of caretaker on estate across all options
- Issues regarding privacy if new housing was built with views into existing homes

QUESTIONS TO ANSWER ABOUT THIS OPTION

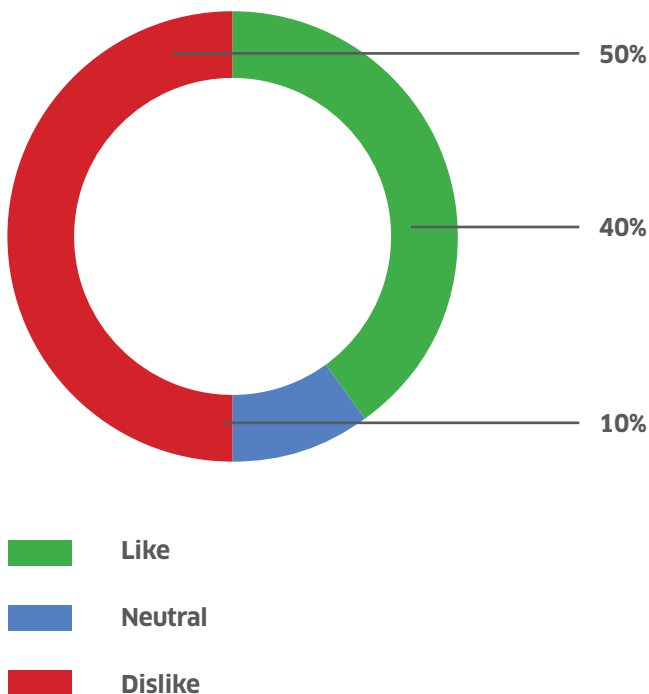
- Can we confirm that additional housing would be built to specific legal requirements to house people from the estate with specific needs?
- How will those specific needs be classified, who will get priority and what would the process be?
- If this option is chosen, would security be improved for the whole estate?
- Would existing green space be improved and for all residents to access easily?
- Could funding from additional housing be spent on adding lifts to the current building?
- Would the community centre be re-provided to a higher standard?
- Can residents be involved in the design process throughout?
- Would there still be a caretaker living on site when Geoff leaves?
- Can we ensure that the space for fire emergency access in the central area of the estate, around the garden is maintained if this option is taken forwards?
- What would the maximum heights be on a new building?
- How long would construction work be going on for and how would residents be impacted?



Option 3 - The estate is demolished and rebuilt

Half of respondees disliked this option, and many also liked this option, suggesting that the primary two options are now regeneration or no regeneration, and that residents are divided between the two. The majority of residents who liked the proposals for regeneration are interested in improved security, larger flats and better accessibility (i.e. lifts). Some residents also highlighted the improvements to the green spaces as a priority for this option, however were divided on which layout option for new homes would be preferred and require more detail on each.

The graph below shows a breakdown of the feedback on this option.



THE ESTATE SHOULD BE REDEVELOPED BECAUSE

1. Bigger homes

- For some residents, larger homes is a priority

2. Better quality homes

- Some residents would like new homes of a better and 'more modern' standard than currently, with measures to address noise pollution from neighbouring flats, poor quality kitchens and bathrooms, plumbing and waste disposal in particular.

3. Better security

- For many residents, security is an ongoing concern, and the regeneration of the estate would improve this with fob access and other security measures. Residents stated that this would go a long way to improving antisocial behaviour on the estate.

4. Improved accessibility

- Accessibility is a priority for many residents, and this option would improve this for all, not just those with specific housing needs as per option 2.

5. Keeping up with the area

- Many commented that the neighbourhood has been modernised, with many new buildings and public spaces built and it would be nice to see the estate 'fit' better as part of the uplifted area.

6. Future generations

- Particularly for young parents with children, regeneration was a good option as their priority was better conditions in the longer term for their children.

CONCERNS ABOUT REDEVELOPMENT

Costs

- Residents are concerned that regeneration will lead to rent increases

Building work

- Concerns about ongoing noise and disruption during demolition and construction, and uncertainty about when this would begin and how long it would last for

Building design and quality

- Concerns about the quality of building materials – all residents who mentioned building materials and design would prefer solid brick building
- Concern about height and density - most residents do not want the building to be too tall and dense and do not want to live in high level flats
- Concern about loss of daylight and sunlight into flats
- Concern about loss of privacy with new design layouts
- What would be the maximum heights of any new buildings in case of complete redevelopment?

