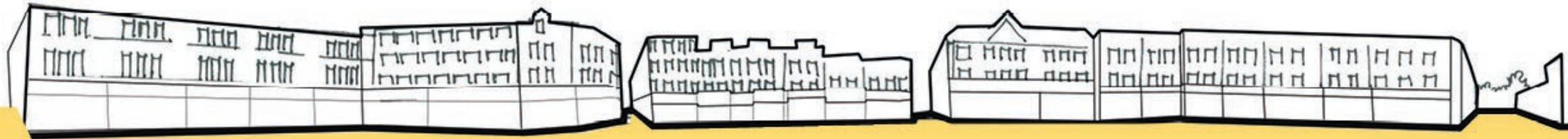


The Future of Elm Grove Resident Consultation



Workshop 1 Introduction Meeting

Residents' Charter, Community Charter
and Estate Options Appraisal

Tuesday 10th November 2020



Levitt Bernstein
People.Design



AGENDA FOR TODAY

Items for Discussion

Item 1: Welcome, Introductions & Objectives

Item 2: Background to Elm Grove Regeneration

Item 3: The Landlord Offer and Estate Options for Residents

Item 4: Recap on Resident Engagement to Date

Item 5: Next Steps & Timetable

Item 6: Questions & Feedback

Item 7: Residents Only Follow Up Session with PPCR

Item 1:

Welcome, Introductions & Objectives



PURPOSE

Now that residents have formed their Residents' Steering Group (RSG) and we have jointly appointed PPCR as the Independent Tenant & Homeowner Adviser (ITHA) for Elm Grove, we want to work collaboratively with all residents on the estate, supported by the Council's Commercial Adviser (Savills) and the Elm Grove Community Architect (Levitt Bernstein) to develop a bespoke Residents' Charter to agree the Council's Commitments to residents, and a Community Charter to agree residents' priorities for the area.

We also want to work with residents to explore options for improving the estate in accordance with the Mayor of London's good practice guidance. In doing so we aim to agree on a preferred solution for the future of Elm Grove and its community through a series of virtual 'co-design' workshops, alongside individual conversations - all designed to give residents their say.

PRINCIPLE OF CO-DESIGN AND COLLABORATION

- Every voice is heard no matter how quiet
 - Everyone has something to offer no matter what their role
 - We work together as a team to get the best for the future of the local community and Elm Grove residents
 - Different views are welcomed and it is fine to disagree
 - We shall also work to get the best solution possible with the most support possible
 - We shall treat each other with respect and refrain from personal comments or behaviours and language that may cause offense.
- Where there are real difficulties that cannot be resolved we shall agree a process outside the workshops and meetings to handle these
 - Jargon should be avoided and plain English used.
 - Questions from anyone are welcomed where anything is not clear or understood.
 - Elm Grove residents who cannot or do not want to come to the workshops will be included through one-to-one conversations and their views valued.

Item 2:

