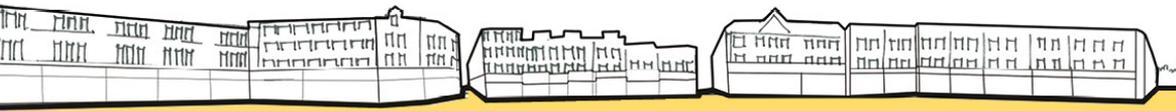


# The Future of Elm Grove Resident Consultation



Residents' Charter, Community Charter  
and Estate Options Appraisal  
November 2020



Levitt Bernstein  
People.Design



# INTRODUCTION

## Dear Resident,

The Council is exploring with residents ambitious plans and options for the potential regeneration of its Estates in Sutton Town Centre, including Elm Grove. Located at the northern end of the High Street, Elm Grove is allocated in the Sutton Town Centre Masterplan (2016) and Local Plan (2016-2031) for mixed use, residential and town centre use. This means that any plans for regeneration will need to work alongside future proposals for this part of the high street. Regeneration presents a real opportunity to work with the community to tackle the shortage of housing in the borough and to create better homes (including more affordable homes) and places for existing residents and Sutton's growing community.

Plans to improve the Elm Grove have been discussed for some time, with the Council keen to ensure that its residents have better, more sustainable homes with a safe, well designed environment to live in. Although the Estate has a strong sense of community and benefits from a prime location, it also suffers from issues identified by residents through previous engagement, such as anti-social behaviour, mainly to the rear of the High Street, fly-tipping, poor overlooking and concerns over safety.

The Council started the process of consulting with residents in April 2017, inviting them to share their views on the issues they experience on the Estate and what improvements they would like to see. During this time we've held discussions through the masterplan consultation, resident meetings and 1 to 1 conversations, which have helped to shape the emerging masterplan and establish the Council's initial commitments to residents on regeneration Estates.

Since then, we've taken a step back to ensure the option taken forward is the right solution for Elm Grove and the whole community. Recently we worked with residents to establish a Residents' Steering Group and together we appointed Public Participation Consultation and Research Associates Limited (PPCR) as the Independent Tenant and Homeowner Adviser for Elm Grove. PPCR will provide support to all residents and ensure that the voices of everyone living on the Estate are heard.

In July 2018 the Mayor of London published 'Better Homes for Local People: Good Practice Guide to Estate Regeneration', which sets out how local authorities should engage with residents as part of all estate regeneration schemes. In accordance with this, the Council is committed to ensuring residents are at the heart of what happens at Elm Grove. As recommended by the Mayor, the Council will be undertaking an Options Appraisal process to review the possible options for change on the Estate and assessing their advantages and disadvantages, in order to decide a preferred option.



Working with residents, we will agree a set of additional commitments to our tenants and homeowners, alongside a set of shared priorities for the area by developing a Residents' Charter and Community Charter. This will form part of the 'Landlord Offer' for residents to consider as part of a resident ballot on the future of the Estate.

This booklet and the series of resident workshops that all residents have been invited to are the start of this options appraisal and consultation process. The booklet provides details of the key themes to be discussed at each workshop, which the Council is seeking your views and opinions on:

- Residents' Charter (Landlord Offer & Commitments to Residents)
- Community Charter (Resident Priorities and Shared Vision for the Area)
- Estate Option Appraisal (Options for the Estate)

Feedback from each workshop will be used to develop and assess the options for the Estate and to agree the Residents' and Community Charters for Elm Grove.

In order to undertake this work and to support residents through the process, the Housing Regeneration team has set up a specialist consultant team, which includes:

- Savills, the Council's Commercial Advisors
- Levitt Bernstein, Community Architects, who were involved in the original masterplan exercise
- PPCR, the Independent Tenant and Homeowner Adviser

Your local ward Councillors, officers from the Council and Sutton Housing Partnership, alongside the Chair of Sutton Federation of Tenant and Residents Associations (SFTRA) and members of the Sutton Leaseholders Association (SLA) are also available to support you.

We recognise and appreciate the contribution residents have made to the emerging regeneration proposals and engagement process over the past few years, and would like to thank you for your continued commitment and participation.

**Yours faithfully,**

A handwritten signature in black ink that reads "Michael Hunte". The signature is written in a cursive, flowing style.

**Michael Hunte**

Housing Regeneration Manager, London Borough of Sutton

# PRINCIPLES OF COLLABORATION

- Every voice is heard no matter how quiet
- Everyone has something to offer no matter 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 all views will be valued



## ELM GROVE RESIDENTS' CHARTER

The Residents' Charter for Elm Grove will offer a set of commitments from the Council to you as a tenant or homeowner in the event that your home is regenerated. The Charter will include:

- Existing Council pledges taken from the Regeneration Rehousing & Compensation Scheme (October 2018); and
- Additional specific commitments which the Council will agree with you through the consultation and engagement process.

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

### **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 £6,400)
- 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 Resident Homeowners

### **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

### **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

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 all 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.



