

**Residents Charter for
Canterbury, Geoffrey and York Closes
known collectively as the Lambeth Estate**

Agreed version - October 2018

Draft Residents Charter: Lambeth Estate October 2018

INTRODUCTION

The Residents' Charter is a set of principles and commitments from Riverside to customers on the Lambeth Estate. These principles and commitments will guide how Riverside and tenants work together on the estate redevelopment. Riverside is grateful to the Residents Steering Group members who gave up their time and worked with the independent tenants' advisor to raise issues to develop this Charter.

BACKGROUND

Riverside has selected Lambeth Estate for redevelopment, as existing homes and the layout of the estate are of poor quality. By rebuilding homes on the estate, Riverside can:

- Provide new homes for residents that are warmer and cheaper to heat
- Meet modern design and space standards
- Better meet the housing needs of residents
- Create a mix of housing types and tenures that meets the needs of the wider community

The overall approach to involving tenants

Riverside are committed to working with customers to re-develop the estate. Our approach is based on:

- Best practice guidance issued by the Mayor of London
- Addressing specific issues that you raise with us
- Acting upon tenants' feedback wherever possible and, where it is not, being honest about it and explaining why
- Involving tenants in shaping this Charter and reviewing it periodically throughout the redevelopment to enhance proposals based upon lessons learnt
- Giving every customer on the estate the opportunity to get involved and have your say through a ballot based upon core commitments set out in an offer document to take place late in the Autumn of 2018
- Ensuring that our developer partner works closely with the community and us to deliver high quality new homes whilst minimising the disruption caused by building works

There may be times when information is commercially sensitive and we can't share it with you. If that's the case, we will always be honest about it.

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REHOUSING

Riverside commits to: Guarantee existing customers rehousing within the new redevelopment unless a move to another area is requested, in which case we will work hard to try and achieve this.

- 1. Maintaining the same Tenancy Type:** This will be the same as your existing tenancy, secure tenants will remain secure, assured tenants will remain assured. Future lettings to incoming new tenants may be on the basis of assured shorthold tenancies.
- 2. 'Right to Return' and moving to a new homes (known as 'decanting'): Single Move:** The works to the estate will be organised to minimise as far as possible a double decant (move) for residents. We will aim for most residents to have a single move on the estate.
- 3. Size of homes:** Customers will be offered a home to meet their housing needs. If you are currently under-occupying your home (under-occupying means you have at least one bedroom more than the Government says you need), you can opt to be rehoused in a new home that matches your housing need or provides you with one extra bedroom.

Tenants who are currently over-crowded and are required to move due to the demolition of their home will be offered the correct size of property in the permanent move on the estate

We will agree with you your need housing prior to any decant and prior to any offer of a new home on the estate. Where a household's circumstances change, Tenants should inform the landlord as soon as practicable and Riverside will seek to accommodate this within the proposals as far as possible. Riverside will publicise a clear definition of what housing need will cover and how it is assessed. Changed circumstances will include, new people coming to live with you; children expected or born; adult children leaving home; members of the household having medical needs; members of the household dying.

- 4. Location of homes, (including floor and outlook):** Riverside will work with tenants to identify their preferences for the new build and to accommodate them where possible. Precise location and outlook will depend on the design and size of the new homes that get planning approval. As far as possible, each phase of replacement homes will provide choice of floor level, outlook, separate kitchens, etc.
- 5. Rehousing with neighbours:** Riverside will work with tenants to identify their preferences for the new build and to accommodate them where possible.
- 6. When Riverside makes an offer to a tenant, it should first take into consideration the tenant's needs based on the following list as far as possible. It should also be balanced against the type of property being offered and the individual preferences of the tenant:**
 - The phase location and floor level of the offer

