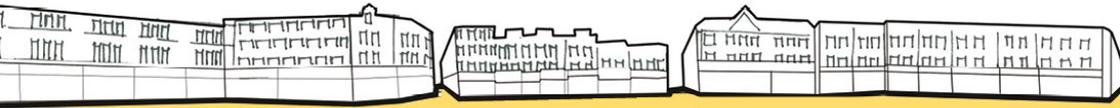


The Future of Elm Grove Resident Consultation



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



Levitt Bernstein
People.Design

savills

INTRODUCTION



Dear Resident,

Thank you to all the residents that have attended the workshops and/or provided feedback to date on the Council's proposals for Elm Grove. Your feedback has been very helpful and has already started to shape the plans for your estate.

We are now half way through the resident workshops and would like to take the opportunity to update you all on what has been discussed so far.

In this booklet we have set out the Draft Resident's Charter. As a reminder, this is a document which sets out the Council's additional commitments to residents, over and above that which has already been pledged in the Regeneration Rehousing & Compensation Scheme (October 2018). As you will see from page 3 onwards, we have set out the additional requests from residents and we propose to run through these with residents at Workshop 6 on 12th January 2021.

The booklet also sets out the Draft Community Charter, which is the document setting out the residents' priorities for the estate and the community which have resulted from the consultation with residents so far. The priorities have been grouped into two main categories, Home and Environment. Workshop 7 on 19th January will be an opportunity to discuss the Draft Community Charter with residents and for you to feedback any final thoughts or priorities you would like included.

The final section of the booklet sets out the three regeneration proposals, and the opportunities and constraints of each option as discussed with residents at Workshop 5.

Included with this booklet are two feedback forms for Workshop 4 on the Resident Charter and Workshop 5 on the Community Charter and Estate Options. We would welcome any feedback you can provide, particularly if you did not attend the sessions as we want to be able to gain as much understanding of all the residents' needs and priorities from across the estate. This will enable us to do as much as we can to ensure that proposals meet your needs, address your concerns and reflect what you would like to see happen on your estate.

I would also like to take this opportunity to wish you a happy holiday season and look forward to seeing as many of you as possible at the final workshops in January. If you would like to join but haven't been to any of the workshops so far, not to worry you can join any of them at any point.

Yours faithfully,

A handwritten signature in black ink that reads "Michael Hunte".

Michael Hunte

Housing Regeneration Manager, London Borough of Sutton

TIMELINE AND JOINING INSTRUCTIONS

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

Evening Session: 7:00pm

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

Evening Session: 7:00pm

Login: meet.google.com/yyv-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 date:

- 20 January 2021, 5:00pm-7:00pm

DRAFT RESIDENTS' CHARTER

Secure Tenants

Subject	Your Request	Council Response
Rehousing Options	Can I have a say in where I live?	We'll 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 and where you move to, will depend on your housing and medical needs, and when the type of accommodation you need becomes available).
	Can I have a say in the design and layout of new homes and the estate?	We'll talk to you individually about the design and layout of your new home and try to match as far as possible what you want. Where this isn't possible we'll explain why and look at other options.
	Can I stay next to my current neighbours?	Where possible, we'll try to move you next to your neighbours if this is your preference.
	Can tenants that are currently living in a house be offered a new house on the new estate?	Building new houses would not be feasible, as it would result in a loss of around 60 new additional homes and affect the Council's ability to deliver much needed affordable housing for the community. As an alternative, the Council will look to develop high quality maisonettes for tenants currently living in a house who need a family sized home. There will also be options for you to move to a house off site, if you prefer.
	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 proposal for your estate does not include a replacement house, we can offer you another Council house in the borough if this meets your housing needs. (An offer of a replacement Council house will also depend on the availability of this type of accommodation and your specific housing needs).
	We'd like to move outside of London, is that possible?	There are a number of rehousing options available if you'd like to move to another area such as Mutual Exchanges Housing Moves and Seaside and Country Homes schemes. We can also work with other local authorities to facilitate reciprocating home swaps, although other authorities are under no obligation to participate or may not have tenants that want to move to Sutton.

