

**Written submissions received for the London Assembly's
Housing Committee investigation into Social Housing Estate
Regeneration**

Volume 4 of 4

Ref	Organisation	Position/Title
Sub-025	Cressingham Gardens residents	<i>Gerlinde Gniewosz</i>
Sub-025(a)	Cressingham Gardens residents	<i>Gerlinde Gniewosz</i>
Sub-025(b)	Cressingham Gardens residents	<i>Gerlinde Gniewosz</i>
Sub-025(c)	Cressingham Gardens residents	<i>Gerlinde Gniewosz</i>
Sub-025(d)	Cressingham Gardens residents	<i>Gerlinde Gniewosz</i>
Sub-025(e)	Cressingham Gardens residents	<i>Gerlinde Gniewosz</i>
Sub-025(f)	Cressingham Gardens residents	<i>Gerlinde Gniewosz</i>
Sub-025(g)	Cressingham Gardens residents	<i>Gerlinde Gniewosz</i>
Sub-026	None	<i>Rocio Nogueira</i>
Sub-027	London Borough of Barking and Dagenham	<i>Ken Jones- Divisional Director of Housing Strategy</i>
Sub-028	Westminster City Council	<i>Cecily Herdman- Housing Strategy Team</i>

From: Redacted
To: [Housing Committee](#)
Cc: Redacted
Subject: Housing Committee Submission
Date: 11 August 2014 12:52:27
Attachments: [Cressingham Gardens.pdf](#)
[FOI_166718.zip](#)
[TRA_121212_v1.2.pdf](#)
[Bulletin_No1.pdf](#)
[QuestionnaireAnalysis_130908.pdf](#)

Dear Sir/Madam,

We, residents on the Cressingham Gardens estate, were recently visited by Darren Johnson. He requested that we submit our experience and evidence to your investigation into the "Demolition and Refurbishment of Social Housing Estates in London".

Background

Cressingham Gardens is a 1960s designed, 1970s built Edward Hollamby estate located in Tulse Hill next to the Brockwell Park. It is a high-density low rise estate that was designed to fit below the tree line in order to not impact the views of the Brockwell Park, and hence is a unique estate in its more informal layout that matches the topography. English Heritage has strongly recommended that the estate be given conservation area status, and indeed the central green area of the estate (known colloquially locally as "Telly Tubby Land") already belongs to the Brockwell Park Conservation Area. It has 306 homes located on approx 10 acres, and is made up of ~210 council tenants, ~70 leaseholders, ~20 freeholders and 6 voids (empty for ~16 years). As of mid 2012, Cressingham Gardens has been officially put into Lambeth council's regeneration program.

What is the Purpose of Regeneration?

In September 2012, estate residents were first informed that they were being subjected to regeneration through a "Summer Exhibition". The rationale given to residents for this move was essentially one of a lack of funds on the council's side to fulfil its legal obligations around maintenance, repairs and decent homes standards:

"The Tenants and Residents Association has campaigned for repairs on Cressingham Gardens. While Lambeth Living has death with many of these, there are long-standing structural and other problems which need attention.

As part of its investment programme in its homes across the borough, the Council can allocate £3.4 million to Cressingham Gardens. While substantial, this is still not enough to bring the estate up to a good standard of repair and we want to make some of the difficult decisions about what happens next to you"

[Source: Lambeth Posters shown at the Summer Exhibition, 12 Sep 2012]

At no point in these posters (pdf copy attached) was the need for affordable housing ever mentioned.

As of 2014, the argument has now changed to one of 'affordable housing' for residents of Lambeth. They make little reference to the existing community, let alone whether the regeneration program has to ensure that the subsequent housing offered to the existing residents will be affordable to them.

For the home owners, it feels like that they are being made to pay a massive property tax of 50%+ (i.e. the market value gap that will arise between the

market values of the old and new homes) for the council to bring its own council homes up to the decent homes standard.

How was it decided which estates were to be regenerated?

The residents of Cressingham have tried to get a clear explanation as to why our particular estate was chosen. It was particularly poignant when neighbouring estates were having roofs replaced and structural repairs, two of the same issues that the council argued warranted the demolition of our homes.

As the council was not forthcoming with clear answers, residents embarked on a series of Freedom of Information requests. We were able to uncover the table-based analysis undertaken by Lambeth council, where apparently all Lambeth estates were rated on a scale of 1 to 3 on six criteria that were equally weighted:

- (i) Decent homes investment costs
- (ii) Leaseholder volume (note: they excluded the freeholders on our estate from this estimate)
- (iii) Planning opportunities ("based on the possible regeneration interest by external parties due to the location of the site")
- (iv) Size
- (v) Estate issues (ASB & Structural)
- (vi) Tenant Participation (i.e. whether or not there was a formal TRA)

As you will see from this list, some of the assessment criteria made little sense when it came to their original argument around insufficient funds for repairs (e.g. combined ASB & Structural score), and they make even less sense now that they are arguing the need for more "affordable housing". If they were truly interested in building more affordable housing, I would expect an analysis that included PTAL linked density levels and 'empty space', both of which are clearly absent.

Cressingham was rated "3" for Size, Estate issues and Tenant Participation, and only 2 for all other variables. A "3" for estate issues has been shown to be subsequently absurd as evidence clearly shows that Cressingham has a very low crime rate (confirmed in the report written by Social Life) and only isolated structural issues (confirmed in estate wide survey conducted by engineering firm Tall).

In summary, it would appear that Cressingham Gardens was chosen for regeneration because it is a 'large' estate (i.e. more than 250 homes) with a formal TRA. This makes absolute no sense for either argument - neither for raising/saving money or for building affordable housing.

Evidence sources:

The start of the FoI trail is here:

https://www.whatdotheyknow.com/request/estate_regeneration_strategy_and

The FoI where they came up with some obtuse explanation on how they evaluated the combined ASB+Structural issue criteria:

https://www.whatdotheyknow.com/request/asb_structural_issues

The rest of the responses came via email, the attachments are included in the attached FoI zip file, including the original scoring sheet.

Which factors are considered in the decision to refurbish or demolish and rebuild?

This a good question and for which we, as residents, still have no real clear understanding, despite asking similar questions of the council. We have already outlined above how the council chose Cressingham Gardens for likely demolition and rebuild. Today, 2 years on, we still have on the table options ranging from

100% refurbishment to 100% demolition.

In December 2012, we put forward to the council a proposed 6 phase approach (see attached TRA presentation):

1. Common Understanding
2. Assessment Framework
3. Assessment of Options
4. Communication & Community Discussion of Options
5. Decision Process
6. Implementation.

The council agreed to these phases / stages (but then promptly ignored the process from early 2013 onwards). Under this approach, it was envisaged that in the "Assessment Framework" phase the assessment criteria would be agreed.

However, since the council has now ignored this approach, there is still no clear criteria against which to make the decisions.

Furthermore, the council is now referring to their 30 year financial plan and whether various options can fit. However, residents are not allowed to see this plan and are simply told that based on this certain options are not viable. This is far from the 'co-operative' way of working that the council likes to advertise that it has adopted.

The residents have been promised a "test of opinion", but this has also been dropped in the latest FAQ published by the council for the Information Sessions in July 2014 and we don't know if we will get a say at all now in our futures.

How are residents involved/consulted?

Lambeth prides itself in their "co-operative" approach. However, as we have discovered, the cooperation is only allowed to go in one direction. For example, we offered to do the project plan for the council, but the regeneration manager said no because they had to do that. Consequently, we still have no proper project plan that makes sense from the council 2 years on.

During 2013, we had a very strong tenants & residents association (TRA) which constantly questioned the council. It was particularly active in analysing the claims made by the council, many of which (if not all) have been shown to be false. For example, the council argued that the estate was expensive to maintain. Through Fols we were able to obtain 6 years of repairs & maintenance data for all Lambeth estates, as well as the detail breakdown of repairs & maintenance costs on Cressingham Gardens. From this data, we were able to show that Cressingham Gardens was not even in the top quartile, and if anything, the council was chronically underspending on Cressingham compared to most other estates (see attached Bulletin). Only through the wide distribution of this analysis (including to both the tenant and leasehold councils & forums), have we been able to get the council to consider its findings. This is only one example of many, where we have had to resort to Fols to debunk false statements by the council.

Early in 2013, the council realised that they were failing in their consultation with the residents and they appointed through secret tender the social enterprise called "Social Life" to run the consultation. The TRA had already conducted a survey of residents, which found that ~80% wanted to stay with repairs done, ~10% wanted to leave and ~10% were unsure (see attached results). The council never believed these results and hence requested Social Life to conduct their own interviews. The report by Social Life supported the findings of the TRA questionnaire. Social Life was to follow up these interviews with workshops with selected residents. However, due to TRA pressure these were postponed

because there was still no agreement as to the physical condition of the estate and consequently the structural engineers Tall engaged to conduct an estate-wide survey. The draft of this survey was finally handed over to the TRA two months after it was received by the council. In it, it was clearly stated that the non-structural issues were of greater significance than the structural issues, which were isolated. We are now in a battle with the council to get this report finalised, even though they seem to have paid the full contract price to the engineers already. Due to contradictory FoI responses on the status of the Tall survey, the council has been reported to the Information Commissioner, as it would appear that the council may possibly be covering up a criminal liability as the draft Tall report estimated that ~70% of homes suffered from mould and ~30% had one or more windows that suffered from water ingress (a criminal offence in law).

As of 2014, the council has decided on a different approach to the consultation.

We had to elect 4 resident reps to the council's project team. Consequently, we now have reduced influence from ~10 residents on the TRA to 4 resident reps on the project team. The council wants complete confidentiality on the resident reps and undertakes actions that are aimed at isolating these residents reps to hinder discussions with the rest of the community. The council employees and experts only report 'verbally' to the project team (i.e. no paperwork or electronic versions given out) and in subsequent project team meetings, extensive time is then wasted on the minutes that often don't adequately reflect the discussion or even the facts presented. There is no trust that what is verbally being said in the meetings by the council employees is in fact true, as no evidence is ever presented to back their statements.

The TRA is now also at the receiving end of poor advice and manipulation by Lambeth Living, Lambeth council's ALMO. This year, Lambeth Living attempted to put numerous changes through on the TRA's constitution that would have limited the representation and rights of leaseholders and freeholders on the estate. Instead of supporting a single community approach, Lambeth Living has instead tried to divide the community between council tenants and home owners.

For example, at the AGM 2014 which is supervised and managed by the Resident Participation Officer from Lambeth Living, only council tenants were allowed to vote for the council tenant co-chair and the leaseholders/freeholders for the other co-chair - which was contrary to the previous year where everyone voted for both co-chairs.

Summary

Overall, after 2 years of "co-operative" discussion with Lambeth council, there has been very little positive progress to be seen. Trust in the council is not improving and instead there is zero trust in any statement or claim made by the council. Close to 70 Freedom of Information requests have been submitted, as well as the council and Lambeth Living being reported to the Housing Ombudsman, Information Commissioner and Planning Enforcement. Repairs and maintenance on the estate is a constant struggle, despite evidence that the lack of very simply basic maintenance & repairs is causing mould in homes, and thus a putting residents' health at risk. Indeed, often the repairs undertaken on the estate are causing even more damage (e.g. securing a tarpaulin on a roof by screwing wooden battens into the metal roof itself, causing even more leaks).

There is also very low confidence that, regardless of the option chosen for the estate in the end, Lambeth will be in the very same predicament within years and unable to manage its housing stock effectively and efficiently. Furthermore, given the constraints on the site (conservation area, PTAL, already within GLA target density levels, etc), architects have said that there can only be a max 40% uplift in density. Even a quick survey of other demolition/rebuild regeneration

programs, shows that density levels have to increase by at least 200% to make them financially viable, before even considering the possible net loss of social housing.

The whole process of regeneration on Cressingham Gardens is littered with a lack of transparency and a lack of competence. We would welcome a full investigation into the Lambeth regeneration program.

Yours Sincerely

Gerlinde Gniewosz

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Cressingham Gardens Bulletin

No. 1: Repairs & Maintenance Costs

Executive Summary

The purpose of this bulletin is to present the evidence-based analysis and findings regarding the veracity of Lambeth Council's claims that the Cressingham Gardens estate is very expensive to repair and maintain.