# ELM GROVE COMMUNITY CHARTER

The Community Charter will establish the resident and community priorities for the area. Below are some comments which were made by Elm Grove residents during the consultation sessions in 2017 and early 2018.

Throughout this consultation process, we will continue to gather your views and develop a priority list for improving and enhancing Elm Grove.



There is a good community feel in the neighbourhood.

The site has a good location and transport links

Better quality homes with balconies.

Lack of open space for kids and young people. We need play areas.

There is a big problem with rubbish along Elm Grove.

We need privacy

from people crossing the neighbourhood

We need homes for the disabled

We need homes of different sizes to accommodate our needs

Street lighting needs to be improved.

Parking and traffic should be better controlled.



# OPTIONS APPRAISAL

The options appraisal process is used to assess the advantages and disadvantages of potential options before deciding upon which option is the most suitable for the Council and its residents. This will ensure that any preferred option taken forward is deliverable in both financial and planning terms, and meets the Council's ambitions and needs of the local community. This provides a real opportunity to work together collaboratively, to build trust and develop a shared vision for the future of Elm Grove.

The booklets set out the three options to be considered:

- Refurbishment option
- Partial redevelopment option
- Full redevelopment option



# REFURBISHMENT OPTION



In this Option, the Council will undertake refurbishment works targeting current and emerging statutory requirements of the Council as landlord in ensuring building safety, improving accessibility and energy efficiency, where possible.

Examples of the refurbishment work that could be undertaken in this Option are:

- Upgrade of kitchens and bathrooms
- Replacement of windows where required
- Improve homes energy efficiency – where possible consider thermal insulation to internal walls and roofs
- Improvement to sound insulation to reduce noise and disturbance between homes, where possible
- Improvements to existing communal core entrances (including upgraded fire doors to enhance both fire safety and security standards)
- Improve street lighting along Elm Grove and alleyways
- Accessibility improvements where possible – including investigate potential to include a lift in existing block cores.

The works in this option would be intrusive to residents homes and would require residents to temporarily vacate their properties whilst work was undertaken. It is also not known exactly what work will be possible until further investigations and surveys are undertaken.

# PARTIAL REDEVELOPMENT OPTION



New buildings along Elm Grove and an improved street space

This option looks at retaining part of the Estate and demolishing parts of the Estate to build new additional high quality homes. Existing homes that are retained would receive the same level of refurbishment works as explained in the Refurbishment option. The partial redevelopment could also create additional homes through some rooftop extensions.

Elm Grove could also be improved with some tree planting, enhanced lighting and the creation of semi-private courtyards to form play space and seating areas for residents and their families.

# FULL REDEVELOPMENT OPTION



Emerging Masterplan (March 2018 workshop)

This option considers the demolition of the Estate to be replaced by new better quality homes, built to modern standards of design, safety, accessibility and energy efficiency.

The masterplan for Elm Grove represents the full redevelopment option and proposes a variety of new high quality homes to meet the needs of all residents, set within a vastly improved environment. Under the masterplan, redevelopment would bring back traditional streets and introduce a series of secure semi-private courtyards with amenity space, play areas and some parking. It would also create better pedestrian routes between Throwley Way and the High Street, and a safer neighbourhood with natural surveillance, where streets and spaces are overlooked and well lit. This option also presents wider opportunities to activate the back of the High Street with flexible units and shared semi-private courtyards to improve the overall quality and safety of Elm Grove.

# HOW TO RETURN YOUR FEEDBACK FORMS

With this booklet you will have also received Resident Consultation feedback forms for Workshops 2 and 3. After each workshop, please complete the Feedback Forms and return it to us, using one of the following options:

## By Post

Using the FREEPOST envelope enclosed

## By email

Email your feedback to: [estateregeneration@sutton.gov.uk](mailto:estateregeneration@sutton.gov.uk)

## By phone

Call Sabrina Austin, or another member of the Housing Regeneration team on 020 8770 5012, to arrange a convenient time to come and collect your form and talk to you about the consultation

## Online

Complete the form online via the Council's webpage.

Go to [www.sutton.gov.uk](http://www.sutton.gov.uk) and search Elm Grove Regeneration

Click on 'Resident consultation page'

You will need to enter the password `elmgrove73` to complete the feedback form online



# TIMELINE AND JOINING INSTRUCTIONS

## Workshop 1, Introduction, 10 November 2020

Morning session: 10.30am

Login: [meet.google.com/sqw-xsjg-rwe](https://meet.google.com/sqw-xsjg-rwe)  
Dial in: 020 3956 2477, Pin: 899 741 551#

Evening session: 7:00pm

Login: [meet.google.com/sjv-xrpr-pei](https://meet.google.com/sjv-xrpr-pei)  
Dial in: 020 3957 1472, Pin: 737 024 984#

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

Morning session: 10:30am  
10.30am - (Secure)  
11.00am - (Homeowners)  
11.30 am - (Non- Secure)