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- You should be allowed to have pets in the premises, where it is reasonable and appropriate and permission has been sought
 - Full consideration should be given to the preference of the tenant about floor level and your preferences will be met as far as possible
 - Where you have a mobility problem, there should be easy access
 - If you are vulnerable, a full assessment of property's suitability should be undertaken before offering that property
 - You will be given the opportunity to make representations before an offer is made
- 7. Rehousing off the estate is you want this:** Riverside will offer options for temporary or permanent rehousing off the estate. We will aim to keep any properties that become empty on the estate as an option for anyone who needs a temporary move. This would be subject to phasing and may involve two moves.
- 8. Number of Offers:** As far as possible, Riverside will pre-allocate homes taking account of preferences set out above You will not be denied further rehousing offers within your phase if you do not accept the first one but only if you can demonstrate that offers you have refused were unreasonable and did not suit your requirements. We will take into consideration all issues that are key to residents in respect of allocation.
- 9. Adult Children:** In families with adult children, where they have long-term residence, Riverside will consider offering the choice of being decanted into separate tenancies on the estate. Each household would, in these circumstances, be rehoused in accommodation with the correct number of bedrooms for their household need.
- 10. Adaptations:** Tenants who require adaptations to their property due to disability or to the disability of a family member will be given a commitment that this will be carried out before they are required to move into a new property. Any necessary adaptations will be carried out in consultation with the tenant and their household and with the advice of appropriate professionals such as an Occupational Therapist. In addition, disabled parking will be prioritised near to homes as far as possible.

RENTS AND SERVICE CHARGES

Rents: If you are rehoused in the same sized property as the one you live in now, your rent will not change. If you require a larger property to suit your households needs your rent will increase for the additional bedrooms(s) in line with Riverside's existing rent levels. Any future tenancies created, as outlined in point 9 – Adult Children, will be charged London Affordable Rents that are set by the GLA.

Service charges Service charges will be set depending on the cost of providing the services to each block and estate. They will be considered as the design progresses and we will discuss with the Residents' Steering Group. We will aim to make sure service charges are affordable. Costs to be identified and considered as part of the initial design for:

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- CCTV, fob entry and other security running costs
- Landscape maintenance including apportionment between tenure types
- Lift running costs, maintenance and insurance

There will be a joint annual review of services provided with the RSG to look at costs and to ensure the service charge offers value for money.

Heating Charges: We will provide details of any changes as a result of a possible communal heating system; this will include modelling of comparative heating/hot water costs. Riverside and the developer will share examples of heating costs from comparable developments.

HOMELOSS AND DISTURBANCE COMPENSATION

No tenant of Lambeth Estate should end up out of pocket in respect of reasonable expenses if they must move because of their home being demolished. Riverside will pay the following compensation:

- 1. Statutory Home Loss Payment** You will be entitled to Home Loss Payment - £6,100, as of October 2017 (reviewed annually). This will be paid to all tenants who have resided in their homes for 12 months prior to moving. Where a tenant has rent arrears these can be deducted from this payment.
- 2. Disturbance Allowance** including: moving costs, such as help with packing, connection or disconnection of utilities like gas, electricity and water, and the redirection of post, as set out in the Land Compensation Act 1973. Riverside will organise, manage and cover the costs of moving and tenants will be kept fully informed during this process. Riverside agrees:
 - Hire of a professional removals company with the appropriate insurance cover to guard against damage in removals transit. We will recruit and engage the company and then settle the cost directly
 - For the benefit of elderly and/ or isolated, vulnerable tenants and/or tenants with a disability, the removals company will provide a full packing and unpacking service. Removal boxes will be dropped off at the home to be decanted one week before the day of removal
 - Re-direction of mail for period of 12 months.
 - Disconnection and reconnection of cooker. (Must use a registered Gas Safe Engineer if it is a gas cooker) It is sometimes necessary to claim for the cost of a new (electric) cooker if the new home only has electric (not uncommon in modern blocks of flats) and the tenant has a gas cooker. Where the new build

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homes do not have gas supply, Riverside will replace cookers and / or hobs with electric or induction appliances from a range agreed with the Residents' Steering Group

- Disconnection and reconnection of washing machine and dishwasher to include PAT Testing
- Disconnection and reconnection of phone line and extensions to include PAT Testing
- Disconnection and reconnection of computer and internet services to include PAT Testing
- Re-connection of existing satellite dish for TV reception, if there is not a dish or communal system in place in the new home
- The cost of dismantling and then re-assembling any garden storage shed bicycle racks, garden furniture, established plants It may be more realistic to purchase replacements
- Refitting existing curtains and / or blinds into the new home or where there are different size windows, providing new curtains.
- Lifting and refitting of new carpets into the new home
- Riverside will consider the adaptation or replacement of furniture that does not fit in the new home or if built-in storage is not provided.