Based on analysis of data obtained through Freedom of Information requests, it is concluded that:

1. Cressingham Gardens has NOT been an expensive estate to maintain over the past 4 years, being outside the top 25% of estates (i.e. ranked only 23 out of 84 estates with 100+ dwellings).
2. If anything, there has been potential under-spend on the estate compared with the rest of the borough. And the repairs & maintenance budget for Cressingham Gardens of only £540pa per dwelling is completely unrealistic compared with the actual average spend across the borough of £850pa per dwelling.
3. There should be further investigations undertaken why no claim was made against building insurance for storm related damage to roofs in 2011/12. If a claim had been made, then there would have been a potential saving of £60k, i.e. 37.5% of the 2012 repairs budget of £160k,

Context

On 12th September 2012, Lambeth Council ran an exhibition at the Cressingham Gardens Rotunda about the future of the estate. On the posters it was written:

"The annual repair costs for Cressingham Gardens are very high with little visible improvement to the estate. Last year Lambeth Living spent £360,000 on structural repairs; £330,000 of which was spent on blocks other than Crosby Walk."

It was further written:

"The Lambeth Living repairs budget for Cressingham Gardens in 2012 is approximately £160,000. This is not enough to fix the various structural problems identified. Last year (1 April 2011 to 31 July 2012) Lambeth Living spent £360,000 from the repairs budget on Cressingham Gardens with little visible improvement to the estate."

A budget of £160,000 for the whole estate equates to only £540 per dwelling.

At every opportunity, the Lambeth Council has continued to emphasize and reiterate that it is very expensive to maintain the Cressingham Gardens estate.

This bulletin summarises and outlines the information and analysis undertaken by the Cressingham Gardens TRA to understand better the numbers presented by Lambeth Council in order to sense check their veracity and the claims being made regarding how expensive it is to maintain the estate.

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Data Sources & Analysis

In order to gain a better understanding of Lambeth's numbers, a number of Freedom of Information requests were submitted. These requests and answers are publically available at the following urls:

https://www.whatdotheyknow.com/request/maintenance_costs_for_each_of_la

https://www.whatdotheyknow.com/request/number_of_dwellings

https://www.whatdotheyknow.com/request/breakdown_of_repair_costs

Based on this data and information, we have consequently conducted the following analyses:

1. Comparative analysis of the repairs & maintenance costs for all Lambeth estates with 100+ dwellings over the past 4 years.
2. Detail breakdown of the repairs & maintenance costs for the Cressingham Gardens estate for the past 4 years

Comparative Cost Analysis

Lambeth has 84 estates that have 100 or more dwellings. For each estate, the total expenditure on repairs & maintenance over the past 4 years (April 2009 – December 2012) was summed and then divided by the number of dwellings on the estate to produce an average cost per dwelling per year.

Here is the ranking of Lambeth Estates based on the average cost per dwelling to repair & maintain:

Rank	Lambeth Estate	Average Cost per Dwelling per Year
1	Woodvale Estate	£1,685
2	Albert Carr Gardens Estate	£1,275
3	Hainthorpe Estate	£1,262
4	Bloomfield Estate	£1,237
5	Central Hill Estate	£1,230
6	Streatham Hill Estate	£1,207
7	Bentons Lane Estate	£1,194
8	York Hill Estate	£1,184
9	Clapham Manor	£1,171
10	Berridge Road Estate	£1,137
11	Hertford Estate	£1,129
12	Sackville Estate	£1,116
13	Kennings Estate	£1,108
14	Arlington Lodge	£1,071
15	Blenheim Gardens	£1,071
16	Bowlands Road Estate	£1,070
17	Portobello Estate	£1,053
18	Leigham Court Estate	£1,051
19	Valley Road Estate	£1,050
20	Cotton Gardens Estate	£1,039

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Rank	Lambeth Estate	Average Cost per Dwelling per Year
21	Southwyck House	£1,034
22	Dunbar Dunelm	£996
23	Cressingham Gardens	£984
24	Deronda Estate	£982
25	Palace Road Estate	£964
26	Notre Dame	£946
27	Holderness Estate	£926
28	Briant Estate	£926
29	Angell Town Estate	£925
30	Tulse Hill Estate	£923
31	Fern Lodge Estate	£902
32	Mawbey Brough Estate	£900
33	Vincennes Estate	£899
34	Claremont Estate West	£891
35	Myatts Field South Estate	£891
36	Solon Estate	£886
37	Clarence Avenue Estate	£883
38	Dumbarton Court	£877
39	Rosendale Gardens Estate	£874
40	Becondale	£864
41	Larkhall Estate	£860
42	Hurst Street Estate	£849
43	Lilford Estate	£838
44	Clapham Road Estate	£832
45	Hemans Estate	£828
46	Linton Grove Estate	£825
47	Clive Road Estate	£819
48	Claremont Estate East	£811
49	Loughborough Estate	£808
50	Holland Whitebeam Estate	£807
51	Mursell Estate	£806
52	Vauxhall Gardens Estate	£800
53	China Walk Estate	£797
54	Springfield Estate	£784
55	Paulet Road Estate	£780
56	Penwith Manor Estate	£764
57	Poynders Gardens	£760
58	Gaskell Street Estate	£752
59	Westbury Estate	£740
60	Caldwell Gardens Estate	£734
61	Fenwick Estate	£731
62	Edmundsbury Court	£731
63	St Mathew's Estate	£729
64	Waltham Estate	£728
65	Carfax Estate	£717
66	Cantebury Gardens	£715

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Rank	Lambeth Estate	Average Cost per Dwelling per Year
67	Wyvil Estate	£713
68	Tanswell Estate	£697
69	Spurgeon Estate	£688
70	Heath Rd Estate	£665
71	Willard Estate	£662
72	Oaklands Estate	£662
73	Cowley Estate	£615
74	South Lambeth Estate	£612
75	Weir Estate	£608
76	Holland Town Estate	£576
77	Nelsons Row Estate	£560
78	William Bonney Estate	£541
79	Roupell Park Estate	£413
80	Ethelred Towers Estate	£305
81	Wellington Mills Estate	£241
82	Cedars Estate	£240
83	Cottington Close Estate	£230
84	Myatts Field North Estate	£224

Based on this analysis, the following comments can be made:

1. Cressingham Gardens ranks only #23 out of the 84 estates in terms of costliness to maintain, which is outside the top quartile (i.e. 25%). That is, there are 22 estates in Lambeth that have been more expensive to maintain over the past 4 years. The most expensive estate is around 70% more expensive to maintain than Cressingham Gardens
2. Lambeth budgeted only for £540 pa per dwelling on Cressingham Gardens. However, based on the data above, this is extremely low for any estate. Only 6 of the estates in the entire borough of Lambeth achieved an actual cost less than £540 pa on average. Indeed across all estates the median cost is £843pa and the average cost £850pa
3. Interesting to also note that Angell Town Estate, an estate that was only newly regenerated within the past decade, has an above average repair & maintenance cost of £925pa per dwelling

Detail Cost Breakdown

Lambeth Council has made the statement that the repair costs for the 2011/12 financial year for Cressingham Gardens was very high at £360,000, with no obvious improvement to the estate. Through a FOI request, we have now been able to obtain a breakdown of where the money has gone.

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Here is how the £360,000 in 2011/12 breaks down:

Type of Repair	Total Cost 2011/12 £	% of Total
Renovating Empty Homes “voids”	136,289	37%
Roofing	60,459	17%
Carpentry	28,746	8%
Gas	28,286	8%
Plumbing	27,226	7%
Drainage	20,526	6%
Decorating	12,085	3%
Brickwork	10,826	3%
Electrical	8,336	2%
Misc	7,946	2%
Groundworks	6,160	2%
Glazing	5,745	2%
Door Entry	4,564	1%
Scaffolding	1,877	1%
Pest Control	1,747	0%
Fencing	1,569	0%
Asbestos	1,409	0%
Jetting	210	0%
Fire Alarms	141	0%
TOTAL COST	£364,147	100%

The total cost of £364,147 works out to be £1,230 per dwelling.

However, the **Council has strangely included the renovation of empty homes (known as “voids”) in their total costs for 2011/12 (and not in previous years). This cost of £136,289 was 37% of the total expenditure for that year.** This is very unusual and it is our understanding that the renovation of empty homes should not be included in the budget of general repairs.

If void repair cost is excluded from the total, the council spent only £769 per dwelling in the year, which is well below what is on average spent by the council on its homes elsewhere. **It appears to us from these numbers that the council has been under-spending on Cressingham Gardens.**

Furthermore, £60,459 was spent on roofing due to roofs being blown off during storm weather. Damage incurred through a storm is covered by Lambeth’s building insurance. This consequently, also raises the question as to why there was no claim made against insurance for this cost? If this cost is also removed from the 2011/12 numbers, then the total repair & maintenance costs would have been a mere £167,399, or £565pa per dwelling, which would have put Cressingham Gardens in the lowest 10 estates in terms of repair & maintenance costs.

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Here is a full breakdown of the total costs over the past 4 years:

	2008-09	2009-10	2010-11	2011-12
Asbestos	£1,025	£933	£313	£1,409
Boilers	-	3,566	2,647	-
Brickwork	12,654	2,915	1,632	10,826
Carpentry	14,777	25,137	22,558	28,746
Dayworks	40,148	31,110	6,787	
Decorating	46,165	25,809	33,184	12,085
Door Entry	3,142	3,681	14,143	4,564
Drainage	5,907	5,177	4,769	20,526
Electrical	36,782	21,515	55,583	8,336
Fencing	1,966	1,424	3,413	1,569
Fire Alarms	-	-	-	141
Gas	42,944	44,154	50,105	28,286
Glazing	1,351	661	947	5,745
Groundworks	1,602	16,303	3,592	6,160
Heating	237	35	23,458	-
Jetting	1,928	1,263	4,270	210
Local Service Team	824	346	98	-
Metalwork	-	-	515	-
Misc	10,115	18,327	16,718	7,946
Pest Control	1,366	7,369	1,430	1,747
Plumbing	35,972	29,755	26,177	27,226
Roofing	19,496	11,547	10,966	60,459
Scaffolding	11,024	4,194	6,161	1,877
Voids	-	-	-	136,289
TOTAL	£289,424	£255,219	£289,463	£364,147

And expressed on a per dwelling basis:

	2008-09	2009-10	2010-11	2011-12
Asbestos	£3.46	£3.15	£1.06	£4.76
Boilers	-	12.05	8.94	-
Brickwork	42.75	9.85	5.51	36.57
Carpentry	49.92	84.92	76.21	97.11
Dayworks	135.64	105.10	22.93	-
Decorating	155.96	87.19	112.11	40.83
Door Entry	10.61	12.44	47.78	15.42
Drainage	19.96	17.49	16.11	69.35
Electrical	124.27	72.68	187.78	28.16
Fencing	6.64	4.81	11.53	5.30
Fire Alarms	-	-	-	0.47
Gas	145.08	149.17	169.27	95.56
Glazing	4.56	2.23	3.20	19.41
Groundworks	5.41	55.08	12.13	20.81
Heating	0.80	0.12	79.25	-

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	2008-09	2009-10	2010-11	2011-12
Jetting	6.51	4.27	14.43	0.71
Local Service Team	2.78	1.17	0.33	-
Metalwork	-	-	1.74	-
Misc	34.17	61.91	56.48	26.84
Pest Control	4.61	24.90	4.83	5.90
Plumbing	121.53	100.52	88.44	91.98
Roofing	65.87	39.01	37.05	204.25
Scaffolding	37.24	14.17	20.81	6.34
Voids	-	-	-	460.44
TOTAL	£977.78	£862.23	£977.92	£1,230.23

Conclusions

Based on the above the evidence-based analyses, the following would be appear to be natural conclusions and recommendations:

4. Cressingham Gardens has NOT been an expensive estate to maintain, being outside the top 25% of estates (i.e. ranked 23 out of 84).
5. If anything, there has been potential under-spend on the estate compared with the rest of the borough. And the repairs & maintenance budget for Cressingham Gardens of only £540pa per dwelling is completely unrealistic compared with the actual average spend across the borough of £850pa per dwelling.
6. There should be further investigations undertaken why no claim was made against building insurance for storm related damage to roofs in 2011/12.

Cressingham Gardens Estate workshop

12 September 2012

The future of Cressingham Gardens - working together

The Tenants and Residents Association has campaigned for repairs on Cressingham Gardens. While Lambeth Living has dealt with many of these, there are long-standing structural and other problems which need attention.

As part of its investment programme in its homes across the borough, the Council can allocate £3.4 million to Cressingham Gardens. While substantial, this is still not enough to bring the estate up to a good standard of repair and we want to make some of the difficult decisions about what happens next with you.

The purpose of today is to bring together what residents and the Council know about the estate to fully understand the extent of the problems and to start thinking about how we can solve them together.