ADDITIONAL SPECIFIC COMMITMENTS

Subject	Your Request	Council Response
Rehousing Options	Can our adult children have separate bedrooms?	We'll offer you a new home that meets your needs, and will consider options for providing separate bedrooms or tenancies for adult children where this is appropriate, on a case by case basis.
	Can I use the Homeswap Options for homeowners to purchase a new home on the estate?	The Homeswap Options are only available to homeowners who live on the estate. Secure tenants will still retain their Right to Buy discount as part of their existing tenancy conditions.
Parking	Can existing residents be given priority for parking on the new estate?	We can consider prioritising the allocation of parking for existing residents, however this will depend on the amount of parking available and an assessment of need, such as where residents require access to a parking space because they have a Blue Badge.
Rents & Service Charges	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).
	Can you guarantee service charges will stay the same?	Service charges will be charged on the same basis as they are now and across the Councils stock. Only the services that are incurred will be charged for, such as for grounds maintenance, lifts, estate cleaning and lighting etc.

DRAFT RESIDENTS' CHARTER

Resident Homeowners

Subject	Your Request	Council Response
Rehousing Options	Can I have a say in where I live?	We'll 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 and where you move to, will depend on your housing and medical needs, and when the type of accommodation you need becomes available).
	Can I have a say in the design and layout of new homes and the estate?	We'll talk to you individually about the design and layout of your new home and try to match as far as possible what you want. Where this isn't possible we'll explain why and look at other options.
	Can I stay next to my current neighbours?	Where possible, we'll try to move you next to your neighbours if this is your preference.
	Can resident homeowners that currently own a house be offered a new house on the new estate?	Building new houses would not be feasible, as it would result in a loss of around 60 new additional homes and affect the Council's ability to deliver much needed affordable housing for the community. As an alternative, the Council will look to develop high quality maisonettes for homeowners who currently own a house and want to return to a new family sized home on the estate. Options to buy a replacement house on the open market are also available to homeowners who might prefer to move off site.
	Can I buy another Council owned residential property?	We would be happy to explore and facilitate this option where this is possible. (We are currently seeking further clarification from our Legal advisers).
	Can the reinvestment threshold for Homeswap Option B be set below 80%?	The Council is unable to commit to gifting more than 20% of the value of new homes as the cost of this is likely to be prohibitive. All homeowners who currently live on Elm Grove will be able to return to a new home without being financially disadvantaged.

ADDITIONAL SPECIFIC COMMITMENTS

Subject	Your Request	Council Response
Compensation	Can the 10% home loss payment be increased?	The statutory payment for Homeloss for resident homeowners is a fixed amount (i.e. 10% of the open market value) which has been set by the government.
	Can I decide how much of my Homeloss payment I reinvest into buying 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 Homeswap Option that meets your circumstances and the share of the property you can afford to buy.
Valuations	Can we index link the value of our existing homes to July 2016, to protect the value of our homes?	The Council will purchase your property in accordance with the Compensation Code, which states 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. Homeowners will also be able to obtain their own independent valuation as part of any negotiations with the Council. The cost of this will be met by the Council.
Parking	Can existing residents be given priority for parking on the new estate?	We can consider prioritising the allocation of parking for existing residents, however this will depend on the amount of parking available and an assessment of need, such as where residents require access to a parking space because they have a Blue Badge.
Service Charges	Can you guarantee service charges will stay the same?	Service charges will be charged on the same basis as they are now and across the Councils stock. Only the services that are incurred will be charged for, such as for grounds maintenance, lifts, estate cleaning and lighting etc.
Succession	Can we ensure multiple rights of succession under the terms of the new lease, including a transfer of the Homeswap Options to the successor?	We will make provision for succession rights, which allow the Homeowner Homeswap options to transfer to an eligible Successor. (We are currently seeking further clarification from our Legal advisers).