Riverside will seek to maximize the use of direct payment of such costs to minimise the need for tenants to fund the expense and then having to reclaim it.

- 3. Reimbursement for tenant Improvements:** Where tenants have made, with prior consent of Riverside certain defined improvements to their homes, we will agree a reasonable compensation package if your home is demolished. Evidence of expenditure may be required where receipts are not available an independent assessment of value to be obtained

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4. Moving

Moving home can be a stressful and complicated process. The costs of using a company to help you move will be included in your disturbance payment. Tenants would like the choice to use their own removal company and recover costs, subject to an estimate agreed by Riverside, or to use a company from a list held by Riverside. However, some residents will require additional help.

- Residents who need help will be also offered help wrapping and packing.
- Residents who need help with dismantling items and disposing of items will be offered help.
- Skip days will be offered to enable residents to get rid of unwanted items in a skip on the estate. Alternatively tenants can leave unwanted items in their vacated home for clearance

Tenants to be given adequate notice of expected completion dates for their new home and offered a 2-4 week window for moving in to allow for time off from work to be negotiated. A longer moving period may be granted in exceptional circumstances. Flexibility to be allowed for phased moves and weekend moves.

DESIGN DEVELOPMENT

Riverside will work with customers, PRP Architects and Bellway on the design of the new-look estate, making sure we have a clear idea of your aspirations. We will work to meet these aspirations as much as possible, and the range of design items that we will work with you on includes:

- Open space, including play space and parking
- Storage space inside homes and garages
- Community facilities
- Heating systems: to ensure that fuel costs can be accurately predicted and tenants are not tied into costly systems they cannot afford to run
- Security of the estate, blocks and individual homes including fire safety
- Space standards
- Room layouts to include position and number of electrical sockets, radiators, TV outlets to allow for rearrangement of furniture
- Private external space including balconies
- Refuse disposal
- Placement and mix of blocks
- Choice on open plan or separate rooms (particularly kitchens and WC/Bathroom)
- Endeavouring to create as many bathrooms with windows as possible
- Selecting extractor fans, heating appliances and other electrical mechanical fixtures with full regard for running costs for tenants
- Density – number of homes on the estate and the height of blocks

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- Ensuring that tenants have the freedom to choose their own utility supplier and are not tied into a preferred provider. This is to be confirmed by Riverside.

This involvement in design will be met through the following opportunities:

- Residents' Steering Group involvement in design
- Estate-wide consultation on design, with opportunities to shape the masterplan layout of the new development, and comment on each phase and block design
- Opportunities for site visits to example schemes including the opportunity to talk to residents at these schemes
- Workshop sessions around public open space, community facilities, etc. as needed

Information to support residents in understanding and influencing design will include:

- Large format / scale drawings
- Photographs of built examples to support architectural drawings
- Clear labelling of all areas and size's including metric and imperial
- Colour copies of plans/drawing with a key
- Situation of new build in relation to actual site (showing north and sunlight)
- Placement of roads with clear indication of traffic flow
- Parking spaces
- Heights of each new build indicated
- Location of play area/ green space clearly defined
- Refuse and recycling sites
- Clearly identify entrance/exit to blocks
- Need to be able to see upper floors (stacking) on plans
- Size of room – indicate if it includes built in wardrobes
- Perspective views along roads, within courtyards and from within proposed homes

COLLECTIVE AND INDIVIDUAL CHOICE FOR NEW HOMES

Riverside and Bellway will consult the Residents' Steering group regarding materials, and finishes to the new homes: to include

1. Bricks rather than render or cladding finishes
2. Design of stair cases balustrades and floor covering to communal areas
3. Styles of balconies terraces fencing and walls
4. Play equipment, planting and paving to communal landscape
5. The naming of the new blocks, community facility and retaining historical features

Riverside will provide residents with individual choices on:

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1. Internal fixtures and fittings – from a range acceptable to Riverside for future maintenance but selected by the Residents’ Steering Group
2. Decoration – from a range selected by the Residents’ Steering Group
3. Floor coverings to exclude cheap vinyl – from a range selected by the Residents’ Steering Group