What we hope to achieve from today is:

- A better understanding of all the issues on the estate and how issues may differ from one part of the estate to another
- A better understanding of what can realistically be done with the budgets available
- To start thinking about what options we could look at together for the future of Cressingham Gardens
- To consider the ways in which residents and the Council can work together

We hope to answer any questions you may have and where we cannot we will get an answer as soon as possible.

What are the roles for the Council and Lambeth Living?

The Council is the landlord and freeholder for all the leasehold and tenanted properties on Cressingham Gardens. Lambeth Living manages the properties at Cressingham Gardens on behalf of the Council.

The Council is responsible for the stewardship of all Council homes across the borough and has developed an investment programme to bring its homes up to the Lambeth Housing Standard.

There are some estates, like Cressingham Gardens, where the investment available will not be enough to deal with all the issues. The Council is therefore asking residents if they would like to work with us to look at what can be done.

Working together

The Council will work with you and the Cressingham Gardens Tenants and Residents Association in an open and transparent way to look at the future of Cressingham Gardens.

As a cooperative Council we want residents to have more involvement in and control of the places where they live. Residents and officers will work together to produce options for the future of the estate and decide which works best.

The Council will:

- Keep residents informed and updated at all times
- Provide a timetable of meetings, exhibitions, site visits as well as contact details for Council officers
- Provide information on surveys, structural information and housing need when requested
- Answer questions as well as possible with the information available
- Bring in when required skills and expertise on a wide range of subjects, eg
 - Urban design
 - Planning
 - Conservation
 - Tree specialists,
 - Financial advisors
 - Resident engagement

Role of the Cressingham Gardens Tenants and Residents Association and residents

The Tenants and Residents Association (TRA) is the democratically elected body which represents all the residents living on Cressingham Gardens. The TRA is made up of tenants and leaseholders who live on the estate.

The TRA has a formal structure which includes a Chair and meets regularly to discuss issues facing residents living on the estate. The TRA works to an agreed constitution and this includes regular elections to nominate residents to the committee.

The TRA will meet regularly with the Council over the coming months to discuss the future of Cressingham Gardens and to agree how best to involve all the residents living on the estate.

**How would you like to be involved in considering options for Cressingham Gardens?
For example:**

- Attending Tenants and Resident Association meetings
- Attending events
- By email
- By letter/newsletter
- Other?

Please let us know by completing the form you were handed on arrival

What do we know about the issues at Cressingham Gardens?

Cressingham Gardens was built in the 1970s. The estate consists of 296 homes, of which 214 are tenanted and 82 are owned by leaseholders or freeholders.

There is an active Tenants and Residents Association on the estate.

Whilst the original design of the estate has proved popular with some of the residents, there are long-standing structural and other problems which need attention. Issues differ from one part of the estate to another.

The key structural problems are:

- subsidence and cracking
- defective drainage system
- roofs need replacing
- damp, mould and condensation problems in the flats
- slopes across the estate with the majority of access routes via stairs.

Some of these issues affect individual blocks whilst some affect the whole estate.

The Lambeth Living repairs budget for Cressingham Gardens in 2012 is approximately £160,000. This is not enough to fix the various structural problems identified. Last year (1 April 2011 to 31 July 2012) Lambeth Living spent £360,000 from the repairs budget on Cressingham Gardens with little visible improvement to the estate.

The Lambeth Housing Standard budget available on Cressingham Gardens is £3.4 million.

Estimated costs to address specific problems on Cressingham Gardens:

- | | |
|--|----------|
| • Repair or replace roofs | £3m |
| • Underpinning and stabilisation works | £1m |
| • Brickwork stitching | £25,000 |
| • Interim drain repairs | £150,000 |

The priorities for tenants for the Lambeth Housing Standard are normally:

- New kitchens
- New bathrooms
- New windows
- Gutter maintenance
- External decorations
- Stairwells
- Paving and wall repairs
- Estate Lighting
- Brickwork and concrete repairs
- Kitchen flooring/tiling

What do we know about the issues at Cressingham Gardens? (contd.)

Residents and officers have identified significant structural problems which affect Cressingham Gardens. Whilst some areas of the estate, such as Crosby Walk, are visibly in a worse condition than other blocks, the Council believes there are issues with almost all of the blocks.

The annual repair costs for Cressingham Gardens are very high with little visible improvement to the estate. Last year Lambeth Living spent £360,000 on structural repairs; £330,000 of which was spent on blocks other than Crosby Walk.

Difficult decisions need to be taken over which properties within the borough are invested in and which are replaced by new homes.

If new homes are built on Cressingham Gardens then existing tenants will be given priority to move into the new homes. The new homes will be built according to your housing need and so if you are living in overcrowded conditions you will be offered a larger property. You will also be given the opportunity to have a say over the design of new homes.

A package for leaseholders will need to be agreed and this would be developed in partnership with existing leaseholders living on the estate.

If the decision is to refurbish the existing properties then the Council does not think there is sufficient budget to address all the structural problems as well as deliver the Lambeth Housing Standard and, therefore, residents would need to prioritise what works are carried out.

Whichever ends up being the agreed way forward, the Council wants to reach that decision by working in partnership with the residents.

Would you like to work with the Council to consider options on the future of Cressingham Gardens?

The annual repair costs for Cressingham Gardens are very high with little visible improvement to the estate. There is not enough money to fix all the structural problems on Cressingham Gardens as well as bring homes up to the Lambeth Housing Standard.

The Council would like to work with the residents to explore all possible options for Cressingham Gardens. Any options which are developed will have to meet residents' aspirations for Cressingham Gardens and all relevant housing, affordability and quality standards. They must also be financially viable and deliverable.

Some initial ideas are as follows:

Option 1: Lambeth Housing Standard

Cressingham Gardens benefits from the Lambeth Housing Standard. There is not enough money to resolve all the issues and so residents would need to prioritise between sorting some of the major structural problems and improvements to individual homes.

Option 2: Partial Redevelopment

Those blocks in the worst condition could be demolished and redeveloped. Residents would need to agree which blocks and which issues should be prioritised. Secure tenants living in the blocks identified for demolition would be offered one of the new build homes. A package for leaseholders will need to be agreed and this would be developed in partnership with existing leaseholders living on the estate. Again, works would need to be prioritised as not all the remaining properties could be fixed.

Option 3: New Cressingham Gardens

Residents work with the Council in designing a new Cressingham Gardens; replacing all the homes with new properties which exceed the Lambeth Housing Standard. Secure tenants living on the estate would be given priority for the new homes. An offer for leaseholders would need to be worked up in more detail.

What do you think are the pros and cons of these options?

Are there more options that you would like to consider?

Please let us have your thoughts on the forms provided.

Next steps

The Tenants and Residents Association will look at all the feedback from this event and work with the Council in agreeing how we take this forward.

Once agreed we will write to all residents setting out the agreed next steps and a timetable.

We may look to commission architects or urban designers to work with us and residents can be involved in selecting them.

Over the coming months you can expect:

- Regular, monthly meetings between the Tenants and Residents Association and the Council to discuss all the various issues.
- Design workshops will be held where external architects and urban designers will produce drawings and designs guided by residents and the Council – residents will be involved in choosing the designers.
- Workshops to look at what else is needed for a healthy and vibrant local community, i.e. is there local, affordable childcare, are there activities for older people?
- Site visits to estate schemes elsewhere in London.
- More public exhibitions and community events to consider the options as they develop.
- Regular updates by letter, newsletters, email etc.
- The Council will continue to answer questions from residents and create a Frequently Asked Questions factsheet which will be regularly updated.

You can decide how involved you want to be.

To help us keep you updated please ensure you have signed in and given us your contact details.

Thank you for taking the time to come along today. If you have any questions or comments following this event please contact Neil Vokes on 020 7926 3068 or nvokes@lambeth.gov.uk

Answering your questions

What's happening to Crosby Walk and the private developer?

The Council is not planning to sell Crosby Walk. It will be considered along with the rest of the estate if residents agree to look at options for the future.

What's happening to all the repairs we've already reported?

Lambeth Living is dealing with repairs as they are reported. The major repair issues such as the roofs, drainage etc will be part of residents considering options for the estate.

Decent Homes includes structural issues – why won't the Lambeth Housing Standard sort these problems out?

The Council has a fixed amount of money to bring all its homes up to standard and it is not always economically viable to carry out structural repairs where the problems are particularly serious. We would like to consider a range of options with you to see what can be achieved.

I'm a leaseholder; how does this affect me?

Leaseholders and freeholders are encouraged to take part in this process. The Council will act in accordance with the terms of leasehold and freehold agreements.

If the decision is to repair the existing homes will I have to move out temporarily?

As far as possible, the Council will carry out all work while you remain in your home. If it is necessary to move while the work is carried out, we will work with you to provide suitable alternative accommodation.

If the decision is to rebuild homes will I have to move elsewhere?

If the decision is to rebuild homes then existing residents will be given priority to those new affordable homes. It is not in the Council's interest to temporarily move residents whilst their new homes are being built and so the preferred route is to build the new home and then move tenants straight from their current property. There may be circumstances where there are benefits to moving temporarily elsewhere and if this is the case then it will be discussed with the residents so a decision can be reached.

What will happen to rents, service charges and tenancies?

These are important issues for residents in considering any options for Cressingham Gardens. We will ensure that as each option is considered by you in detail, information on these topics is presented for you to consider.

When will a decision be made?

If residents agree to develop options for consideration, we will agree a timetable with the Tenants and Residents Association and update you.

Please note any other questions you may have on a post-it or on the feedback sheet.



Cressingham Gardens Estate

Analysis of Questionnaire Results

As of: 8th Sep 2013

Completion Statistics

- Overall, at least 34% of all dwellings have completed the questionnaire 😊

	Total Homes	Completed	%
Hardel Walk	89	35	39%
Longford Walk	27	14	52%
Uprove Manor Way	39	1	3%
Hambridge Way	14	3	21%
Papworth Way	12	3	25%
Ropers Walk	12	3	25%
Scarlette Manor Way	25	8	32%
Chandlers Way	10	6	60%
Bodley Manor Way	39	20	51%
Crosby Walk	45	12	27%
TOTAL	312	105	34%

	Tenant		Leaseholder		Freeholder		No status given	
		%		%		%		%
Hardel Walk	21	60%	12	34%	1	3%	1	3%
Longford Walk	10	71%	4	29%	0	0%	0	0%
Uprove Manor Way	0	0%	0	0%	1	100%	0	0%
Hambridge Way	2	67%	0	0%	1	33%	0	0%
Papworth Way	3	100%	0	0%	0	0%	0	0%
Ropers Walk	2	67%	0	0%	1	33%	0	0%
Scarlette Manor Way	8	100%	0	0%	0	0%	0	0%
Chandlers Way	5	83%	0	0%	1	17%	0	0%
Bodley Manor Way	16	80%	1	5%	2	10%	0	0%
Crosby Walk	10	83%	1	8%	1	8%	0	0%
TOTAL	77	73%	18	17%	8	8%	1	1%

Aware of regeneration?

- Overall, very high awareness of proposed changes

Q1. Have you heard about the proposed changes to the estate?

	Completed	Yes	Briefly	Sort Of	%	No	%
Hardel Walk	35	31	1	0	91%	3	9%
Longford Walk	14	13	0	0	93%	1	7%
Uprove Manor Way	1	1	0	0	100%	0	0%
Hambridge Way	3	3	0	0	100%	0	0%
Papworth Way	3	3	0	0	100%	0	0%
Ropers Walk	3	3	0	0	100%	0	0%
Scarlette Manor Way	8	8	0	0	100%	0	0%
Chandlers Way	6	6	0	0	100%	0	0%
Bodley Manor Way	20	18	0	0	90%	2	10%
Crosby Walk	12	10	0	1	92%	1	8%
TOTAL	105	96	1	1	93%	7	7%

Do residents want to stay with repairs?

Q2. If you had a choice, would you want to stay on the estate with all the repairs done?

	Completed	YES		Maybe				NO				No answer	
		Want to stay	Yes, but planning to move	Maybe	Move maybe, depends on property	Don't know	%	Want to leave	Need a bigger place	Don't want to live on building site	%		
Hardel Walk	35	24	1	1		2	9%	1	3	2	17%	1	3%
Longford Walk	14	9			1	2	21%	3			21%		0%
Upgrove Manor Way	1	1					0%				0%		0%
Hambridge Way	3	3					0%				0%		0%
Papworth Way	3	3					0%				0%		0%
Ropers Walk	3	3					0%				0%		0%
Scarlette Manor Way	8	7					0%				0%	1	13%
Chandlers Way	6	6					0%				0%		0%
Bodley Manor Way	20	16				1	5%	2			10%	1	5%
Crosby Walk	12	12					0%				0%		0%
TOTAL	105	84	1	1	1	5	7%	6	3	2	10%	3	3%

- 81% of residents want to stay with repairs done
- 7% are unsure or don't know whether they want to stay or leave
- 10% of residents want to leave the estate, with the need for a bigger home and not wanting to live on a building site given as primary reasons

Priority repairs required....