Background to Elm Grove Regeneration



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LOCAL PLAN & STC MASTERPLAN SITE ALLOCATION

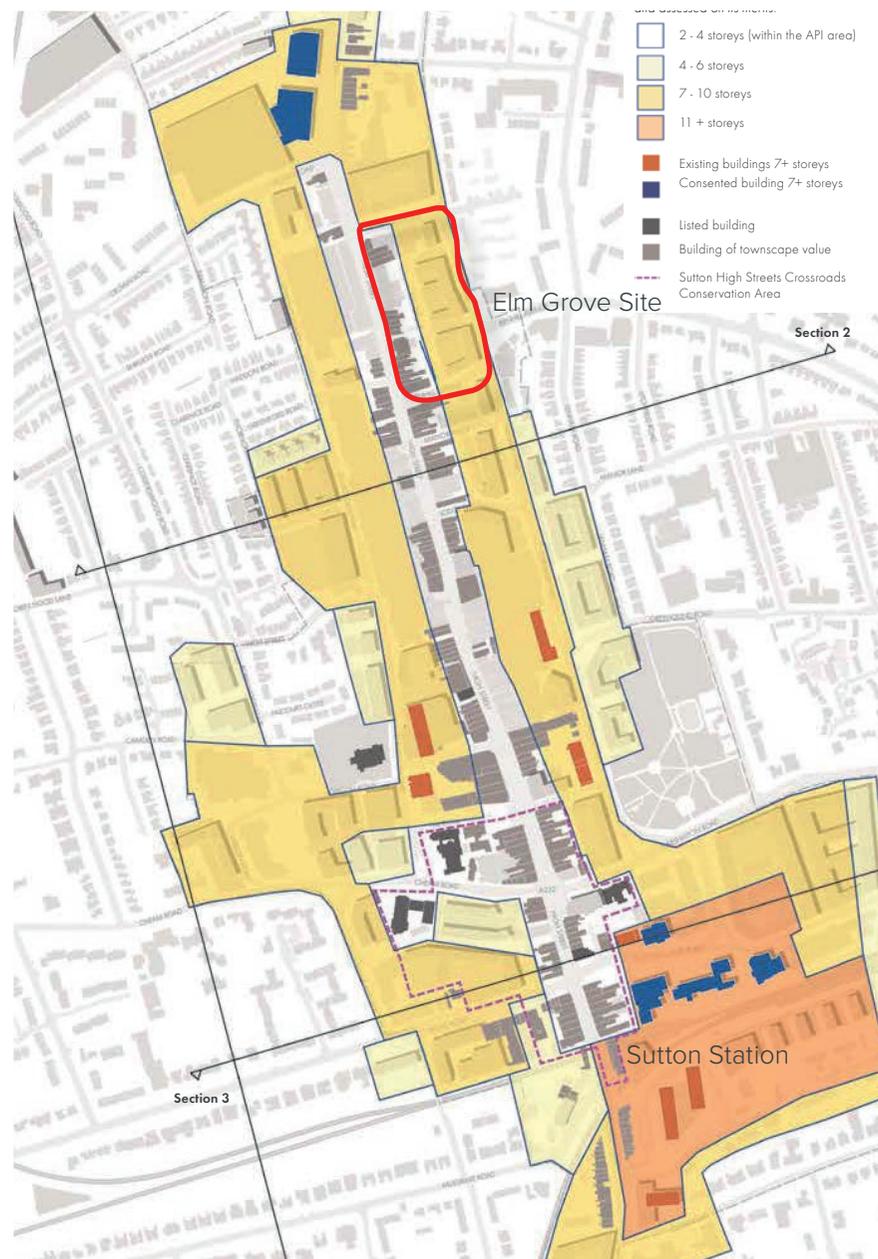


Key points of Elm Grove site:

- The quality of this residential neighbourhood could be improved and the layout of homes could be better integrated into to the rest of the town centre.
- A residential-led development opportunity for a mix of dwellings types and tenures.
- Opportunity to present new active frontage to Throwley Way.

