

**Appendix 3: October 2012 Residents' Consultation (City's 9 October 2012 letter, the anonymous letter circulated encouraging Option B, the City's 15 October 2012 response letter)**

**Department of Community and Children's Services**

Joy Hollister DipSW MBA(open)  
Director of Community and Children's Services

To All Residents  
(George Elliston House and  
Eric Wilkins House)  
Avondale Square Estate  
Old Kent Road  
London SE1

**Telephone** 020 7332 1141  
**Email**  
phillip.hawes@cityoflondon.gov.uk

**Our ref** HTech/PGH/GE-EW/Roof

**Date** 9 October 2012

Dear Resident,

**George Elliston House and Eric Wilkins House - Roofs, Windows and Associated Repairs and Redecoration**

You may recall that the 1 May 2011 Programmes letter sent to all residents at Avondale Square mentioned that due to the age and condition of the roofs and windows at George Elliston and Eric Wilkins Houses, the City would be looking at options of whether to continue with repairing the roofs and windows to prolong their life or to replace them.

Over 2011, WWM Architects, continued with their investigations of options for the roofs following their 2010 structural surveys. This included preliminary discussions with Southwark council's planning department about an option for additional flats on the roofs in relation to local planning policy. The City explored the possibility of additional roof flats because funding is available from the City's Affordable Housing Budget and in effect can pay for the roof works. And Southwark agree in principle subject to their planning approval process once detailed designs are produced. In late 2011 the City agreed that the windows could be considered along with the roofs and WWM undertook initial surveys and investigations for options and cost estimates. As part of these investigations a pilot window has recently been installed at 4 Eric Wilkins House to examine structural implications, as well as to assess the "look" of the window as planning approval will be necessary for new windows.

As a result of the investigations, three options are to be reported to the City's committees are as follows:

**Option A: Continue Routine Roof Repairs, Window Repairs and External Repairs & Redecoration**, to extend their life by between 5 to 10 years before replacement, after which replacement option B or C would become necessary. The estimated total cost is £382,000 (£340,000 for works and £42,000 for the project's staff costs and fees).

**Option B: Provision of New Roof Coverings, New Double Glazed Windows** (for an estimated 60 year life respectively), **and Associated Repairs & Redecoration.** The estimated total cost is £1,031,000 (£925,000 for works and £106,000 for the project's staff costs and fees).

**Option C: Provision of Nine New Roof Flats, New Double Glazed Windows** (with an estimated 60 year life), **and Associated Repairs & Redecoration.** The estimated total cost is £1,856,000 (£1,656,000 for works and £200,000 for the project's staff costs and fees). The total estimated cost of the roof flats is £1,203,000. And as this sum can be funded from the Affordable Housing Budget, it means that the cost to the City's Housing Revenue Account would be the balance of £653,000.

Option C provides the greater benefits in terms of new windows, plus new flats (and roof), at a net cost to the Housing Revenue Account of £653,000 compared with £1,031,000 for Option B. The new flats will be available for letting to households on the housing and transfer registers and built with full sound and heat insulation measures. And, both block's future maintenance (& service charge) costs become spread over a larger number of properties. Although Option A is cheaper initially, after 5 years there will be additional expenditure to then undertake either Options B or C, which is not regarded as good value. And Option C will only be feasible in 5 plus years if funds are still available in the Affordable Housing Budget. Consequently Option C is regarded as the best option now so that the Affordable Housing Budget funds may be used, and is to be recommended to the City Corporation so that detailed designs can then be developed for submission to Southwark council for planning approval.

At this stage of planning the project's works we would like to include in the report to the City Corporation later in 2012, residents' views in principle about the Option C recommendation. Should the City approve the recommended option C, detailed proposals can then be developed in early 2013. Then an exhibition of the detailed proposals will be held for residents' suggestions to be included in the designs prior to the planning application being submitted later in 2013.

Meanwhile it would be helpful if you would let me know whether or not you agree to Option C being recommended (or any of the other options). **Please complete and return the consultation form enclosed to the ESTATE OFFICE, by Friday 26 October 2012** (Long leaseholders will receive a separate letter with estimates of their service charge contributions).

For further information please contact me (contact details below).

Yours sincerely,

Phillip Hawes  
Development Manager  
Department of Community and  
Children's Services (Technical Division)  
3 Lauderdale Place, Barbican, London EC2Y 8EN.  
Tel: 0207 332 1141  
Email: [phillip.hawes@cityoflondon.gov.uk](mailto:phillip.hawes@cityoflondon.gov.uk)



Department of Community and Children's Services

**Avondale Square Estate –**  
**George Elliston and Eric Wilkins Houses**  
**Roofs, Windows and Associated Repairs and Redecoration**  
**OCTOBER 2012 CONSULTATION**

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FOR THE ATTENTION OF PHILLIP HAWES, DEVELOPMENT MANAGER.

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Further to the Development Manager's letter dated 9 October 2012 regarding the above, my preference for the roofs and windows is as follows:-

**PLEASE TICK ONE BOX ONLY**

**I agree with the recommended Option C** (Provision of Nine New Roof Flats, New Double Glazed Windows, and Associated Repairs & Redecoration).