... number of instances listed

	Completed	Roof/Ceiling	Kitchen	Bathroom	Mould/Damp	Windows	Accessibility	Drainage/ Plumbing	Boiler	Brickwork/ Walls	Electrics	Insulation/ Heating	Front Door	Flooring	Fencing
Hardel Walk	35	6	10	8	10	2	1	4	2	1	1	0	0	0	0
Longford Walk	14	13	2	4	5	5	3	1	5	1	4	0	0	1	0
Upprove Manor Way	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Hambridge Way	3	1	2	2	0	1	0	0	0	1	0	0	0	0	0
Papworth Way	3	2	2	1	1	0	0	0	0	0	0	0	0	0	0
Ropers Walk	3	0	2	2	1	0	0	0	0	0	0	1	0	0	0
Scarlette Manor Way	8	1	6	5	2	2	0	2	3	0	0	2	2	0	0
Chandlers Way	6	0	1	1	2	0	0	0	0	3	0	1	0	0	0
Bodley Manor Way	20	2	6	6	3	3	2	2	2	0	0	0	1	0	0
Crosby Walk	12	1	3	4	2	4	0	2	0	1	0	0	1	2	1
TOTAL	105	27	34	33	26	17	6	11	12	8	5	4	4	3	1

... % of homes with completed questionnaires

	Roof/Ceiling	Kitchen	Bathroom	Mould/Damp	Windows	Accessibility	Drainage/ Plumbing	Boiler	Brickwork/ Walls	Electrics	Insulation/ Heating	Front Door	Flooring	Fencing
Hardel Walk	17%	29%	23%	29%	6%	3%	11%	6%	3%	3%	0%	0%	0%	0%
Longford Walk	93%	14%	29%	36%	36%	21%	7%	36%	7%	29%	0%	0%	7%	0%
Upprove Manor Way	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hambridge Way	33%	67%	67%	0%	33%	0%	0%	0%	33%	0%	0%	0%	0%	0%
Papworth Way	67%	67%	33%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ropers Walk	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scarlette Manor Way	13%	75%	63%	25%	25%	0%	25%	38%	0%	0%	25%	25%	0%	0%
Chandlers Way	0%	17%	17%	33%	0%	0%	0%	0%	50%	0%	17%	0%	0%	0%
Bodley Manor Way	10%	30%	30%	15%	15%	10%	10%	10%	0%	0%	0%	5%	0%	0%
Crosby Walk	8%	25%	33%	17%	33%	0%	17%	0%	8%	0%	0%	8%	17%	8%
TOTAL	26%	32%	31%	25%	16%	6%	10%	11%	8%	5%	4%	4%	3%	1%

- The top 3 repairs required are (i) Kitchens (ii) Bathrooms and (iii) Roof/ceiling



Residents' comments

Q7. Do you have any other comments/questions regarding Lambeth's proposals to regenerate the estate?

- * I believe that repairs can solve the issues on the estate with very skilled workmen and excellent quality materials..
- * Want more parking spaces and more control over who parks on the estate parking
- * -Not enough information. -Don't know, not clear. -Bidding at the moment, don't know what will happen.
- * Council arrogant & rude about it
- * Happy for TRA to fight proposal to demolish estate
- * We oppose the plans to demolish the estate and want Lambeth to find the necessary funds to make the repairs and carry out the suggestions from the previous surveys
- * Doesn't believe the Council will listen to his views
- * Whatever happens we want a decision quickly. Not knowing is the worst part
- * Would be in favour of the 'bricked up' properties being demolished and a new development on that plot, BUT keep the rest of the estate standing.
- * Ensure that repair figures are realistic and accurate. Repair the estate instead of demolishing and destroying a community.
- * No comments really, but would like to know when all this is going to be done?
- * I think whatever decision they make needs to be the right one and that they should take into consideration all views of each tenant. I've been here before so I'm not expecting much
- * 1. Insurance - Why haven't they claimed? 2. 180million-a) said at an earlier meeting, the figure was to regenerate the entire estate b) Robbie Mc Bruce surveyor said (months ago) the figures were end value but they haven't done numbers of property. 3. Has spoken to survey comp & they were very forthcoming with information. Survey on Hardel Walk (not sure which block-midway) has a crack. They said the problems are repairable
- * General upkeep is not good for the service charges we pay. Is happy to help make the estate look better, i.e. the railings are in need of repainting. Hope something good happens, it's a fantastic estate, very quiet, near the park, safe, good for families. It would be lovely to have more plants around to brighten up the estate. The first stairs (near no. 1) are not very well lit.



Residents' comments cont...

- * 1.Will Cressingham be included in the £480m Decent Homes Programme? 2.Cannot see the point of demolishing the whole estate
- * Would like to know wether Chukka Umana is interested in helping us to stay on the estate as it is
- * Would like to be kept informed
- * Definitely does not want to move out. Not in favour of rebuilds.
- * I am most concerned about the demolition of the entire estate, I agreed that there However I consider that many of the property on the estate just need to be decently and correctly repaired where needed.
- * More transparency
- * He's settled, doesn't want to move. Asked for help chasing repairs
- * Want to stay on the estate with repairs done / Asked for help chasing up constant leaks & damp !
- * Support not knocking the block down
- * I have a nearly five year old child and expecting another baby and I'm in an overcrowded situation, but would like to move within the estate as I've lived here almost five years
- * There are so many empty properties they can do. why move people from a community and neighbour and destroy it, when we all lived here for over 30th year. We won't get good neighbours again.
- * Can the council force out from the estate if I refuse their plan?
- * I want necessary repairs & renovation done to preserve the estate as it is, & safeguard its future in the long term.
- * Wish for repairs, not to demolish estate
- * Yes, when can I enquire about the proposals?
- * Been on the estate for close to two years, would like to stay longer and the location is great.
- * Do not want it to happen. Love the sense of community and I have very helpful neighbours
- * There have always been things wrong since 1978 - these were not built, they throw them up. Drainage has been done 40 or so times.
- * Regenerating the estate is good as long as all the tenants stay
- * I think if the repairs had been carried out over the years, with reliable contractors this would not be happening.



Residents' comments cont...

- * Never had problems. I have lived here since 1983 and I do not want to move
- * what will happen to us? Will I get a house where I am? If I decide to decorate and don't want to go, what will happen?
- * Don't push me off the property ladder back into horrible private rental property. This is the best quality home in my 8 years of living in London
- * Will I be given a 4-bed house with view over park? I have this at the moment. Will they use the valuation of my estate agent? I am 74 years old. My husband died six weeks ago and my cat was killed by dogs on New Years' Day. I loved them both so much, I beg you not to take my home. It's all I have left. I saved all my life and retired when I was 72 to be secure in my old age. To have my home taken, I fear would be unbearable. Can anyone give me comfort and assurance and make me feel safe? I just read the regen letter. Nothing is offered to the leaseholders and freeholders - why not? It seems we are to get a very poor deal or none at all. Why promise 'to make it into one of the greenest estates in London' when it already is?. Freeholders are not mentioned.
- * Many questions and concerns. For example, if they build a new estate, will we be on the park side like we are now? What will happen to all the green and trees? What kind of houses will be get? For how many years will we have to live on a worksite? Will we be moved somewhere else?
- * Lambeth is being lazy. They should start doing the repair jobs needed and stop talking rubbish
- * The council have put (de?)humidifier in the kitchen to minimised the damp but it's no good. Difficult and expensive to keep warm. It must be fix
- * Will regeneration not cause problems for occupants in terms of alternative accommodation? After the regeneration we hope the rent will not sky rocket - not forgetting the present cut in benefits, people are already
- * Don't want them to rip down the place
- * i oppose the regeneration and would like to see lambeth council put back what they owe in regards to the lack of maintence that helped the estate in disrepair
- *Council not keeping me updated about options
- * Think it is wrong that the council want to privatise the estate just to make money. We should have somewhere decent to live without having to move.



Residents' comments cont...

- * Want to be in new build
- * I am against the proposed regeneration. Residents here only want repairs
- * Dealing with solicitor regarding the matter
- * Only just moved in. Don't want to keep moving
- * It's a good estate with all the green spaces. Lived here for years with no trouble.
- * Wouldn't call it regeneration. looks like the council making money for themselves.



Cressingham Gardens Estate

Analysis of Questionnaire Results

As of: 8th Sep 2013

Facts So Far: The Costs

Lambeth Housing Standard budget available for Cressingham Gardens = £3.4m

Annual maintenance budget = £160k

(according to Sep 2012 Exhibition Posters)

Subsidence related costs
should be covered by
Building Insurance

These are TOTAL costs, LHs and
FHs will pay ~27%

Sep 2012 Exhibition		Latest Council Estimates	
Repair/replace roofs	£3m	Roof renewal	£2.2m
Underpinning & stabilisation works	£1m	Structural repairs	£365k
Brickwork stitching	£25k	Individual Heating	£270k
Interim drain repairs	£150k	Internal Rewiring	£146k
		Kitchens	£598k
		Bathroom Upgrade	£14k
		TOTAL	£3.6m
TOTAL to Council	£4.2m	Est. Total Council Cost	£2.9m

Within budget!!!

Missing information

- Past 5 years of maintenance & major works costs (and comparison against the rest of Lambeth estates)
- Clarification as to what has been done on the estate in response to the surveys
- Initial assessment that identified Cressingham as a priority estate (Freedom of Information submission)
- Information on and access to financing models that council is proposing
- Explanation why the council has made no claims against building insurance despite the surveys

Current Options

- Repair & renovate
- Demolish ‘problem’ blocks & rebuild. Lambeth has already chosen Longford and Crosby Walks.
- Repair & renovate with a new vision to be led by residents (e.g. “eco-friendly” renovation)

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Repair & Renovate

PROS	CONS
<ul style="list-style-type: none"> • We stay in our own homes. • We all finally get the repairs & renovations done that have been accumulating over many years • People who are looking to sell/move from the estate can as soon as option chosen. 	<ul style="list-style-type: none"> • Lambeth Council claims that it does not have adequate funds to repair and renovate. However, already Council has been revising its costs down, e.g. Total roof renewal costs have already been revised from £3m down to £2.5m • There may be some outstanding lower priority repairs that money cannot pay for

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Partial Demolition & Rebuild

PROS

- New build homes made available on the estate
- Council states that it will offer the new homes to existing residents.

CONS

- Has to be 'self-financing', so more homes than now have to be built and sold to finance the project (typically at least double density)
- No real guarantee that tenants will be re-housed on CG or that they will not be re-located away from the area.
- Possible introduction of private landlord or housing association.
- Leaseholders & Freeholders will have to finance the "Value Gap" often up to £100k+ and find a new mortgage. If not possible, then either shared ownership with Council, leave the area or go back into private rental accommodation
- Possibility that double density housing will cause increase in crime in line with the other estates

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Repair & Renovate with Vision

PROS

- We stay in our own homes.
- We finally get the repairs & renovations done that have been accumulating.
- Possible heritage listing and/or conservation area status -> Access to new sources of funds
- Focus on 'eco' repairs & renovations where possible -> Access to new sources of funds
- Build upon CG's 'green' reputation for its edible gardens and location
- Re-vitalise the Rotunda to raise funds to be spent on the estate. First 'back-of-envelope' estimates indicate that it could generate up to £80k-£100k in revenue

CONS

- Lambeth Council claims that it does not have adequate funds to repair and renovate. However, already Council has been revising its costs down, e.g. Total roof renewal costs have already been revised from £3m down to £2.5m
- Lambeth Council seems to think that only "new build" is a good option.

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Council's "Project Principles"

COUNCIL'S PROJECT PRINCIPLES

1. Residents and the Council want an inclusive and representative Tenants and Residents Association which can effectively engage with the Council over the future of the estate.
2. Residents want full disclosure of information and this will include but will not be limited to financial information, structural survey information, insurance information, annual repairs and maintenance costs, major works and Lambeth Housing Standard costs.
3. Residents want excellent communication between the Council and the residents and a clear timetable for the project.
4. The Council wants the residents to coproduce options for the future of the estate and will work to ensure that the information and expertise is there so that residents understand how each of these options affects them.
5. Residents want to understand how a decision on the future of the estate will be reached, what weight the residents' views will have and by what criteria the regeneration options will be assessed.