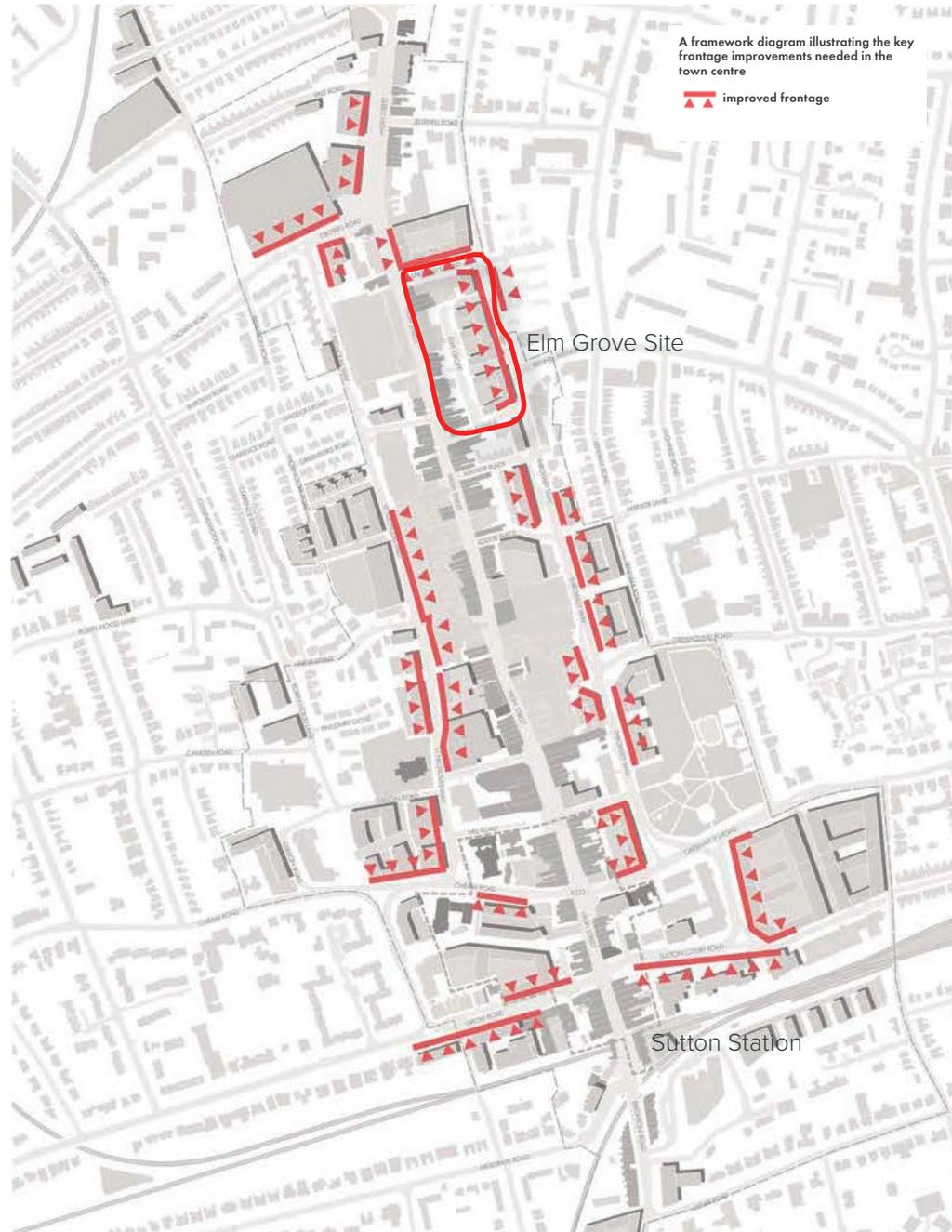
- Extract from 'Sutton Town Centre Masterplan Document' June 2016

ZONES OF HEIGHT - STC MASTERPLAN



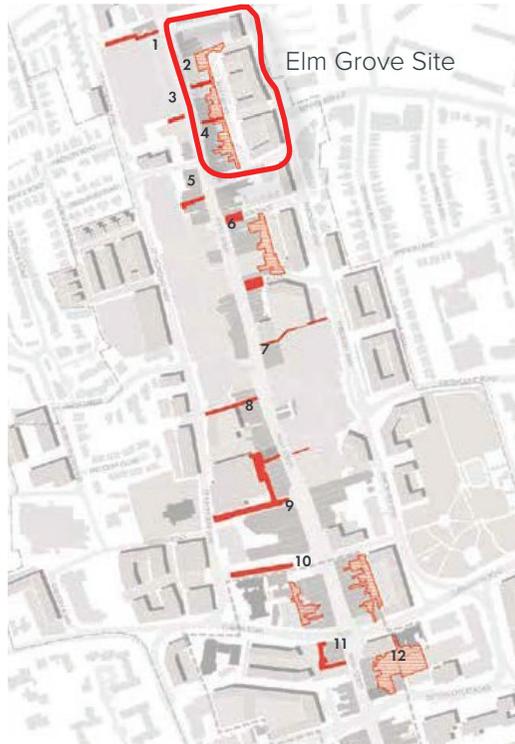
- Extract from 'Sutton Town Centre Masterplan Document' June 2016

ACTIVATING THROWLEY WAY



- Extract from 'Sutton Town Centre Masterplan Document' June 2016

ACTIVATING REAR END OF HIGH STREET



- Extract from 'Sutton
Town Centre Masterplan
Document' June 2016

EMERGING MASTERPLAN (MARCH 2018)



200-230 new high quality homes



Pedestrian friendly development



Cycle friendly environment



Encourages the use of public transport



Can integrate the tram along Throwley Way



High quality public realm and landscaping



Secure semi-private courtyards



Opportunity for play



New non-residential uses



Private outdoor amenity space for all homes

Item 3:

The Landlord Offer and Estate Options for Residents



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BETTER HOMES FOR LOCAL PEOPLE (JULY 2018)

The Mayor's Good Practice Guide to Estate Regeneration



Sets out the Mayor's expectations for how Councils and Housing Associations should engage with residents as part of any estate regeneration scheme.

