

AGENDA – MONDAY 7 DECEMBER 2020

ITEMS FOR DISCUSSION		LEAD	TIME
1	Welcome, Introductions, Aims <ul style="list-style-type: none"> • Purpose • Principle of Co-design and Collaboration 	Housing Regeneration Team	7.00pm (5 mins)
2	Recap on the previous Residents' Charter Workshop	Housing Regeneration Team	7.05pm (15 mins)
3	Draft Residents Charter <ul style="list-style-type: none"> • Existing Offer & Commitments (October 2018) • Additional Commitments - You said / We did • Feedback / Questions / Additional Requests 	Housing Regeneration Team	7.20pm (60 mins)
4	Next Steps & Timetable <ul style="list-style-type: none"> • Residents' Charter Workshops 6 (Part 3) • Community Charter & Estate Options Workshops 5 (Part 2) & 7 (Part 3) • Final Workshop (Bringing it altogether) • Feedback on the session 	Housing Regeneration Team	8.20pm (10 mins)
5	Residents Session with PPCR	PPCR	8.30pm (30 mins)



AGENDA ITEM 1 - WELCOME, INTRODUCTIONS, AIMS

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 1 to 1 conversations and their views valued.



AGENDA ITEM 2 – RECAP ON PREVIOUS WORKSHOP

Mayor’s Good Practice Guide to Estate Regeneration (Feb-2018)

- Three principles:
 - an increase in affordable housing
 - full rights to return or remain for social tenants
 - a fair deal for leaseholders and freeholders

- Guidance includes requirement for:
 - Resident Charter/Landlord Offer
 - Options appraisals exercise
 - Resident Ballot



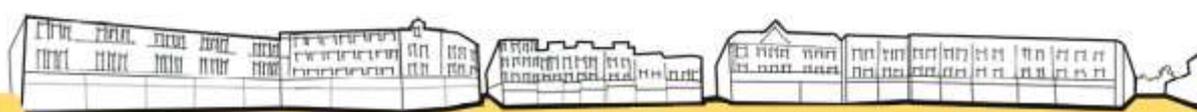
Regeneration Rehousing & Compensation Scheme (Oct-2018)

- Council’s Offer and Commitments to:
 - Secure Tenants
 - Resident Homeowners
 - Non-Resident Homeowners



Residents’ Charter for Elm Grove (2021)

- The Council’s commitments to Elm Grove Tenants and Homeowners, which include the existing Council pledges taken from the Regeneration Rehousing & Compensation Scheme (October 2018) and additional specific commitments which the Council will agree with residents through the consultation and engagement process.



THE COUNCIL'S EXISTING OFFER AND COMMITMENTS TO ALL SECURE TENANTS UNDER THE REGENERATION REHOUSING AND COMPENSATION SCHEME

In collaborating with residents, the Council will implement the following practices...

- Be open and honest, with regular communication
- Engage residents at an early stage and co-produce a Residents' Charter
- Jointly appoint an Independent Residents Advisor with residents
- Produce a Rehousing and Compensation Advice Booklet

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

- "Band A" High Priority Housing Status to be given to all residents to be re-housed
- New homes to be provided on site that meet resident needs, and that are safer and of a better quality
- 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 Borough

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

- Help with new or altered benefits claims
- Help with changing utility providers
- Other general forms of housing advice
- Full-time handyperson service to assist with moving

Compensation will be paid to any resident that moves to a different home in the following ways...

- Statutory home loss payment (currently £6,500)
- Disturbance payments to meet removal and out of pocket expenses
- Downsizing tenants will receive a payment for every bedroom given up (currently £500 per bedroom)

For any tenants that move to new homes in Elm Grove, the Council will make the following offers...

- New tenancies to be granted on the same basis as existing
- Tenants to have the option to return as a shared owner
- Overcrowded tenants to be offered larger homes
- Tenants under-occupying by two bedrooms or more to be offered a new home with one bedroom above need
- Options around providing separate tenancies to adult children to be considered



THE COUNCIL'S EXISTING OFFER AND COMMITMENTS TO ALL HOMEOWNERS LIVING ON THE ESTATE UNDER THE REGENERATION REHOUSING AND COMPENSATION SCHEME

In collaborating with residents, the Council will implement the following practices...