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DRAFT Updated Principles

1. Residents and the Council want an inclusive and representative Tenants and Residents Association which can effectively engage with the Council over the future of the estate.
2. Full Transparency. Council promises that the TRA and residents will have the same level of information regarding Cressingham Gardens as the council and its controlled entities. The full disclosure of information will include but will not be limited to financial information, structural survey information, insurance information, annual repairs and maintenance costs, major works and Lambeth Housing Standard costs. Furthermore, any claims as to 'facts' will be supported by evidence.
3. Residents want excellent communication between the Council and the residents and a clear timetable for the project.
4. The Council wants the residents to coproduce options for the future of the estate and will work to ensure that the information and expertise is there to support co-production so that the solution is "designed to specifically meet the needs of citizens rather than what public sector workers perceive their needs to be"*
5. Residents want to understand how a decision on the future of the estate will be reached, what weight the residents' views will have and by what criteria the regeneration options will be assessed.
6. No resident, who wants to stay on Cressingham Gardens, will be sacrificed. This means that the council must guarantee for ALL current residents wanting to stay that individually and collectively:
 - Residents have the right to stay on the estate and will not be constructively forced to leave
 - No decrease in residents' rights and benefits
 - No decrease in residents' living standards and quality of housing (including floor size, ceiling heights, level of natural daylight, noise)
 - No decrease in residents' level of ownership (ie secured tenancies, 100% leasehold, freehold)
 - No increase in financial burden that exceeds a repairs scenario
7. All proposals are to meet the following as a minimum:
 - No reduction in green space
 - No changes that will potentially result in an increase in crime
 - All buildings to stay under the tree line
 - Ensure adequate school places for resident families
 - Ensure sufficient transport support, given that buses are already struggling at peak times

* "The Co-operative Council: The Future of Council Housing", 2011

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- Repair & renovate
- Demolish ‘problem’ blocks & rebuild. Lambeth has already chosen Longford and Crosby Walks.
- Repair & renovate with a new vision to be led by residents (e.g. “eco-friendly” renovation)

11

Repair & Renovate

PROS	CONS
<ul style="list-style-type: none"> • We stay in our own homes. • We all finally get the repairs & renovations done that have been accumulating over many years • People who are looking to sell/move from the estate can as soon as option chosen. 	<ul style="list-style-type: none"> • Lambeth Council claims that it does not have adequate funds to repair and renovate. However, already Council has been revising its costs down, e.g. Total roof renewal costs have already been revised from £3m down to £2.5m • There may be some outstanding lower priority repairs that money cannot pay for

12

Partial Demolition & Rebuild

PROS

- New build homes made available on the estate
- Council states that it will offer the new homes to existing residents.

CONS

- Has to be 'self-financing', so more homes than now have to be built and sold to finance the project (typically at least double density)
- No real guarantee that tenants will be re-housed on CG or that they will not be re-located away from the area.
- Possible introduction of private landlord or housing association.
- Leaseholders & Freeholders will have to finance the "Value Gap" often up to £100k+ and find a new mortgage. If not possible, then either shared ownership with Council, leave the area or go back into private rental accommodation
- Possibility that double density housing will cause increase in crime in line with the other estates

13

Repair & Renovate with Vision

PROS

- We stay in our own homes.
- We finally get the repairs & renovations done that have been accumulating.
- Possible heritage listing and/or conservation area status -> Access to new sources of funds
- Focus on 'eco' repairs & renovations where possible -> Access to new sources of funds
- Build upon CG's 'green' reputation for its edible gardens and location
- Re-vitalise the Rotunda to raise funds to be spent on the estate. First 'back-of-envelope' estimates indicate that it could generate up to £80k-£100k in revenue

CONS

- Lambeth Council claims that it does not have adequate funds to repair and renovate. However, already Council has been revising its costs down, e.g. Total roof renewal costs have already been revised from £3m down to £2.5m
- Lambeth Council seems to think that only "new build" is a good option.

14

Council's "Project Principles"

COUNCIL'S PROJECT PRINCIPLES

1. Residents and the Council want an inclusive and representative Tenants and Residents Association which can effectively engage with the Council over the future of the estate.
2. Residents want full disclosure of information and this will include but will not be limited to financial information, structural survey information, insurance information, annual repairs and maintenance costs, major works and Lambeth Housing Standard costs.
3. Residents want excellent communication between the Council and the residents and a clear timetable for the project.
4. The Council wants the residents to coproduce options for the future of the estate and will work to ensure that the information and expertise is there so that residents understand how each of these options affects them.
5. Residents want to understand how a decision on the future of the estate will be reached, what weight the residents' views will have and by what criteria the regeneration options will be assessed.

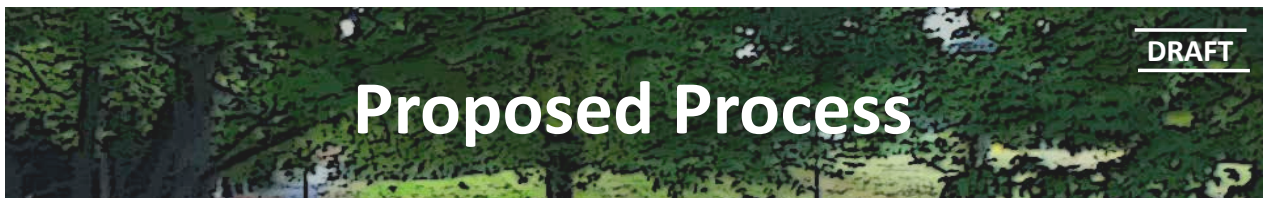
15

DRAFT Updated Principles

1. Residents and the Council want an inclusive and representative Tenants and Residents Association which can effectively engage with the Council over the future of the estate.
2. Full Transparency. Council promises that the TRA and residents will have the same level of information regarding Cressingham Gardens as the council and its controlled entities. The full disclosure of information will include but will not be limited to financial information, structural survey information, insurance information, annual repairs and maintenance costs, major works and Lambeth Housing Standard costs. Furthermore, any claims as to 'facts' will be supported by evidence.
3. Residents want excellent communication between the Council and the residents and a clear timetable for the project.
4. The Council wants the residents to coproduce options for the future of the estate and will work to ensure that the information and expertise is there to support co-production so that the solution is "designed to specifically meet the needs of citizens rather than what public sector workers perceive their needs to be"*
5. Residents want to understand how a decision on the future of the estate will be reached, what weight the residents' views will have and by what criteria the regeneration options will be assessed.
6. No resident, who wants to stay on Cressingham Gardens, will be sacrificed. This means that the council must guarantee for ALL current residents wanting to stay that individually and collectively:
 - Residents have the right to stay on the estate and will not be constructively forced to leave
 - No decrease in residents' rights and benefits
 - No decrease in residents' living standards and quality of housing (including floor size, ceiling heights, level of natural daylight, noise)
 - No decrease in residents' level of ownership (ie secured tenancies, 100% leasehold, freehold)
 - No increase in financial burden that exceeds a repairs scenario
7. All proposals are to meet the following as a minimum:
 - No reduction in green space
 - No changes that will potentially result in an increase in crime
 - All buildings to stay under the tree line
 - Ensure adequate school places for resident families
 - Ensure sufficient transport support, given that buses are already struggling at peak times

* "The Co-operative Council: The Future of Council Housing", 2011

16



DRAFT

Proposed Process

- Phase-based approach with “traffic lights” to determine whether to go to next phase.
- “Green light” if all agreed milestones are achieved
- Proposed phases:
 1. Common understanding & agreement
 2. Assessment framework
 3. Assessment of options
 4. Communication & community discussion of options
 5. Decision process
 6. Implementation

Phase 1 – Common understanding

Milestones	Timeline
1. Common understanding & agreement on actual status of estate as a <u>whole</u>	
a) Collect FAQs from residents for answering	Dec 12
b) Residents to be in possession of same information as Council (in accordance with the principles behind the “Co-operative Council” concept)	?? Jan 13
c) Common understanding and agreement as to what the information means	Feb 13 – meetings w/ residents (subject to (b))
2. Survey/questionnaire and collation of residents’ opinions and issues	Mar 13
3. Clarify decision making process	?? Jan 13

3

Phase 2 – Assessment Framework

Milestones	Timeline
1. Agree principles and guarantees for the protection of ALL residents	Apr 13
2. Define assessment criteria against which to measure options	May 13
3. Define baseline scenario against which to compare scenarios	May – Jun 13
4. Outline the scenarios to be assessed	Jul 13
5. Agree resources to support the assessment of each of the options	Jul 13

4

Phase 3 - Assessment

Milestones	Timeline
1. Detail the options	Aug – Sep 13
2. Assess the different options against the criteria	Oct-Nov 13
3. Compare the different options against the baseline	Oct-Nov13
4. Create a 'prospectus' like document that describes the different options and how it will impact residents and their personal circumstances.	Dec 13

5

Phase 4 – Community Discussion

Milestones	Timeline
1. Collate residents' & wider community views and concerns on the options	Jan-Feb 14
2. Put forward a recommendation to Lambeth Council as to the best option for <u>ALL</u> residents	Mar 14

6

APPENDIX

7

Information received so-far

- Surveys from past 10 years have been provided to TRA for the following properties:
 - 1-39 Upgrove Manor Way;
 - 1 Upgrove Manor Way;
 - 9 Upgrove Manor Way;
 - 118 Hardel Walk;
 - 8 Chandlers Way;
 - 8, 9, 10 Chandlers Way;
 - 9 Chandlers Way;
 - 47 – 52 Crosby Walk;
 - 47-58 Crosby Walk;
- LHS renovation cost estimates
- Copy of building insurance

8

Your Ref

Our Ref **FOI 166718**

Date 23/11/2012

Gerlinde Gniewosz

request-136264-8e29c4ef@whatdotheyknow.com

FREEDOM OF INFORMATION REQUEST – Reference: 166718

FOI RESPONSE

You asked:

Can you please supply us with:-

I am hereby requesting the initial assessment, data and calculations mentioned in para 2.3 in the "Lambeth Estate Regeneration Programme: Strategic Delivery Approach" published 22 October 2012

Our response:

Your request for information has now been considered and unfortunately, it is not possible to meet your request in full. In accordance with Section 17 of the Freedom of Information Act 2000, this letter acts as a Partial Refusal Notice.

Please find below the initial assessment, data and calculations of the borough's estates which is referred to in the October 2012 Cabinet report – Estate Regeneration Programme: Strategic Delivery Approach.

Estate Name	Strategic Area	DH INVESTMENT COSTS RATING	L/H VOLUME	PLANNING OPPORTUNITIES	SIZE	ESTATE ISSUES (i.e. ASB & STRUCTURAL)	TENANT PARTICIPATION	TOTALS
	South	2	3	3	3	3	3	17
	Central	2	2	3	3	3	3	16
	Central	2	3	3	2	3	3	16
	South	2	3	3	2	2	3	15
CRESSINGHAM GARDENS ESTATE								
	Central	2	2	2	3	3	3	15
	Central	2	2	3	3	1	3	14
	North	2	3	3	2	1	3	14
	South	2	2	3	2	2	3	14
	North	2	2	3	3	1	3	14
	Central	1	2	2	3	3	3	14
	South	1	2	3	3	2	3	14
	South	2	1	3	3	2	3	14
	North	2	3	1	3	1	3	13
	Central	1	2	1	3	3	3	13
	South	2	2	1	2	3	3	13
	North	2	2	2	3	1	3	13
	North	3	2	1	3	1	3	13
	South	1	2	2	2	3	3	13
	Central	2	2	1	3	2	3	13
	North	2	2	2	3	1	3	13
	South	3	1	3	2	1	3	13
	North	2	3	1	2	1	3	12
	North	2	2	1	3	1	3	12
	South	1	3	3	2	2	1	12
	Central	2	2	1	2	2	3	12
	Central	2	2	1	2	2	3	12
	Central	2	2	1	2	2	3	12
	Central	1	2	2	3	1	3	12
	Central	2	2	1	2	2	3	12
	Central	1	2	1	3	2	3	12
	South	2	2	1	3	1	3	12
	Central	3	2	1	3	2	1	12
	South	2	2	1	2	2	3	12

	North	2	2	1	3	1	3	12
	South	1	3	1	2	1	3	11
	Central	2	3	1	3	1	1	11
	Central	2	3	3	1	1	1	11
	North	2	1	1	3	1	3	11
	South	2	3	1	1	1	3	11
	Central	1	3	2	1	1	3	11
	Central	1	3	1	1	2	3	11
	South	1	3	1	2	1	3	11
	North	1	3	1	2	1	3	11
	Central	3	2	1	2	2	1	11
	Central	1	2	1	2	2	3	11
	North	1	2	1	3	1	3	11
	North	3	2	1	3	1	1	11
	North	2	2	3	2	1	1	11
	Central	2	2	1	2	1	3	11
	South	1	1	1	2	3	3	11
	North	1	1	1	3	1	3	10
	North	2	2	1	3	1	1	10
	South	2	3	1	1	2	1	10
	South	2	3	2	1	1	1	10
	Central	2	2	3	1	1	1	10
	Central	2	2	1	2	2	1	10
	South	1	2	1	2	1	3	10
	Central	1	2	1	2	1	3	10
	South	1	1	1	2	2	3	10
	North	1	1	3	3	1	1	10
	Central	2	1	1	2	1	3	10
	South	1	1	1	3	3	1	10
	North	1	3	1	2	1	1	9
	North	2	2	1	2	1	1	9
	North	2	3	1	1	1	1	9
	North	1	3	1	2	1	1	9
	North	2	3	1	1	1	1	9
	South	2	3	1	1	1	1	9
	South	1	2	1	1	3	1	9
	Central	1	2	1	3	1	1	9
	South	1	2	1	3	1	1	9
	North	1	1	1	2	1	3	9
	Central	1	1	1	2	1	3	9
	North	1	1	1	2	1	3	9
	Central	1	1	2	3	1	1	9

The specific costs for Decent Homes investment have been omitted from the response as the release of this information would be to the detriment of the leaseholders / freeholders residing on the estates.