Three principles :

- An increase in affordable housing
- Full rights to return or remain for social tenants
- A fair deal for leaseholders and freeholders

BETTER HOMES FOR LOCAL PEOPLE

Guidance includes requirement for:

- a) Resident Charter/Landlord Offer :
 - Sets out the Council's commitment to residents at early stage
- b) Options appraisals exercise :
 - Residents involved in shaping proposals and options for the estate
 - Include the rationale, aims and objectives
 - Set out the options
 - Assessment criteria for determining a 'Preferred Option'
- c) Resident Ballot

5. Applying the 'Better Homes for Local People' principles

The Mayor wants the good practice and principles in this guide to be applied on all estate regeneration schemes across London. Although his powers over regeneration schemes are limited, he will use the powers available to him to support this aim as far as possible. The Mayor also strongly encourages residents and landlords to refer to the good practice in this guide, irrespective of the degree to which the Mayor is involved.

To help ensure that better homes for local people are provided through significant estate regeneration schemes that involve the demolition of existing housing, the Mayor will use his planning powers to make sure that these schemes protect existing affordable homes. He will do this by requiring that there is no net loss of affordable homes and that any homes demolished are replaced on a like-for-like basis. The Mayor also expects that these schemes should maximise the delivery of additional affordable homes wherever possible.

Furthermore, where a scheme involves demolition of existing homes, the Mayor's funding will be conditional on the proposed scheme gaining resident support through a ballot.

Planning powers

The Mayor has a statutory planning role in any significant estate regeneration proposals and he has set out his policies for estate regeneration in the draft new London Plan. This makes it clear that estate regeneration should not lead to the loss of affordable housing and that it should aim to deliver an uplift in affordable housing where possible¹.

When considering estate regeneration schemes, the Mayor will therefore expect existing affordable housing floorspace to be replaced on an equivalent basis - i.e. where social rented floorspace is lost, it should be replaced by general needs rented accommodation with rents at levels based on those of homes that have been lost. He will also expect the delivery of additional affordable housing to be maximised, and for that reason all schemes should follow the 'Viability Tested Route' to planning permission.

¹ See Appendix 1

Funding conditions

Many significant estate regeneration schemes in London benefit from GLA funding. In future, where such schemes involve demolition of existing homes, the Mayor wants this funding to be conditional on resident support for the proposed scheme expressed through a ballot.

This condition will be delivered through a change to the GLA's Affordable Housing Capital Funding Guide. A consultation on the proposed new funding condition has been published alongside this guide.

Once responses to the consultation have been considered, the Capital Funding Guide will be updated with a new funding condition.

General conformity

In addition to his funding and planning roles, the Mayor will encourage councils to follow the principles and practices in this guide to ensure their widest possible application. The Greater London Authority Act 1999 specifies that councils' statements of local housing policies must be in general conformity with the London Housing Strategy. The London Housing Strategy is currently being revised following consultation, and the final version will be updated to include any relevant policy changes relating to estate regeneration.



BETTER HOMES FOR LOCAL PEOPLE

Resident Ballot required:

- Where there is GLA funding for estate regeneration involving the demolition of social homes
- On projects proposing demolition of any social housing and construction of 150 homes or more (of any tenure)
- Landlords must demonstrate they have residents' support for proposals through a ballot
- If ballot vote goes against the 'Preferred Option', this doesn't necessarily stop regeneration - Landlords must amend proposals before they can be progressed

THE COUNCIL'S REGENERATION REHOUSING & COMPENSATION SCHEME

The Council's Housing Economy & Business Committee (HEB) approved the Regeneration Rehousing & Compensation Scheme in October 2018, establishing the principles of the Council's Offer and Commitments to residents on estates where regeneration is taken forward.