Green space

- Concerns about loss of green space and planting
- Those who don't want regeneration said that they would want balconies and maximum green communal space with lower rise blocks if it is regenerated

Existing community

- If the estate is regenerated or housing is added, residents must be involved in all key design decisions, from materials, layout of building and flats, colours of the carpets and everything
- To redevelop the estate would tear apart the community

QUESTIONS TO ANSWER ABOUT THIS OPTION

Replacement flats

- Would all residents be provided a like for like flat?
- Will residents be told what building materials will be used before voting? Many who like this option would only vote for it if brick building materials to replicate the existing design of the estate were guaranteed
- Will residents be involved in the design process throughout - through to the design of each flat, choice of work surface etc?
- Would residents be able to choose their own flats in the new building - particularly leaseholders?
- If shared equity or shared ownership are the options, what would be the conditions for these, and how exactly would they work?

Buy-back and valuation (leaseholders)

- At what point in the process would City of London be valuing and buying out leaseholders?
- Would City of London consider a buy back option for the flats at this stage? What is the earliest they would be able to do buy back?
- How and when would the valuation carried out, and who by (of both the current and the new homes)?
- What would the valuation conditions be and how do they know it will be fair?
- Will refurbishments done privately in the flats be taken into account during valuation?

Selling privately

- If someone is looking to sell their home, how will this consultation process impact them?

Option 3 - The estate is demolished and rebuilt

QUESTIONS TO ANSWER ABOUT THIS OPTION

General costs (Leaseholders)

- Will moving and home loss payment costs be covered?
- What would be the change in service charges in case of regeneration?
- What costs will leaseholders incur with each of the three options?
- Why do they have to pay for replacement windows when they would potentially have to sell the property for demolition?
- What happens if a leaseholder cannot afford the £9k for the windows upgrade?
- If they are just selling and don't want a replacement flat, would they get any payment to cover the costs of buying a new flat? (stamp duty, moving costs, solicitors)

Other general regeneration questions

- Would the community centre be re-provided to a higher standard?
- Could residents have a more specific timescale for what will happen if estate is regenerated before the next vote?
- Is there any assurance that City of London can give that the estate will be well maintained over time – particularly as concerns were raised about the quality of new builds and short term issues?
- Clarity around how a 4-bed flat is determined, i.e. is it actually classified as a 3 bed with a separate dining room?

CoL Tenant questions

- Concerns about the re-provision of social housing – could they have figures for this and how many market sale homes might be needed for this option?
- Where could any temporary move be to if a resident chooses to move away from the estate when it is regenerated
- Where could a permanent move be to if a resident chooses to move away from the estate when it is regenerated?
- What would be the impact on the rents? (at least approximate increase in percentage)
- Any moving costs and home loss payment?
- Any additional support offered for the construction and move?

Breakdown of feedback per tenure type

Below is a breakdown of preferred options of each tenure type. Please take into account that these views do not represent the views of all residents within the estate as 24 residents completed forms.

Overview:

- All resident leaseholders who gave feedback would like the estate to remain as it is
- All resident leaseholders who gave feedback are against regeneration
- Both resident leaseholders and secure tenants that fed back both do not want infill housing
- An equal number of secure tenants who fed back would like the estate to remain as is as would like regeneration, however some were neutral

Breakdown:

Resident leaseholders (4)

Option 1 – all like

Option 2 – two dislike, one neutral, one like

Option 3 – all dislike

Non resident leaseholders (3)

Option 1 – two like, one neutral

Option 2 – two like, one neutral

Option 3 – two dislike, one like

Secure tenants (15)

Option 1 – seven like, five neutral, three dislike

Option 2 – eleven dislike, four neutral

Option 3 – seven like, six dislike, two neutral

All three options must now go into further detail and all questions raised must be answered in order to understand whether there may be a option with majority favour.





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