COMMUNITY INVOLVEMENT

Riverside will recognise and support an estate-wide Residents’ Steering Group. To promote the active participation of customers, Riverside will provide opportunities or you to work with Riverside staff, PRP, Bellway and other consultants through the process of designing and rebuilding the estate. The Steering Group will play a role in developing specific estate-based policies to make this possible. There will be support to help the Residents’ Steering Group through:

- Training offered to ALL representatives not just those who request it, a list of available training to be provided
- Communicating with residents across the estate
- Regular meetings with Riverside staff and consultants
- Independent Advice for individual tenants

Tenant and Residents Association

Riverside recognises the valuable work that the Close TRA carries out around the social and community life of the estate; as well as holding the housing management service to account for service standards. We will continue to support the TRA in this and explore opportunities for community investment with the partners. As new residents move to the estate, Riverside will support activities to promote community cohesion. This will include:

- Providing space and financial support for community activities and events to be agreed in advance by Riverside
- Providing support for the TRA and other existing community groups in the area
- Working with particular groups in the local community that need to be involved in the redevelopment
- Helping customers to develop new skills and supporting activities that support the local economy
- Asking Bellway to provide apprenticeship, local employment, enterprise support, training and work experience opportunities

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TIME SCALES

Riverside will provide details of the expected work programme including:

- Expected start and end date
- Details of phasing, what is included and when
- Clarity on where and when each existing block is likely to be rehoused
- Risks to the programme and process for advising residents

Clear information provided to tenants before the start of each phase. Where delays and work extensions are necessary, Riverside to provide an update to all tenants

CONSTRUCTION WORKING ARRANGEMENTS

Whichever design and phasing is settled on it is likely to mean that some residents will be living next to potentially disruptive construction work.

- Bellway will provide a named resident liaison officer with contact details (advertised to everyone and on site hoardings) to ensure that residents have an on-site point of contact in case of problems during construction
- Residents will be offered a respite space that can be used by residents and their family during disruption.
- We will ensure that any dirt or dust caused by work is minimised and will also ask contractors to ensure that windows/communal areas and doors are cleaned if necessary. Should cars require cleaning due to the works this will be arranged.
- Work arrangements will be clear to all residents with specific details of noisy work periods, acceptable working time
- Any unavoidable changes to working arrangements for deliveries, utilities diversions, weekend working, etc. will be advised to residents 48 hours in advance. Where such changes result from an emergency situation all residents will be contacted as soon as practical
- Sites and works will be organised to maximise the maintenance of resident's privacy during works
- Residents will be invited to regular site meetings with the contractor so they can raise any issues
- Parking may well need to be suspended and arrangements for any future or temporary permits will be made if practicable.
- Riverside will liaise with residents affected during the construction works, such as night shift workers, and work to minimise their disruption as far as possible.

AFTERCARE FOR NEW HOMES

Riverside commits that the experience of moving to a new home will be positive for tenants and that any issues will be resolved quickly. This will include:

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- A full inspection of all homes prior to being offered to tenants highlighting any “snagging” issues and a timescale to resolve these prior to a tenant moving in
- Full testing of the heating systems, plumbing, drains and electrical switches, lights, sockets and appliances
- Accurate meter readings
- Full instruction manuals to be included in the handover pack, training for tenants regarding any operating instructions and aftercare visits from Bellway and Riverside
- A contact name for reporting issues during the first twelve months and a clear definition of what will be resolved quickly and what will be dealt with at the end of the defects period
- Clear instructions regarding any settlement cracking, decorations and fixings to walls (Especially TVs, large wall fixtures, pictures, blinds, curtain rails, etc.)
- Post occupancy satisfaction surveys to be carried out at 1, 3 6 and 12 months

HOUSING MANAGEMENT

Riverside will agree a service level agreement for the new estate to ensure that the levels of cleaning, landscape and maintenance are provided after completion of the redevelopment regardless of the tenure and that high standards are maintained and monitored via monthly meetings / estate walkabouts to which tenants are invited.

The design and shared use of the landscaped areas will be supported by a service agreement to include cost-effective gardening and cleaning and recharging of remedial works to all homes regardless of tenure.

In addition, Riverside remains committed to encourage a sense of neighbourliness and will work to address anti-social behaviour including the use of legal remedies for serious cases if needed.