In summary, these commitments include:

- A right to return to a new better quality home and environment on the estate
- Preserved tenancy conditions for secure tenants
- A range of home swap options for resident homeowners
- A single move where possible
- Home loss' compensation and disturbance payments to be made
- Additional support for residents that need it

THE COUNCIL'S REGENERATION REHOUSING & COMPENSATION SCHEME

The scheme has been developed through initial engagement with residents from across our estates and in accordance with the Mayor of London's Good Practice Guide.

The Scheme forms the basis for further discussions with residents through this Consultation process, towards agreeing a Residents Charter for Elm Grove.

The Council's existing Offer and Commitments to all Secure Tenants

In collaborating with residents, the Council will implement the following promises:

- We will work in partnership with resident representatives
- Regular residents' and tenant groups will coordinate a Residents' Charter
- Regular updates on regeneration proposals shared with residents
- Flexible rehousing and compensation advice routes

If residents are asked to move home, these are the measures that will be followed:

- Notice of High Priority Housing Moves to be given in all instances where it is needed
- New homes to be provided on-site that meet residents' needs, and that are close to a local centre
- Where possible, residents will only be asked to move once
- Alternative options for new homes will be provided to tenants, both inside and outside the Estate

Additional support will be provided to those who need it in the following ways:

- Help with rent or deposit benefits claims
- Help with changing utility providers
- Other general forms of housing advice
- Full-time 'handyperson' service to move with housing

Compensation will be paid to any tenants that move to a different home in the following ways:

- Housing finance help (up to £10,000)
- Compensation payments to meet minimal and non-priority expenses
- Compensation payments will include support for every tenant's own personal costs (e.g. car hire)

The way tenants that move to new homes in Elm Grove, the Council will make the following offers:

- New homes to be provided on the same basis as existing
- Tenants to have the option to request an alternative home
- Compensation offers to be offered where appropriate
- Flexible advice regarding the new homes to move to or offered a new home with an alternative address
- Options around existing available services to be offered to be considered

The Council's existing Offer and Commitments to all Resident Homeowners

In collaborating with residents, the Council will implement the following promises:

- We will work in partnership with resident representatives
- Regular residents' and tenant groups will coordinate a Residents' Charter
- Regular updates on regeneration proposals shared with residents
- Flexible rehousing and compensation advice routes

If residents are asked to move home, these are the measures that will be followed:

- We'll try to offer homes in open-market areas
- New homes to be provided on-site that meet residents' needs, and that are close to a local centre
- Where possible, residents will only be asked to move once or to a second property
- A range of options that meet homeowners' needs
 - Buy a new home outright
 - Buy a share of a new home with the remaining share gifted to you or your family
 - Buy a share of a new home with the Council as a third shareholder partner
 - Rent your new home with shared ownership finance
 - Buy a share in the new home with the Council as a third-party equity partner
 - Buy a new home on another Council regeneration site
 - Move to an offer of alternative market accommodation

Additional support will be provided to those who need it in the following ways:

- Help with rent or deposit benefits claims
- Help with changing utility providers
- Other general forms of housing advice
- Full-time 'handyperson' service to move with housing

Compensation will be paid to any residents that move to a different home in the following ways:

- Housing finance help (up to £10,000) of the total market value of your current home
- Compensation payments to meet minimal and non-priority expenses, including finance help and replacement fees

The Council's existing Offer and Commitments to all Rent-occupied Homeowners

If your property is going to be regenerated and residents are asked to move home, these are the measures that will be followed:

- We'll try to offer homes in open-market areas
- We'll try to offer homes in open-market areas of 75% of the open-market value of your current property
- The Public Works Programme to cover replacement mortgages, Shared Equity as a replacement mortgage option through which it's possible to do the value of your existing home, mortgage independence fee and other social costs related directly to the purchase of a new property

The Council's Commitment to all Rent-occupied Tenants

The Regeneration Rehousing & Compensation Scheme does not involve a legally enforceable commitment to Rent-occupied Tenants. The Council will work with all Rent-occupied Tenants in Elm Grove on the details of the rehousing, consultation and support to be provided to meet their needs and requirements, and to enable them to make the most of the opportunities that the Council offers in working in partnership with the private sector to regenerate the estate and provide the best possible homes for its residents.