We would like to offer you the opportunity for a meeting to explain not only the assessment process but also the justification for excluding the Decent Homes investment costs.

The specific costs' relating to specific estates is Commercially Sensitive Information this information has been withheld and is exempt in accordance with:

- **S43 Commercial Interests**

S43

Section 43(2) provides an exemption from disclosure where to release information would, or would be likely to prejudice the commercial interests of any party (including the Public Authority holding it).

Disclosure of the requested information could prejudice pending or intended sales of leaseholders/ freeholders properties.

This is a qualified exemption under the FOI Act which means that consideration must also be given to whether in all the circumstances of the case the public interest favouring disclosure is greater than the public interest in maintaining the exemption. The public interest means what is in the best interests of the public not what is of interest to the public.

Public interest test considerations

I have considered whether the public interest in maintaining the exemption outweighs the public interest in disclosing the information. There are a number of public interest arguments that weigh in favour of disclosing the information you have sought:

- The general proposition of maximising openness that the FOIA and the Council aspire to;
- The benefits of ensuring transparent and accountable government by disclosing how the Council receives and spends public money;

However, there are also public interest arguments against disclosure:

- Releasing the requested information could prejudice the Council's and or third parties negotiation capabilities to the detriment of all parties concerned.

The public interest in withholding the requested information outweighs the public interest in disclosure of the requested information.

If you are dissatisfied with the way in which your Freedom of Information request has been dealt with you can request an internal review. Tell us why you are unhappy with our response within 40 working days, and it will be looked at afresh. We will aim to provide you with our review response within 20 working days.

By email: foi@lambeth.gov.uk (Please quote the reference number above) or by writing to:

Freedom of Information Officer
Legal Services
Lambeth Town Hall
Brixton Hill
Brixton
SW2 1RW

If you remain dissatisfied with the outcome of the review you have a further right to appeal to the Information Commissioner, who regulates the implementation of the Freedom of Information Act. The Commissioner can be contacted at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Enquiry line: 0303 123 1113

Thank you for your interest in Lambeth Council.

Yours sincerely

Your Ref

Our Ref **FOI 166718**

Date 30/01/13

Gerlinde Gniewosz

request-136264-8e29c4ef@whatdotheyknow.com

FREEDOM OF INFORMATION REQUEST – Reference: 166718

FOI RESPONSE

You asked:

1. What does a "1" mean for each of the criteria in your table?

Please see enclosed methodology.

2. What does a "2" mean for each of the criteria in your table?

Please see enclosed methodology.

3. What does a "3" mean for each of the criteria in your table?

Please see enclosed methodology.

4. What does the colour red mean?

Please see enclosed methodology.

5. What does the colour light orange mean?

Please see enclosed methodology.

6. What does the colour dark orange mean?

Please see enclosed methodology.

7. What does the colour green mean?

Please see enclosed methodology.

8. Why have you not included the names of the other estates? This was a general FOI, so I don't understand why you have only identified Cressingham Gardens.

The names of the other 74 estates have been omitted from the response as the release of this information would be to the detriment of the leaseholders / freeholders residing on the estates.

9. What does "L/H volume" mean? How did you measure/calculate it in order to rate it 1-3?

Please see enclosed methodology.

10. How did you measure/calculate "Planning Opportunities" in order to rate them 1-3?

Please see enclosed methodology.

11. How did you measure/calculate "DH Investment Costs" in order to rate them 1-3?

Please see enclosed methodology.

12. How did you measure/calculate "Size" in order to rate them 1-3?

Please see enclosed methodology.

13. How did you measure/calculate "Estate Issues" in order to rate them 1-3?

Please see enclosed methodology.

14. How did you measure/calculate "Tenant Participation" in order to rate them 1-3?

Please see enclosed methodology.

15. Why would the inclusion of the specific costs for Decent Homes Investment be to the detriment of the leaseholders/freeholders residing on the estates? I would have thought that this would have been the transparency that these residents have been requesting through the various local housing and leaseholder forums.

The Decent Homes costs used in this assessment are estimates of the costs of works to bring individual estates up to the Decent Homes standard.

Properties will require detailed surveys to be carried out in order for the Council to ascertain a more accurate cost for the works which would then be made available to the leaseholder via a Section 20 Notice.

If you are dissatisfied with the way in which your Freedom of Information request has been dealt with you can request an internal review. Tell us why you are unhappy with our response

within 40 working days, and it will be looked at afresh. We will aim to provide you with our review response within 20 working days.

By email: foi@lambeth.gov.uk (Please quote the reference number above) or by writing to:

Freedom of Information Officer
Legal Services
Lambeth Town Hall
Brixton Hill
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Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Enquiry line: 0303 123 1113

Thank you for your interest in Lambeth Council.

Yours sincerely

WEIGHTINGS METHODOLOGY				
		RED	AMBER	GREEN
		Below Average	Average	Above Average
DH INVESTMENT COSTS RATING	The quartile costs to renew all DH components (External - Roof / Windows, Internal - Bathroom / Kitchen / Heating & Rewire) were based on LPC tender price averages (using the average costs from Apollo, Mears & Morrisons tender price for internals) and the Building Cost Model (Roofs & Windows for externals). On average the cost equate to £XXXXXX per dwelling. This cost includes prelims and fees. The quartile costs showed that the most common range was £XXXXXX to £ XXXXX. Costs were based on internal and external costs for tenanted dwellings and external costs only for L/H dwellings.	1 = £XXXXXX or Less	2 = £XXXXXX to £XXXXXX	3 = £XXXXXX or Greater
LEASEHOLDER VOLUME	This refers to the percentatge of Leasholders within an estate. The borough average is 28%.	1 = 33% or Greater	2 = 21% to 32%	3 = 20% or Less
PLANNING OPPORTUNITIES	This weighting is based on the possible regeneration interest by external parties due to the location of the site. 1 = Low Interest, 2 = Medium Interest and 3 = High Interest. This information was populated by HRE regeneration. Items showing a 0 score indicate further information is needed.	0= Further information required 1 = Low Interest	2 = Medium Interest	3 = High Interest
SIZE	This catogory is to identify the size of an Estate. Any Estate with a number of dwelling in excess of 250 would be considered as Large, 101 to 249 as Medium and Less than 100 as Small.	1 = 100 or Less	2 = 101 to 249	3 = 250 or More
ESTATE ISSUES (i.e. ASB & STRUCTURAL)	This weighting is based on Anti Social Behaviour and structural issues within Estates. 1 = Low Number of Issues, 2 = Medium Number of Issues and 3 = High Number of Issues.	1 = Low number of Incidents	2 = Medium number of Incidents	3 = High Number of Incidents
TENANT PARTICIPATION	This weighting is based on the Tenant representation on an estate. This would mean that a formal residents association has been formed within the estate.	1 = No Formal Resident Representation	2 = Residents Show interest In Formal Representation	3 = Estate has Formal Resident Representation
OVERALL RATING	The maximum score any one estate can achieve would be 18 points, the minimum being 6 points.	RED = 6-9	AMBER = 10-13	GREEN = 14-18

Demolition and Refurbishment of Social Housing Estates in London - submissions

I am a resident of the sub-area of the Westbourne Ward in Westminster that was earmarked for regeneration. The affected area contains both council estates and privately owned, high-value street property. There is a high density of occupants in the small area where the council estates are.

My parents are leaseholders (owner-occupiers) of one of the flats on the estate.

Westminster Council's current policy is to ask the residents of the affected area to vote on whether they want the regeneration plans to go ahead. It uses an agent, Vital Regeneration, to handle the consultation process. Our area is one of two that voted 'no'. To that extent, the points I raise below are from a different viewpoint to those aired at your meeting in July.

Although I am pleased that the regeneration will not go ahead, because of the effect it would have had, I have grave concerns about the way the consultation process was carried out.

- While the vote was still live. I (and others) witnessed Vital Regeneration's Director of Communities and Engagement pull down a poster that opposed the scheme, produced by some affected residents. This is currently subject to an official Stage 2 complaint, but Westminster Council has been entirely dismissive, and has sought to get me to 'reveal my hand' on other matters rather than deal with the specific complaint in question (I have not gone into these other matters in this submission as the complaint is still live). This was not an isolated incident, as other residents had witnessed posters being removed. In some cases, Vital Regeneration would remove posters opposing the scheme (a claim they deny- although it refuses to prove this by checking CCTV) and put its own promotional in the exact location. Where Vital Regeneration's publicity material was funded by the taxpayer, the residents' posters were not. Over a month after the vote, the promotional stickers that Vital Regeneration put up in the area remain (on lampposts, telephone boxes, public signage, etc).
- The 'No' posters in question came about as the result of many months of meetings with Vital Regeneration and Westminster Council, where they were either evasive when questioned about specific aspects of the scheme, or provided unsatisfactory answers. Rather than run the consultation process so that residents actually knew what they were voting for, everything was geared towards achieving a positive vote.
- The main 'steering group meeting' was constructed so that only those who were part of this group could contribute. In fact, at one meeting, I was asked (in front of witnesses) to sit away from the main table by the Chairman (through the same Director of Vital Regeneration). The steering group, for the main duration of the process, contained 3 residents. The rest of the places were allocated to local schools, a local community centre, a local priest, Paddington Development Trust (that I consider to be aligned with the Council and with a group who were simultaneously applying for official recognition and funding as a Neighbourhood Forum), CityWest Homes (the council's own ALMO) and ward councillors. This two-tier system of having meetings where some people are only able to observe has become the norm in Westbourne. It is only a minority of meetings that are publicised, so that decisions that affect residents are effectively made behind closed doors with no probity or accountability until after the event (when it is usually too late to change).

What is the purpose of regeneration programmes and who benefits?

It is certainly my experience that whether these process take place through a formal 'regeneration' scheme or whether they take place separately, they lead to the same result.

A notable example is the Paddington Basin. What once contained my former school, North Westminster Community School, is now being developed into luxury flats, to match the surrounding area. This area, some 10 years ago, contained residents of the same socioeconomic status as Westbourne. These people are now in the minority, with the area being swamped by housing that is unaffordable to locals, and head offices of companies such as Marks & Spencer, Orange, Vodafone.

It would take a naïve person to believe that the closure of the school was not connected to the fact that it was considered not to fit in with the council's aspirations for the area.

As to who benefits from regeneration programmes, it would seem that this is a mixture of the council and the private developers. I understand that the school land was sold for circa £121m (not verified), and yet some of the flats (not yet built) will be sold for £1m+ each.