DRAFT COMMUNITY CHARTER: RESIDENTS' PRIORITIES

Better Homes

A variety of well designed homes built to a high standard, that are safe, affordable and energy-efficient, for Elm Grove residents, their families and the local community.

- Better quality homes that are safe, accessible, well insulated, energy efficient and fully adaptable
- Homes that are built to modern standards, are larger, with improved layouts and storage
- More private amenity spaces, such as balconies or gardens
- A variety of home sizes and typologies, including flats, maisonettes and houses, across different tenures
- More genuinely affordable homes for local families
- Improved sound insulation

Improved Environment

A safe, attractive and well-maintained neighbourhood with a variety of private and communal spaces for the community to enjoy.

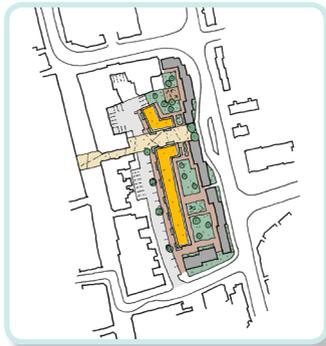
- Retain the strong sense of community and neighbourhood spirit
- Improve safety, security and privacy
- Create accessible and attractive streets, including improving the rear of the high street
- Design good quality outdoor spaces, that provide areas to play and relax
- Enhance street lighting along Elm Grove, Throwley Way and the High Street alleyways
- Improve the management of the estate, including grounds maintenance, waste collection, parking and traffic controls
- Reprovision of parking for existing residents
- Introduce biodiversity through new trees and planting that support a clean and healthy environment
- Maintain excellent connections to local amenities and transport links, to support access and mobility for Elm Grove's diverse community

OPTIONS FOR ELM GROVE

Option 1:
Refurbishment



Option 2:
Partial Redevelopment



Option 3:
Full Redevelopment



OPTION 1: REFURBISHMENT

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.



Opportunities

- Upgrade of kitchens and bathrooms
- Replacement of windows where required
- Improve homes energy efficiency – where possible consider thermal insulation to internal walls and roofs
- 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.
- Parking to be retained

Constraints

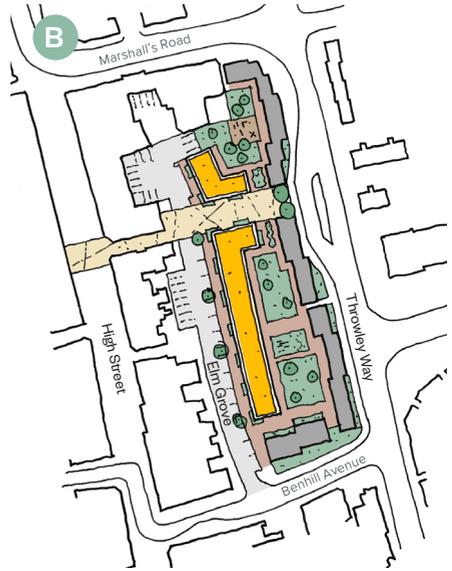
- The financial impact of the refurbishment option on existing home owners
- This will be disruptive resulting in residents having to move out
- No significant improvements to the open spaces
- No improvements along Throwley Way
- Minimal improvements to the safety and security of the estate
- No new amenity space or playspace provision
- Existing homes remain undersized.
- Sunlight and daylight conditions will not improve
- No new private amenity spaces e.g. balconies
- Sound insulation to the existing buildings can't be improved
- No additional homes are provided for the wider community
- Homeowners will not benefit from the full extent of the refurbishment work

OPTION 2: PARTIAL REDEVELOPMENT

These options look at retaining part of the Estate and/or 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.