Item 4:

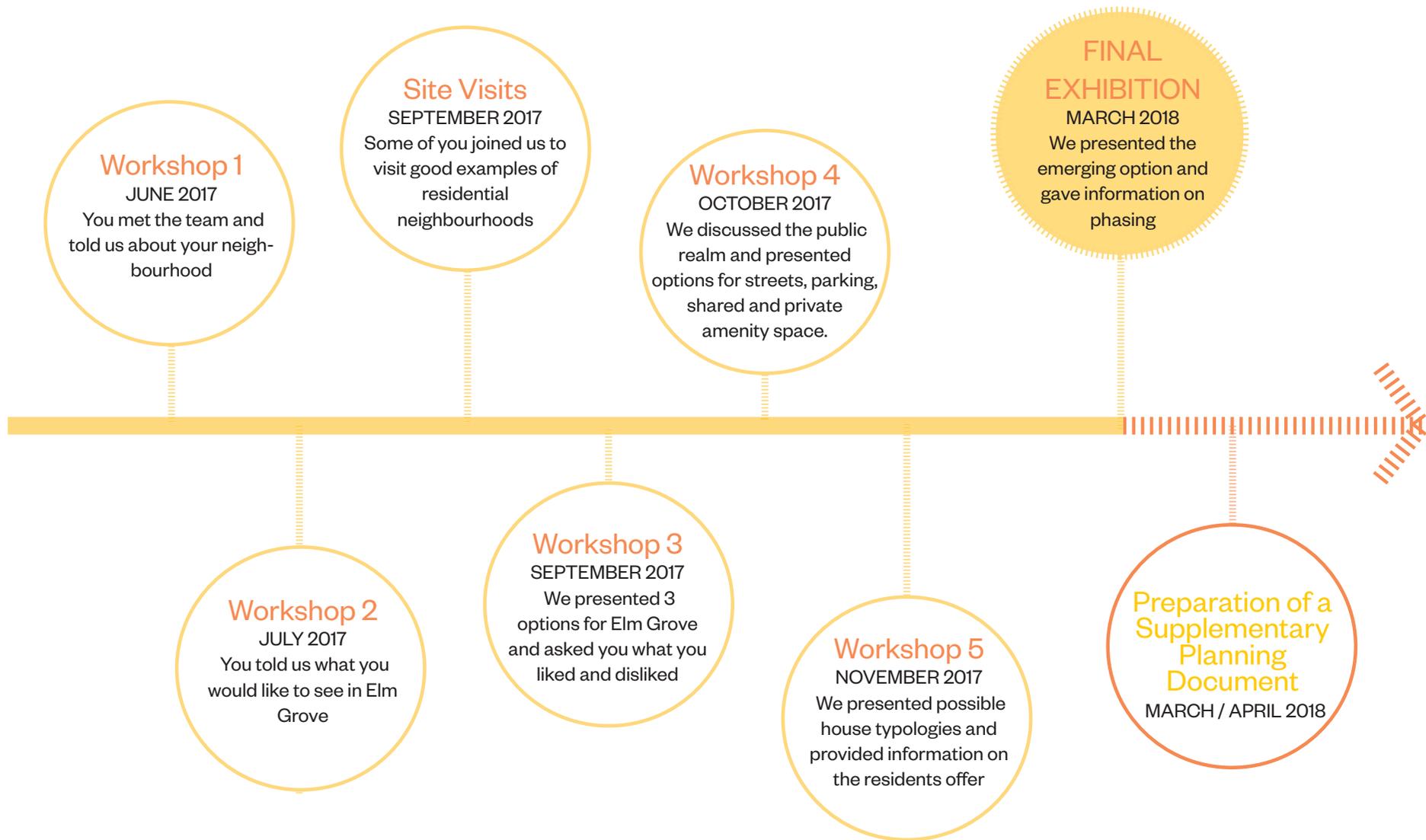
Recap on Resident Engagement to Date



Levitt Bernstein
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CONSULTATION TIMELINE (MARCH 2017-18)



PPCR TEAM



Janet Edwards



Christina Byrne

Independent Advice for Residents

Freephone 0800 317066



WHO: ABOUT US - OUR EXPERIENCE

- We've been doing this sort of work **since 1989**.
- We've worked with residents at all stages of looking at the options for future for their homes and estates.
- Alongside local residents we've had to see successful ways through complex and difficult situations.
- Many of our assignments are long-term. For example, Colville in Hackney, we were appointed in 2008 and have been re-appointed twice since then.