Login: [meet.google.com/kwy-opks-kjv](https://meet.google.com/kwy-opks-kjv)  
Dial in: 020 3956 7640, Pin: 417 476 926#

Evening session: 7:00pm  
7.00pm - (Secure)  
7.30pm - (Homeowners)  
8.00pm - (Non- Secure)

Login: [meet.google.com/cfx-xscy-zwy](https://meet.google.com/cfx-xscy-zwy)  
Dial in: 020 3957 0447, Pin: 668 447 185#

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

Morning session: 10:30am

Login: [meet.google.com/onm-mahx-amv](https://meet.google.com/onm-mahx-amv)  
Dial in: 020 3956 0973, Pin: 414 719 050#

Evening session: 7:00pm

Login: [meet.google.com/dpj-ocpc-zvm](https://meet.google.com/dpj-ocpc-zvm)  
Dial in: 020 3957 2819, Pin: 328 344 908#

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

Morning session: 10:30am  
10.30am - (Secure)  
11.00am - (Homeowners)  
11.30am - (Non- Secure)

Login: [meet.google.com/zoc-mram-gch](https://meet.google.com/zoc-mram-gch)  
Dial in: 020 3956 1034, Pin: 615 687 107#

Evening session: 7:00pm  
7.00pm - (Secure)  
7.30pm - (Homeowners)  
8.00pm - (Non- Secure)

Login: [meet.google.com/ocq-jaud-fwc](https://meet.google.com/ocq-jaud-fwc)  
Dial in: 020 3956 2620, Pin: 727 428 182#

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

Morning session: 10:30am

Login: [meet.google.com/ncv-jbvc-gyk](https://meet.google.com/ncv-jbvc-gyk)

Dial in: 020 3937 3636, Pin: 524 842 593#

Evening session: 7:00pm

Login: [meet.google.com/ihn-taiu-jff](https://meet.google.com/ihn-taiu-jff)

Dial in: 020 3910 5585, Pin: 299 990 258#

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

Morning session: 10:30am

10.30am - (Secure)

11.00am - (Homeowners)

11.30 am - (Non- Secure)

Login: [meet.google.com/ddy-oxji-ymc](https://meet.google.com/ddy-oxji-ymc)

Dial in: 020 3957 0215, Pin: 190 410 285#

Evening session: 7:00pm

7.00pm - (Secure)

7.30pm - (Homeowners)

8.00pm - (Non- Secure)

Login: [meet.google.com/uzs-xmey-cha](https://meet.google.com/uzs-xmey-cha)

Dial in: 020 3937 2491, Pin: 525 841 579#

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

Morning Session: 10:30am

Login: [meet.google.com/ixx-mwrg-gho](https://meet.google.com/ixx-mwrg-gho)

Dial in: 020 3937 0819, Pin: 163 020 508#

Evening Session: 7:00pm

Login: [meet.google.com/jmz-gunr-rsv](https://meet.google.com/jmz-gunr-rsv)

Dial in: 020 3956 2454, Pin: 493 970 264#

### Workshop 8, Final workshop, 9 February 2021

Morning Session: 10.30am

Login: [meet.google.com/yih-nrzu-rsr](https://meet.google.com/yih-nrzu-rsr)

Dial in: 020 3937 4509, Pin: 209 373 941#

Evening Session: 7:00pm

Login: [meet.google.com/yv-v-oihd-hyv](https://meet.google.com/yv-v-oihd-hyv)

Dial in: 020 3956 5915, Pin: 978 860 460#

**In addition to these workshops, PPCR will contact you regarding a series of virtual drop-in sessions, which will take place on the following dates:**

- 25 November 2020, 5:00pm-7:00pm
- 2 December 2020, 5:00pm-7:00pm
- 16 December 2020, 5:00pm-7:00pm
- 20 January 2021, 5:00pm-7:00pm

# We look forward to seeing you at the workshops



## Contact Us

### Housing Regeneration Team

Sabrina Austin, Housing Regeneration Programme Officer  
020 8770 5012  
[estateregeneration@sutton.gov.uk](mailto:estateregeneration@sutton.gov.uk)  
[www.sutton.gov.uk](http://www.sutton.gov.uk) and search 'Elm Grove Regeneration'

### Sutton Housing Partnership

Suzanne Richards-Jones, Area Manager  
020 8915 2000  
[suttonhousingpartnership.org.uk](http://suttonhousingpartnership.org.uk)  
[www.suttonhousingpartnership.org.uk](http://www.suttonhousingpartnership.org.uk)

### Public Participation Consultation and Research Associates Limited (PPCR)

Janet Edwards  
0800 317 066 or 0207 407 7452  
[JEdwards@ppcr.org.uk](mailto:JEdwards@ppcr.org.uk) or [info@ppcr.org.uk](mailto:info@ppcr.org.uk)  
[www.ppcrassociates.wordpress.com](http://www.ppcrassociates.wordpress.com) and select 'Elm Grove' on the right hand side



Levitt Bernstein  
People.Design

savills