Turning back to the situation at Westbourne, I certainly felt that the trade-off was not tipped in residents favour. A few notable examples:

- My parents, who are being asked to contribute nearly £42,000 in service charges towards a major works project that took place from 2007, faced the possibility of having a section of the expensive cladding installed as part of the major works removed should the regeneration proceed. When I questioned the council on this it repeatedly avoided the subject, claiming it would deal with the matter after the vote (a common theme). When I asked what would happen if it was indeed necessary to remove the cladding i.e. whether leaseholders would receive a rebate, I was told that the council would investigate 'its legal obligations'. It was apparent that had the residents not raised the matter, the council would have remained silent. This was but one example of presenting the scheme in a manner that would be most favourable to its own aims, and where residents were being asked to vote without knowing what the implications of that vote would be. At the last meeting where the cladding was mentioned, the same Director of Vital Regeneration laughed and dismissed the matter (I should state that he was immediately told by a ward councillor that this was inappropriate).
- The council repeatedly emphasized that we would need to bear certain burden in order to gain the benefit, although it was clear that there was more burden than benefit, and that it would be the estates that would suffer the most. My parents block had a smaller block planned that would be attached to it on one side. On a neighbouring block, there was another block planned, which at a later stage of the process was suggested to become 3 smaller blocks.
- Prior to and during this consultation process, the council's housing association, Westminster Community Homes, was busy buying back leaseholder properties on the estate. Invariably it would be done without communicating the fact to residents, so that it would only be apparent when the council's regular contractor begun to refit the property. This included one that was owned by a leaseholder on the board of CityWest Homes, Westminster, at over market price (a reported £350,000). This sale was concluded a month before the regeneration vote was to take place, and was marketed by CityWest Homes itself. At the same time they were telling residents that the regeneration scheme was necessary to raise funds for affordable housing. The properties that the council is buying back are not available under social rents, but rather the higher housing association levels.

- One of my questions to Vital Regeneration and Westminster Council during this process was what a resident in my parents block would get in return for all the disruption and increased density. The answer would come back generally as 'improvements to the public realm, including the street where the block is'. In publicity material, it was stated that the street and the adjacent street was due to have improvements totalling £200,000. What it failed to mention, was that the hostel (still under construction on the street) run by the LHA, already had a contractual obligation in the form of a planning condition to fund improvements totalling some £193,000. This included a contribution of £30,000 towards implementing the cycle hire scheme in the vicinity and improving local bus stops. These issues were both mentioned at steering group meetings but at no point did the council or Vital Regeneration tell residents that this aspect was actually funded regardless of the scheme.
- The percentage of affordable housing being offered was low. I understand that this is a common theme. It is also the case that what the council categorised as affordable was not affordable to local people. I subscribe to the theory that in fact what is happening is gentrification under a guise of 'regeneration'.

Following the no vote, the main political parties have become embroiled in a public spat, with the Conservative party attributing the no vote to comments made by Labour. There was a suggestion in a public statement by the prospective Conservative MP (alongside a distortion of facts) that residents that voted 'no' did not want a better future for their children.

Even a local priest gave a quote to the local press, stating his disappointment that the church would not now receive money from the scheme. He also discussed his concerns about the residents of one of the council estate buildings which is said to be in poor condition. But many of those residents themselves were opposed to the scheme. I feel it is inappropriate for people who have a lot of power over people through religion or otherwise to make residents feel like they are responsible for neglect by standing by their views. It should be made clear that the council's obligation to make sure that dwellings are in satisfactory condition does not cease regardless of whether a regeneration scheme goes ahead.

A comment by Westminster Council's Cabinet Member for Housing, Regeneration, Business and Economic Development was reported in local press, extract below:

'....I believe that this is a missed opportunity, and I am disappointed with the result, as many residents will be. Nonetheless, successful regeneration projects are already underway in Church Street, Ebury Bridge, Paddington Green and Tollgate Gardens and we will continue to focus our resources to deliver exciting new neighbourhoods in those places that have said yes to our renewal plans'.

Some residents (myself included) interpreted this as a veiled threat to 'punish' the area. Others were concerned that the council would run another vote to gain the result they wanted.

As part of my complaint, I asked for clarification on the statements made, and the response from the council's Strategic Director for Housing, Regeneration & Property was:

'In response to your direct question "should residents take this to mean that the Westbourne Green will be neglected, or not have resources allocated to it". This is not the intended meaning of the statement but it is the case that in response to the 'No' vote the Housing Renewal Programme will concentrate its resources on the areas that have supported proposals for change.'

Rocio Nogueira
13 August 2014

Demolition and refurbishment of London's social housing estates

LBBD response to London Assembly Housing Committee Investigation

We welcome this investigation into the process and criteria used by Local Authorities and other social landlords when we make decisions regarding the refurbishment or demolition of social housing. Over the last 5 years we have established a major estate regeneration programme, based on community consultation, analysis of our stock condition and our asset management strategy.

As leading advocates of HRA self-financing we established an HRA Business Plan which enables us to carry out Estate Renewal. However, due to the structure of the HRA settlement in which LBBD received limited headroom, we have also had to innovate in order to draw in additional finance.

Our Estate Renewal Programme will see the Gascoigne, Goresbrook Village and Leys estates completely redeveloped with 600 new homes. We are shortly to start a second round of Estate Renewal schemes. In addition, Barking and Dagenham has extensive brownfield sites where new homes are being developed: Barking Riverside, one of the UK's largest housing developments has planning approval for 10,800 homes and has seen the delivery of a very high quality first phase alongside the Rivergate Centre community hub including primary school. The council has developed models for new affordable homes at William Street Quarter and the Eastern End of Thames View. A further 1,100 homes are planned at Fresh Wharf, 600 at Lymington Fields, 950 at Abbey Retail Park, 1000 at Academy Central and 250 as part of the Creative Industries Quarter.

1. What is the purpose of regeneration programmes and who benefits?

There are 2 core aims to our housing regeneration schemes: first to improve the homes for current tenants where their homes are not of a decent standard and second to provide housing opportunities for the growing number of households that are in employment but because of the dysfunctional housing market, cannot access home ownership. This “constituency” of predominantly younger people are finding their housing options restricted to the London wide expanding private rented sector, where housing conditions can be poor and tenancy security is limited. Because of the capacity for new house building in Barking & Dagenham together with the Council prioritising housing supply and our acknowledged track record for successful innovation in new homes delivery, the Council has the potential to facilitate the range and quality of homes for this economically active population alongside meeting other pressing housing needs.

Delivering new housing can help retain residents looking for more aspirational housing as their incomes rise as well as attracting new residents to the borough to support a widening of the range of shops and services.

Estate renewal can remove mono-tenure estates with worklessness issues and provide places which improve health, well being and support employment. It is also a means to help working households struggling to find suitable accommodation in a convenient location.

Widening the housing choice supports:

- Retaining and attracting higher income residents
- Boosting local demand for shops and services (and supporting widening of the range)
- Improving place competitiveness (making B&D a better investment proposition)
- Supporting the labour market (including the local economy)
- Tackling poverty and barriers to employment/addressing mono tenure estates
- Generating construction employment and permanent jobs serving new population
- Delivery of supply chain opportunities for local Businesses
- We can also address fuel poverty through retrofit work to the existing housing stock.

2. Which factors are considered in the decision to refurbish or demolish and rebuild?

- Community ambitions – we consider the tenants', residents' and communities' ambitions for an estate in the decision to refurbish or demolish and rebuild. We have set out below how the community is consulted on estate regeneration.
- Stock condition – we consider the potential for the stock to meet 21st century standards of living. The cost of maintenance and improving properties is evaluated against the redevelopment options. It may be the case that in the medium to long term, redevelopment is the most cost effective outcome because the buildings are approaching the end of their useful life expectancy and the types of improvements needed are to the infrastructure and fabric of the buildings. We would also consider the layout of the estate and the design environment, which cannot be specifically addressed through Decent Homes investment.
- Economic viability – we consider the block or estates' future economic potential, considering its long term investment requirements alongside the income it can generate in terms of capital and yield. We actively manage our asset so we consider whether in the long term, asset disposal may be the most beneficial action.
- Council's Housing Revenue Account and Asset Management Strategy – we consider the role of the asset within the Council's portfolio and wider social objectives. This includes a consideration of the capacity of the HRA for investment. For example, the asset may provide specialist accommodation or may provide homes of a size for which there is particular demand. We must also consider whether investment in one estate is more or less beneficial when compared with another investment. With limited resources, we must ensure that each investment secures both value for money and the social benefits for which the Council is responsible.
- Capacity for the Council to manage the redevelopment process – our capacity to redevelop homes is constrained by our ability to decant and rehouse tenants. We are currently planning our next stage of estate regeneration and carefully considering the timescale of the programme so that we have enough alternative homes available for tenants being decanted.
- Role of the estate in meeting the Council's Strategic Objectives – we consider whether the estate could deliver wider social benefits in terms of health, education and employment outcomes.

3. How are tenants and leaseholders involved or consulted and at which stages?

Consultation and engagement strategies continue throughout the life of the project. The consultation takes place in 3 stages, with different levels of engagement reflecting different stages of the development process as outlined below. A close working relationship with existing Tenants and Residents' Groups is developed and maintained throughout the decant and demolition process.

Stage 1 – Community Consultation on the initial programme and identified areas within the estates – information both tenants and leaseholders of the Council's plans for the redevelopment with a particular focus on the timetable for decanting arrangements and key activities prior to the masterplanning process commencing.

Stage 2 – Community consultation and residents involvement in the Masterplanning process – focused on residents directly involved with each phase of redevelopment. The appointed Masterplanning team will work closely with residents and engage with key stakeholders active of the estates and surrounding area. The Council will also work closely with leaseholders to ensure that their needs and requirements are met as well as setting up specific stakeholder groups to work alongside officers in delivering the Estate Renewal programme.

Stage 3 – Capacity Building and working towards greater community integration and cohesion. Alongside the Stages 1 and 2, project officers will scope the need to provide extra community development/capacity building resource in order to facilitate resident engagement in the estate renewal programme areas throughout the project's lifespan. This would include a range of projects with different user groups (i.e. young people and older people) to be facilitated by external and internal resources as necessary.

4. How does the regeneration work, and in particular, what are the key problems for estate residents during the process? How are these best managed and resolved?

To implement regeneration, we establish cross-departmental teams which work with tenants and residents towards decanting the estate.

We have summarised below some of the enquiries that have arisen and how we handle them.

Enquiry	Issue	Resolution
Request to be moved out of the borough.	Desire to leave LBBD.	Agreed reciprocal move to Havering.
Waiting to receive a bidding number due to decanting.	Bidding process too slow.	Application assessed and awarded decant status and bidding number sent and is active.
Damp and mould in property that is due to be decanted could this move be brought forward.	Bidding process too slow.	Decant status has been awarded to the application and bidding is active. Repairs have attended to the mould in the property.
Tenant is feeling forced to move due to the decanting of the block.	Freedom of choice issue.	Decant process fully explained by the decant officer. Tenant now understands that they will receive a like for like property within the Borough.
Lack of properties being advertised for decants.	Lack of housing choice.	Full list provided of available property and decant status on the application form explained.
Concerns about the decant process. Tenant does not want another 1 bedroom flat.	Consultation/lack of information.	It was explained that the tenant is only entitled to a 1 bedroom property but it does not have to be in a high rise block.
Concerns regarding the effect decants are having on non-decants on the bidding list.	Bidding process.	Advice given regarding different property types to bid on to help increased chances of moving.

4. How does the regeneration work, and in particular, what are the key problems for estate residents during the process? How are these best managed and resolved? Continued.

Enquiry	Issue	Resolution
Issues relating to the compensation leaseholders will be getting in relation to their property.	Leaseholder.	Response was issued with the correct figures for the compulsory purchase order.
Issues relating to not wanting to be decanted.	Freedom of choice issue.	Explained the need for decant and the process which is going to take place.
Would like the opportunity to bid for a house instead of a flat due to medical issues. Would not like a direct offer.	Accessibility / Disability provision.	Confirmed that the direct offer has been withdrawn so that they family can bid.
Concern relating to the condition of properties on the bidding list.	Lack of housing choice.	Property of an acceptable standard has now been offered and accepted.

As part of our satisfaction survey from decanted tenants we received the following feedback which highlights the range of experiences:

- "I have 3 children and my son never had his own bedroom, he does now".
- "I used to live on the 12th floor of a tower block, and as you can imagine when the lift wasn't working getting up to my flat was difficult".
- "We lived in a 2 bedroom flat for 24 years and loved it. Me and my husband now live in a 1 bedroom property".
- "We used to live in a 3 bedroom maisonette and have had to move to a 2 bedroom property. When we have relatives around there is not as much space now".
- "I like the area but my house is too old. There are so many things to work on"
- "It's a very calm area and I have very nice neighbours"
- "It's quieter"
- "It's a safer area"
- "I now live in a quiet cul de sac"
- "It's better for the children only, as it is nearer their friends"
- "At my new house my hanging baskets have been stolen. They cost me a fair amount of money and I'm not sure whether to put some back"
- "I have noisy neighbours at my new home".
- "Very good organisation and very helpful people" (with reference to the decant process)
- "It took a long time. It took 5-6 months to find an appropriate property"
- "I was the last to go. I had lived there for 32 years but was last to go. I felt rushed during the process"

4. How does the regeneration work, and in particular, what are the key problems for estate residents during the process? How are these best managed and resolved? Continued.