- Be open and honest, with regular communication
- Engage residents at an early stage and co-produce a Residents' Charter
- Jointly appoint an Independent Residents Advisor with residents
- Produce a Rehousing and Compensation Advice Booklet

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

- We'll buy current homes at open market value
- New homes to be provided on site that meet resident needs, and that are safer and of a better quality
- Where possible, residents will only be asked to move once, or temporary accommodation will be made available in a council property
- A range of options that enable homeowners to:
 - A. Buy a new home outright
 - B. Buy a share of a new homes with the remaining share gifted to you if you stay for 10 years
 - C. Buy a share of a new home with the Council as a silent shared equity partner
 - D. Part buy / part rent a new shared ownership home
 - E. Buy a home on the open market with the Council as a silent shared equity partner
 - F. Buy a new home on another Council regeneration site
 - G. Take up an offer of affordable rented accommodation

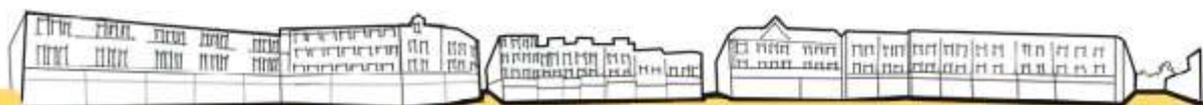
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Additional support will be provided to those who need it in the following ways...

- Help with new or altered benefits claims
- Help with changing utility providers
- Other general forms of housing advice
- Full-time handyperson service to assist with moving

Compensation will be paid to any resident that moves to a different home in the following ways...

- Statutory home loss payment at 10% of the open market value of your current home
- Disturbance payments to meet removal and out of pocket expenses, including Stamp duty and professional fees



THE COUNCIL'S EXISTING OFFER AND COMMITMENTS TO ALL NON-RESIDENT HOMEOWNERS UNDER THE REGENERATION REHOUSING AND COMPENSATION SCHEME

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 buy the current property at open market value
- We'll pay a statutory home loss payment at 7.5% of the open market value of your current property
- We'll pay disturbance payments to cover reasonable legal costs, Stamp Duty on a replacement investment property (bought within 12 months up to the value of your existing home, mortgage redemption fee, and other actual costs linked directly to the purchase of a new property.

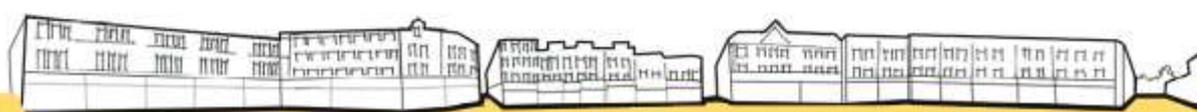
THE COUNCIL'S COMMITMENT TO ALL NON-SECURE TENANTS

The Regeneration Rehousing & Compensation Scheme does not include a specific offer or set of commitments for Non-Secure Tenants. The Council will work with Non-Secure Tenants at Elm Grove over the course of the upcoming consultation programme to understand their priorities and requirements, and to establish types of support that might be provided. The Council team are excited to build relationships with this group of residents in the coming months and to ensure their needs and priorities are considered.