- We are knowledgeable, experienced, and have worked on many similar previous assignments.
- Our core values are: **Honesty - Independence - Responsibility** and Teamwork. Above all, we work to ensure that tenants' and homeowners' rights are protected.
- We are providing a named team, with sufficient resources to support and advise residents throughout the options appraisal and ballot in Elm Grove Estate.



HOW: OUR SERVICES - WHAT WE PROVIDE

- Making sure local voices are being listened to and heard throughout Elm Grove Estate. We would provide multi-channel ways of getting in touch with all residents.
 - Being an Independent Advisor is also about providing one-to-one support for tenants and homeowners. Getting answers to ‘what will this all mean for me, my family and neighbours?’
 - Exploring housing options and bringing about change is long term. It doesn’t happen overnight. All projects have times when things go well and when they don’t go so well. Some examples.....
- We would work as the Independent Advocate for all residents. Giving views a voice, representing the range of opinions and making sure these voices are heard and listened to.
 - We work for residents but also work to develop a productive working relationship with the council and the design team – building an effective partnership. Our core aims are to make sure that resident consultation and engagement are genuine, significant and not just ‘box ticking’ exercises.

WHAT IT MEANS TO BE INDEPENDENT

The Independent Advisor is paid by the council, but our primary duty is to understand and represent the best interests of the residents and communities of Elm Grove

We would do this in 5 ways:

- Treat residents with respect and be sensitive to the fact that some of the options will mean people losing their current homes.
- Consult with all those affected in a meaningful way.
- Use clear, plain language, be truthful in all communication and build people's trust.

- Be clear and help all those affected understand which aspects of the plans affect them and what they mean for Elm Grove as a Community.
- Be open about decisions that have been made, and the possibilities for meaningful resident input into decisions yet to be made.

Item 5:

Next Steps & Timetable



Workshop 2, Residents' Charter (Part 1)
16 November 2020

⋮

Workshop 4, Residents' Charter (Part 2)
7 December 2020

⋮

Workshop 6, Residents' Charter (Part 3)
12 January 2021

Morning session 10.30am :

- 10.30am - (Secure)
- 11.00am - (Homeowners)
- 11.30am - (Non-Secure)

Evening session 7.00pm :

- 7.00pm - (Secure)
- 7.30pm - (Homeowners)
- 8.00pm - (Non-Secure)

Workshop 3, Community Charter & Estate Options (Part 1)
30 November 2020



Workshop 5, Community Charter & Estate Options (Part 2)
15 December 2020



Workshop 7, Community Charter & Estate Options (Part 3)
19 January 2021



Workshop 8, Final workshop
9 February 2021

Morning session 10.30am

Evening session 7.00pm



Item 6:

Questions & Feedback



Item 7:

Residents Only Follow Up Session with PPCR





Janet and Christina, your Independent Resident Advisors, are holding one to one Zoom virtual drop-in sessions on

- **25 November 2020: 5-7pm**
- **2 December 2020: 5-7pm**
- **16 December 2020: 5-7pm**
- **20 January 2021: 5-7pm**

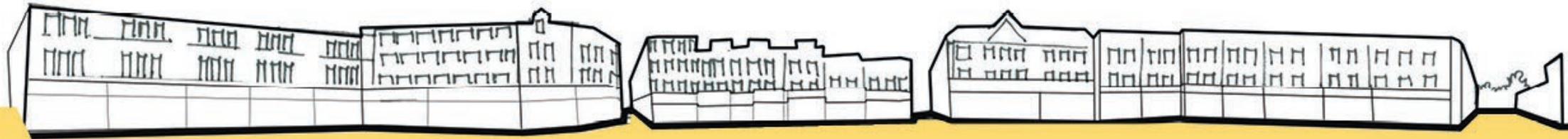
About using ZOOM

1. Visit website: <https://ZOOM.us>
2. Sign up (for new users) or sign in (return users);
3. click on “join a meeting”;
4. enter the 10 digit meeting code **6204091157**

Alternatively send us your email so we can send you the link

or you can dial into the meeting: 0203 901 7895 followed by the meeting code **6204091157##**

Please contact Janet on freephone 0800 317066, office 0207 407 7452, or by email jedwards@ppcr.org.uk



Thank you



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