We have assessed some of these individual concerns and adapted our processes in order to improve our approach.

Improvement Required	Key Actions	Outputs demonstrating progress
Reduce time taken for relocation process to take place.	Ensure decanted properties are in an acceptable state of maintenance and repair.	Reduced member casework/ enquiries/informal complaints.
Mitigate negative perceptions held by some tenants that decant tenants are given priority for more desirable properties/reduce instances of tenants delaying their decision to bid until new build properties become available.	Improve condition of properties on bidding list - ensure all are in a high standard of condition/Decent Homes Standard.	More reliable pace of decanting/Reduced member casework/ enquiries/informal complaints.
Valuation and compensation issues with leaseholders during the buy back process.	Front loading key information to leaseholders/ensuring clarity re: valuation process and costs.	Improved satisfaction of leaseholders, reduced staff time spent liaising with leaseholders.
Issues relating to handover of new build property by agents.	Improve knowledge/data on issues with contractors by incorporating post move-in survey.	Reduced incidences of complaints regarding new build handover issues.
Reduce opportunities for anti social behaviour and crime when decanted blocks become majority vacant (quality of life of remaining bidding tenants).	Ensure adequate policing/community support of estates/blocks being decanted. Ensure decant sites have adequate security staff and monitored surveillance from start of decant to demolition and site handover. Identify potentially vulnerable tenants at consultation stage – and ensure that adequate safeguards are in place/work closely and effectively with other Council departments such as Social Services.	Reduced incidences of reported anti social behaviour and crime during decant process.

5. What more could the Mayor do to support effective regeneration while maintaining mixed communities?

The Mayor could support effective local authority led regeneration in 3 ways.

- Funding – we welcome the Mayor’s Housing Zones and the flexibility provided within them and look forward to working with the GLA on the Barking Housing Zone. We believe this holistic approach to funding is the most effective way for regional and local government to work in partnership. We also support the Mayor’s campaign to lift the borrowing cap for local Housing Revenue Accounts. We have been successful in bidding for additional borrowing from the Local Growth Fund and believe this demonstrates our ability to effectively manage our asset.
- Planning – the Mayor could commit to taking a light touch approach to his powers on planning decisions in order to provide more certainty for local authorities leading estate renewal schemes.
- Infrastructure – the Mayor could take an even more robust approach with National Government on the need for additional infrastructure investment in East London in order to realise the potential for new homes and jobs. With the current dysfunctional housing market and major economic shifts, the Mayor has a fundamental role in steering investment towards this crucial area to create neighbourhoods, towns and cities of the future.

6. What triggers the decision to consider refurbishing or renewing in the first place – is it always about the condition of the building?

No, it is not always about the condition of the building. While, this is often the trigger, there are other factors which would trigger the decision.

- Community feedback – we listen to residents' comments about their experience in the building and consider whether there is potential to improve it.
- Delivering economic potential – for example, a site may be very close to public transport links and therefore could accommodate more homes and increase the value of the investment there. A site may have been built at a low density and so it is not meeting its economic potential and can accommodate more homes. Similarly, a site may not be providing homes which are in particular demand and so it is more economically viable to provide an alternative type of home.
- Financing options – in considering whether to refurbish or renew a building we also consider our capacity to invest in the building. Our HRA Business Plan has a detailed capital programme for 5 years of investment. In considering our actions for a building, we must also consider the actual ability to fund the works.
- Delivering social potential – a site may be able to achieve better social outcomes in terms of education, employment and health if it is remodeled. Anti-social behavior could also be reduced on a site through re-design interventions.

7. What guarantees are you able to make regarding rent levels and security of tenure for tenants?

The Council is able to guarantee rent levels to current tenants and ensure their security of tenure through the decant arrangements – this is a separate process to setting rent levels and tenancy terms for any additional homes provided through estate renewal.

The rent levels for new homes are set as part of the financial modeling for the project, which is part of the project planning and open to the consultation process. The Council may include higher rents on some of the new build homes, as part of our Strategy to provide a range of new housing options and to ensure the financial viability of the scheme.

Setting rents across the Council takes place through the Council's democratic rent setting process each financial year. The Affordable Rent Model has introduced a new dimension to rent setting, requiring the Council to factor in market rents to rent setting. In setting rents, we consider the Council's long term vision for housing in the borough as the rental income significantly affects our ability to invest in our homes and develop new homes. These decisions are made within the parameters of the Housing Revenue Account Business Plan, revised each year.

9. Have you undertaken carbon lifecycle or footprint analysis for any renewal projects?

We did not undertake a carbon lifecycle or footprint analysis.

10. How are the options made public and consulted on?

See the answer to question 3.

11. Is it best to provide a preferred option or develop a number of options for consultation purposes?

Our experience suggests that it is best to establish an iterative process so that the tenants and residents are involved from the start of the redevelopment. In this way, tenants and residents have established their own 'preferred options' throughout the scheme.

12. What process do you use to reconcile any conflicts between what estate residents might want and what represents sound asset management strategy from the provider's point of view?

At the most strategic level, Local Authorities are democratic organisations where policies and projects are delivered under public scrutiny.

We aim to balance any conflicts between estate residents and sound asset management strategy through both local level community consultation and negotiation and the more formal Council Executive and Scrutiny functions.

However, we believe that the best, most sound asset management strategy in a Local Authority Housing setting is one which delivers economic, social and community benefits. We are clear that our residents recognise the need for more good quality homes and that one of the ways we can deliver this is through an active asset management strategy.

13. Is stock transfer still valuable in terms of funding regeneration?

Clearly, this depends on individual schemes, their valuations and the partnerships the Council is able to establish. As a Local Authority we would consider the benefits to tenants as well as the financial benefits to the Council. The long term impact on the Housing Revenue Account would also be considered in terms of the value for money of using stock transfer to fund regeneration.

We have developed a funding model for the Gascoigne Estate which establishes an effective and valuable partnership between a Housing Association and the Council and delivers new homes.

14. Do you plan to bid for the new £150m regeneration fund?

No, we are not eligible for bid for this fund. However, were Local Authorities eligible to bid for the loan funding, we would bid for the fund as we believe we have a strong track record for delivering schemes which would otherwise meet the eligibility criteria. In particular, we have schemes which have the support of the local community; which have outline planning consent and which have a robust delivery plan. We would recommend that the bidding criteria are revised so that Local Authorities, which can demonstrate a commitment to innovative partnerships, can bid for this loan funding.

Response to London Assembly investigation into demolition and refurbishment of London's social housing estates from Westminster City Council

The City Council welcomes the opportunity to inform this enquiry. The regeneration of housing estates is an important way to increase housing supply beyond levels that could be delivered by the market. Additionally it supports wider City Council objectives i.e. to support economic growth and to address the wider social and economic issues found on some housing estates.

Question	Response
What is the purpose of regeneration programmes and who benefits?	<p>Westminster Council published its Housing Renewal Strategy in 2010, with the following aims:</p> <ul style="list-style-type: none"> • To increase the supply and quality of affordable homes to meet a variety of local needs, including housing for families • To improve the quality of the local environment with outstanding green and open spaces and housing that promotes low energy consumption and environmental sustainability • To promote a high quality of life for people of all ages and backgrounds, in safe, cohesive and healthy neighbourhoods, supported by a range of high quality housing and excellent community facilities • To enable people to maximise economic opportunity in Westminster with support for training, employment and enterprise, and housing tenures which help those in work to remain in the City • To create a more distinct sense of neighbourhood, ending the physical divide between Westminster's estates and surrounding local streets. <p>Our regeneration objectives are therefore wider than bricks and mortar and central to the programme are the wider community benefits, for example through provision of new community facilities, improved infrastructure, and employment and training programmes.</p> <p>Regeneration of an estate is carried out for the benefit of existing residents, particularly those who may be overcrowded or living in poorer quality accommodation; and to create additional affordable homes for those on the City Council's waiting lists for both social and intermediate housing. Existing social tenants have a right to return to a new home on the estate, as do resident leaseholders.</p>

<p>Which factors are considered in the decision to refurbish or demolish and rebuild?</p>	<p>The following factors are considered:</p> <ul style="list-style-type: none"> • Development potential of the site, i.e. existing and potential density • Condition of existing buildings and financial cost to maintain over the longer term • Popularity among residents, level of complaints, anti-social behaviour etc • Assessment of design quality and relationship to surrounding area • Overall financial capacity of the HRA • Resident opinion of proposals
<p>How are tenants and leaseholders involved or consulted and at which stages?</p>	<p>Steering groups are established for each proposed estate, consisting of residents, officers and design consultants. Residents are closely involved in the design work, and the whole estate or area has a right to vote on the final proposals. At stages throughout the process public meetings are held at which design and policy proposals can be discussed.</p> <p>There is a dedicated consultation resource (2 officers within the Council's Renewal team in tandem with an outsourced community engagement contractor for larger multi-site schemes), plus dedicated tenant decanting officers who assess residents' housing needs and facilitate rehouseings.</p> <p>Residents vote on plans and they are only progressed if there is a positive vote.</p>
<p>How does the regeneration work and, in particular, what are the key problems for estate residents during the process? How are these best managed and resolved?</p>	<p>The process in Westminster is for the City Council to undertake the masterplanning and site assembly work, prior to taking to our Developer Framework Panel for selection of a developer partner. None of the Westminster projects is on-site at this stage, but a number have received planning permission and the developer partner selection process for these sites is now underway.</p> <p>Key resident problems are:</p> <ul style="list-style-type: none"> ○ Some have emotional ties to their homes and it is a loss to them if they are being demolished ○ Some residents are vulnerable and moving can be very disruptive for them ○ There can be distrust about the process and if it is intended to benefit them ○ The whole process involves significant disruption ○ Leaseholders have bought homes in specific locations and even though they are offered a right to return, due to the nature of some schemes, they do not have the option to buy a home in exactly the same location on an estate ○ Some leaseholders views options to return i.e. with an

	<p>equity loan as a down grading of their home ownership status and there is less choice of mortgages when buying with an equity loan. Inheritance has been an issue for leaseholders with our equity loan offer</p> <p>These can be best managed by:</p> <ul style="list-style-type: none"> ○ Proposals being endorsed by a resident vote ○ Offering options to return to the area/estate for tenants and leaseholders to maintain long term connections. Leaseholders are offered the option to buy one of the new home outright, with an interest free equity loan or as a shared owner ○ Offering leaseholders independent financial advice about mortgages for equity loans and shared ownership products and working with CML/lenders in advance of them seeking mortgages ○ Employing a dedicated decant officer to assist with the moving and to assist vulnerable residents ○ Transparency and giving clear timescales ○ Constant resident contact
What more could the Mayor do to support effective regeneration whilst maintaining mixed communities?	<p>The Mayor could assist in enabling innovative intermediate housing options which are affordable to a range of customers.</p> <p>The Mayor could provide enabling or gap funding and bring together GLA agencies into regeneration partnerships.</p>
What triggers the decision to consider refurbishing or renewing in the first place – is it always about the condition of the building?	Typically, where we identify an estate that has potential to provide more homes, or where satisfaction, condition, and financial performance is below par.
What guarantees are you able to make regarding rent levels and security of tenure for tenants?	Existing secure tenants whose homes are to be demolished are rehoused in alternative council or housing association stock throughout the period of development; and have a guaranteed right to return to the new estate should they wish, paying the target social rent. Secure council tenancies are offered rather than fixed term ones to replicate their existing security of tenure
Have you undertaken carbon lifecycle or footprint analysis for any renewal projects?	
How are the options made public and consulted on?	Options are developed by contracted masterplanners in consultation with resident steering groups, and then voted upon by residents of the estate or area concerned. Exhibitions and public meeting are held to discuss proposals as they are developed.
Is it best to provide a preferred option or	Our experience is that it is best to work through a range of

develop a number of options for consultation purposes?	options with stakeholders and then present a preferred option to residents and other stakeholders.
What process do you use to reconcile any conflicts between what estate residents might want and what represents sound asset management strategy from the provider's viewpoint?	Residents on steering groups, involved in design and advocating for the scheme; but ultimately residents get to vote so what may be sound asset management may not get support in the end if the offer to residents is not good enough.
Is stock transfer still valuable in terms of funding regeneration?	The City Council would prefer to lead in regeneration, but funding programmes is an issue which could be addressed by local authorities having more capacity through greater HRA borrowing headroom.
Do you plan to bid for the new £150m regeneration fund?	No but we propose to bid for a designated housing zone