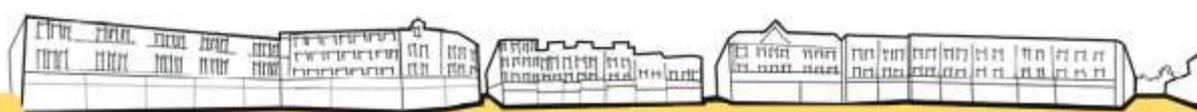


AGENDA ITEM 3 – DRAFT RESIDENTS' CHARTER

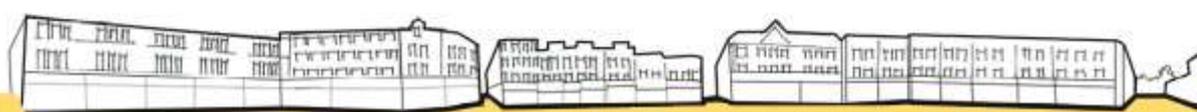
Draft Residents' Charter - Additional Commitments for Secure Tenants			
Topic & Tenure	You Said (Resident Request)	We Did (Council Response / Clarification)	Outcome
Rehousing Options (Secure Tenants & Resident Homeowners)	Can I have a say in where I live?	We will work with you to establish your housing needs and try and meet your personal preferences as far as possible in relation to the location of your new home, either on or off the estate. (When you move, and where you move to, will depend on your housing and medical needs, and when the type of accommodation you need becomes available).	Agreed
Rehousing Options (Secure Tenants & Resident Homeowners)	Can I have a say in the design and layout of new homes and the estate?	We will talk to you individually about the specific design and layout of your new home and match what you want as far as possible (and where this is not possible explain why and look at alternative options).	Agreed
Rehousing Options (Secure Tenants & Resident Homeowners)	Can I stay next to my current neighbours?	Where possible, we will try to move you next to your current neighbours if this is your preference.	Agreed
Rehousing Options (Secure Tenants)	Can I move to another Council house if the regeneration proposal does not include the development of new houses?	If you currently live in a house and the regeneration proposals do not include replacement houses, then where possible, we will offer you another Council house in the borough if this is your preference. (An offer of a replacement Council house in the borough will depend on the availability of this type of accommodation)	Agreed
Rents (Secure Tenants)	Can my current rent be protected if I move to a new or replacement home in Council ownership?	Your new rents will be guaranteed at the same level as your current rent (excluding services charges), unless you are downsizing or upsizing, where your rent would be based on the equivalent rent for a similar property on Elm Grove. This guarantee will also apply if you move to another Council property in the borough. (Rents will still be subject to your annual rent increase).	Agreed
Rehousing Options (Secure Tenants)	We'd like to move outside of London, is that possible?	Where possible the Council will work with other local authorities across the county to facilitate out of borough rehousing. Clarification Other Local Authorities are under no obligation to participate in this scheme, whilst they may not have reciprocating tenants who wants to move to Sutton. Residents can also try and register on the list of the other Local Authority, as not all authorities have the same residence qualifications as Sutton.	Agreed
Rehousing Options (Secure Tenants)	Can Tenants with adult children be rehoused in new homes with separate bedrooms for their adult children?	Current exploring this option in more detail with a view to agreeing this in principle.	TBC / Possible



Draft Residents' Charter – Additional Commitments for Secure Tenants			
Topic & Tenure	You Said (Resident Request)	We Did (Council Response / Clarification)	Outcome
Rehousing Options (Secure Tenants)	Can I be offered the same Homeswap Options if I want to purchase a new property under my Right to Buy?	The Council's Homeswap Options are only available to resident homeowners at the time of the regeneration. Secure tenants who subsequently exercise their Right to Buy after they have moved to a new home as a tenant, will not be eligible for the Homeswap Options. Secure Tenants will retain their existing tenancy condition, including the Right to Buy. Secure Tenants also have the option to buy a new Shared Ownership home.	Can't Agree
Services Charges (Secure Tenants & Resident Homeowners)	Can you guarantee are service charges will stay the same?	Service charges will be charged on the same basis as they are now and across the Councils stock. Services Charges will increase if there are different communal services such as lifts.	Can't Agree
Parking (Secure Tenants & Resident Homeowners)	Can existing residents be given priority for parking on the new estate?	The allocation of parking will need to be agreed and is likely to be based on a parking needs assessment	Can't Agree
Rehousing Options (Secure Tenants & Resident Homeowners)	Can residents living in houses be offered a new house on the new estate?	An initial review of the former masterplan suggested incorporating houses within the scheme could result in the loss of between 30 - 60 homes. This would affect the Council's ability to deliver much needed additional affordable housing and undermine viability.	TBC / Unlikely