Add new homes strategically along Elm Grove, while the rest of estate remains



The existing houses will be demolished, where new homes are added along Elm Grove

-  New buildings
-  Existing blocks



Opportunities

- A slight increase in number of affordable homes
- Larger and better quality homes built to modern standards (flats and maisonettes)
- New homes will be safer, more accessible and energy efficient
- Elm Grove and alleyways to be improved with enhanced lighting and/or tree planting
- Creation of play space and seating areas for residents and their families
- Improve the routes between High Street and Throwley Way
- Refurbishment of the existing homes to be retained

Constraints

- More disruption to residents than the previous option
- Some of the residents need to be relocated in the early phases to enable the scheme to be delivered
- Rooftop extensions cannot be added to the existing buildings
- Sound insulation to the existing buildings can't be improved
- Loss of parking along Elm Grove
- Limited improvements along Throwley Way
- Existing homes remain undersized
- Sunlight and daylight conditions will not improve
- No new private amenity spaces to existing homes e.g. balconies
- Limited increase in the total number of homes
- Costly to the Council with small revenue benefits, making it unviable in the long term



OPTION 3: FULL REDEVELOPMENT

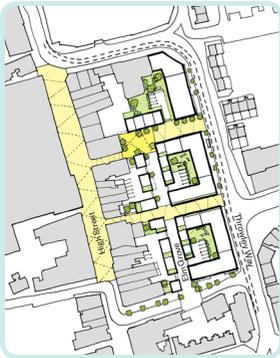
This option considers the demolition of the Estate to be replaced by new better quality homes, built to modern standards of design, safety, accessibility and energy efficiency.



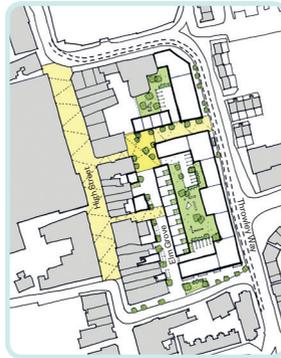
Semi-private courtyards with integrated play and parking



Improvements to alleyways



Improve Elm Grove and create a friendly - safe mews street for residents of the estate



Create a larger courtyard block with more doorstep play and shared amenity space for residents



Access to Elm Grove moves eastwards along Benhill Avenue - the nature and character of Elm Grove as a street will change.

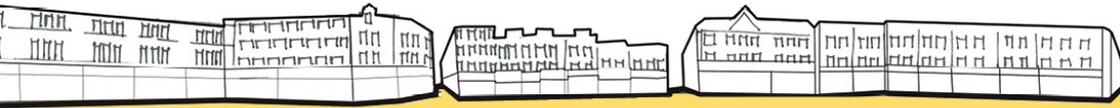
Opportunities

- Allow for one move only for as many residents as possible
- Variety and range of new lifetime homes built to modern design, accessible and energy efficiency standards
- An improved environment, designed to eliminate crime
- Safe routes between High Street and Throwley Way
- Improve rear end of the High Street
- Provide opportunity for doorstep play
- Better street lighting along Elm Grove and High Street alleyways
- Better footpaths and tree planting along Throwley Way
- Create biodiversity across the estate
- Parking areas consolidated into yards and secure spaces
- Improved building entrances and accessible homes
- Communal courtyards and play areas
- More homes for the growing community
- All new homes to have generous private amenity space
- Improved home layouts with better storage provision
- Create opportunities for construction related jobs and apprenticeships for local people
- Helps to activate the back of the High Street and improve Elm Grove

Constraints

- Residents at the first phase of development will potentially need to move off-site temporarily
- Limited parking for existing residents to be re-provided as far as possible
- All residents will need to move during the redevelopment
- There would be some disruption caused by the redevelopment programme and phased development
- Re-provision of replacement houses is unlikely (maisonettes could be an alternative)

Please remember to return your
feedback forms for Workshop 4 & 5.
We look forward to seeing
you at the next workshops.



Contact Us

Housing Regeneration Team

Sabrina Austin, Housing Regeneration Programme Officer
020 8770 5012
estateregeneration@sutton.gov.uk
www.sutton.gov.uk and search 'Elm Grove Regeneration'

Sutton Housing Partnership

Suzanne Richards-Jones, Area Manager
020 8915 2000
suttonhousingpartnership.org.uk
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 or info@ppcr.org.uk
www.ppcrassociates.wordpress.com and select 'Elm Grove' on the right hand side