**I prefer Option B** (Provision of New Roof Coverings, New Double Glazed Windows)

**I prefer Option A** (Continue Routine Roof Repairs, Window Repairs and External Repairs & Redecoration, to extend their life by between 5 to 10 years)

Please indicate below and over the page further comments regarding your preferred option.

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**SIGNED:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

Please ensure all the above details are completed and return this form **TO THE ESTATE OFFICE**, no later than **FRIDAY 26 OCTOBER 2012**

Many thanks for your co-operation.

## **ANONYMOUS LETTER CIRCULATED ENCOURAGING OPTION B.**

### **ERIC WILKINS and GEORGE ELLISTON TENANTS**

**Oct 2012**

Regarding the letter that we the tenants received about the possible new windows and roofs

We have been asked to make a choice from 3 options

We are being led to believe that we should all vote for option C

Option C will not benefit the tenants at this stage as we would have to wait another 5-10 years to get our much needed windows and roofs

Eric Wilkins and George Elliston are the only homes that have not had their windows replaced and yet they are the second oldest flats on the estate

All we have been offered is secondary glazing at a cost to us each week on our rent to which we have been paying for the last 15 years!

We also want to know if our rents will be reduced when our secondary glazing becomes redundant.

If you read carefully option B is the better choice to make

We are all desperate to know that at long last we will be getting new double Glazed windows and we should not have to wait any longer

If we choose option C then we will have to wait another 5 years at the very least

Do we want to suffer more years of Cold, Drafty and Mouldy black windows that are running with water?

**NO WE DON'T!**

So we urge you to make your choice carefully

**We want and need our windows and roofs now!**

**NOT IN 5 YEARS**

From Concerned Tenants

## Department of Community and Children's Services

Joy Hollister DipSW MBA(open)

Director of Community and Children's Services

To All Residents  
(George Elliston House and  
Eric Wilkins House)  
Avondale Square Estate  
Old Kent Road  
London SE1

**Telephone** 020 7332 1141

**Email**

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**Our ref** HTech/PGH/GE-EW/Roof

**Date** 15 October 2012

Dear Resident,

### **George Elliston House and Eric Wilkins House - Roofs, Windows and Associated Repairs and Redecoration: REGARDING THE ANONYMOUS LETTER THAT HAS BEEN CIRCULATED (WHICH IS INCORRECT)**

PLEASE NOTE THAT THE ANONONYMOUS LETTER THAT HAS BEEN CIRCULATED IS INCORRECT. IT IS INCORRECT IN STATING THAT: *“Option C will not benefit the tenants at this stage as we would have to wait another 5-10 years to get our much needed windows and roofs”*. It is in fact Option A (the repairs only option) will mean waiting 5-10 years. This is because the repairs will only extend the life of the roofs and windows for 5-10 years after which they will have to be replaced.

The timescales for the options are estimated as follows:

Option A Repairs – once the City approves the project in late 2012, then after the time for our surveyor preparing specifications, inviting tenders and undertaking the pre and post-tender consultations with long lessees a start is anticipated in the second half of 2013.

Option B (new windows and roofs) – requires new windows and roofs designs and a planning application to Southwark council for approval. So once the City approves the project in late 2012, then after time for appointing architects, preparing the designs for the new windows and roofs, consulting with residents, submission of the planning application to Southwark council, inviting tenders, and the pre and post-tender consultations with long lessees, a start is anticipated during the first half of 2014.

Option C (new windows and new roof flats) – requires new windows and roof flats designs (which will take longer than ordinary roof designs), and a planning application to Southwark council for approval. So once the City approves the project in late 2012, then after time for appointing architects, preparing the designs for the new windows and roof flats, consulting with residents, submission of the planning application to Southwark council, inviting tenders, and the pre and post-tender consultations with long lessees, a start is anticipated during the second half of 2014. Although Option C will have a later start in 2014 than Option B, it is

the more economical option in being less costly for both long leaseholders and tenants (via the Housing Revenue Account). So it is the option to be seriously considered as the best option to be recommended.

REGARDING TENANTS' RENTS – There is no intention of changing the present rents as a direct result of the works (either down for removal of any secondary glazing, or, up for the new improved windows). Rents are set annually for all the City's properties in accordance with Government guidance.

I trust the above clarifies the items in the anonymous letter.

Yours sincerely,

Phillip Hawes  
Development Manager  
Department of Community and  
Children's Services (Technical Division)  
3 Lauderdale Place, Barbican, London EC2Y 8EN.  
Tel: 0207 332 1141.  
Email: [phillip.hawes@cityoflondon.gov.uk](mailto:phillip.hawes@cityoflondon.gov.uk)

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### **CONSULTATION - RESULTS SUMMARY**

39 survey forms were received – a 60% response rate, with the results as follows:

Option C	Option B	Option A	Totals
7	1	1	9
8	21	1	30
15	22	2	39
38%	56%	5%	100%

The majority of residents who responded prefer Option B. However, the consultation was influenced by an anonymous letter sent to all residents urging them to vote for Option B on the basis that they would have the new windows installed earlier with Option C. The Appendix 2 contains details of the consultative correspondence.

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