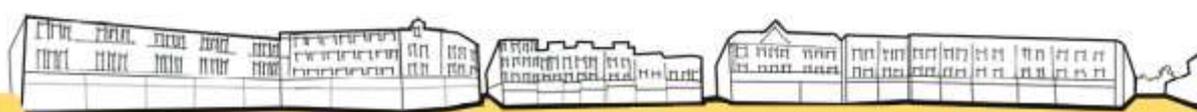


Draft Residents' Charter – Additional Commitments for Resident Homeowners			
Topic & Tenure	You Said (Resident Request)	We Did (Council Response / Clarification)	Outcome
Rehousing Options (Secure Tenants & Resident Homeowners)	Can I have a say in where I live?	We will work with you to establish your housing needs and try and meet your personal preferences as far as possible in relation to the location of your new home, either on or off the estate. <i>(When you move, and where you move to, will depend on your housing and medical needs, and when the type of accommodation you need becomes available).</i>	Agreed
Rehousing Options (Secure Tenants & Resident Homeowners)	Can I have a say in the design and layout of new homes and the estate?	We will talk to you individually about the specific design and layout of your new home and match what you want as far as possible (and where this is not possible explain why and look at alternative options).	Agreed
Rehousing Options (Secure Tenants & Resident Homeowners)	Can I stay next to my current neighbours?	Where possible we will also try to move you next to your current neighbours if this is your preference.	Agreed
Compensation (Residents Homeowners)	Can I decide how much of my Homeloss payment I reinvest into my new or replacement home?	Yes, you can. You can choose whether or not to invest all, part, or none of your Homeloss payment into buying a new home on the new estate or another Council property in the borough. The amount of Homeloss you choose to invest will depend on the Homewswap Option that meets your circumstances and the share of the property you can afford to buy.	Agreed
Rehousing Options (Resident Homeowners)	Can I buy another Council owned property, such as an empty home or property acquired by the Council under its Property Acquisition Programme?	We are seeking further clarification from our Legal advisers.	TBC / Possible
Succession Rights (Resident Homeowners)	Can we ensure multiple rights of succession under the terms of the new lease, which include a transfer of the Homewswap Options to the successor?	The new lease will include provision for two Successions only. Successors will inherit the rights under the Homewswap Options.	TBC / Possible
Property Valuations (Resident Homeowners & Non Resident Homeowners)	Can we link the value of our existing home to 2016?	The Council will purchase any homes needed for estate redevelopment in accordance with the Compensation Code. The Compensation Code makes it very clear that the prices to be paid must disregard any effect regeneration may have had on property values. Index linking property prices to a historic benchmark may not result in fair compensation being paid and could result in homeowners receiving more or less than they would have otherwise been entitled to under the Compensation Code.	TBC / Possible



Draft Residents' Charter – Additional Commitments for Resident Homeowners			
Topic & Tenure	You Said (Resident Request)	We Did (Council Response / Clarification)	Outcome
Compensation (Resident Homeowners)	Is there any increase to the 10% statutory home loss payment?	The statutory payment for Homeloss for resident homeowners is a fixed amount (ie 10% of the open market value) which has been set by the government.	Can't Agree
Services Charges (Secure Tenants & Resident Homeowners)	Can you guarantee are service charges will stay the same?	Service charges will be charged on the same basis as they are now and across the Councils stock. Services Charges will increase if there are different communal services such as lifts.	Can't Agree
Parking (Secure Tenants & Resident Homeowners)	Can existing residents be given priority for parking on the new estate?	The allocation of parking will need to be agreed and is likely to be based on a parking needs assessment	Can't Agree
Rehousing Options (Resident Homeowners)	For mature homeowners with no mortgage who can't reach the 80% threshold - would the Council consider allowing homeowners to purchase a lower percentage with the remaining % being gifted by the Council?	We need to be fair and transparent in our offer and commitments to residents, therefore we cannot reduce the Homeswap Option thresholds for a particular age group. (This would be the same for everyone)	Can't Agree
Rehousing Options (Resident Homeowners)	Can the investment threshold for Homeswap Option B be set below the suggested 80%?	Currently under review, but this would likely have an adverse impact on viability	TBC / Unlikely
Rehousing Options (Secure Tenants & Resident Homeowners)	Can residents living in houses be offered a new house on the new estate?	An initial review of the former masterplan suggested incorporating houses within the scheme could result in the loss of between 30 - 60 homes. This would affect the Council's ability to deliver much needed additional affordable housing and undermine viability.	TBC / Unlikely
Rehousing Options (Resident Homeowners)	Can resident homeowner who own a houses be offered a new house as an outright owner, if they are currently?	Currently under review, but it is unlikely. An initial review of the former masterplan suggested incorporating houses within the scheme could result in the loss of between 30 - 60 homes. This would affect the Council's ability to deliver much needed additional affordable housing and undermine viability. We are exploring alternative options for homeowners to buy a replacement houses off site, which subject to viability could including extending Homeswap Option B to be an off-site option for resident homeowners who currently own a house, as their property type (house) is unlikely to be re-provided on site.	TBC / Unlikely

FEEDBACK, QUESTIONS, ADDITIONAL REQUESTS



AGENDA ITEM 4 – 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 : Evening session 7.00pm :

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



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

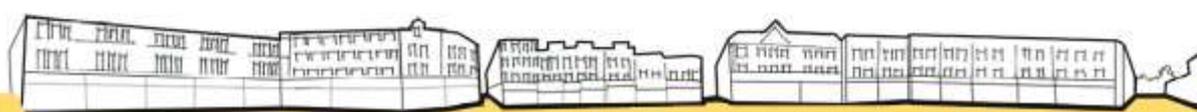


Workshop 7, Community Charter & Estate Options (Part 3)
19 January 2021



Workshop 8, Final workshop
9 February 2021

Morning session 10.30am Evening session 7.00pm



AGENDA ITEM 5 – RESIDENTS 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
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Please contact Janet on freephone 0800 317066, office 0207 407 7452, or
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