

# *Riverside's offer to rebuild your Estate*

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We are asking **you** to vote  
on the future of your estate  
(Geoffrey Close, York Close & Canterbury Close)

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Transforming **lives**  
Revitalising **neighbourhoods**

Riverside are working with residents to develop proposals that we believe will improve the quality of homes on your estate and provide tenants with a new, more energy efficient home with larger rooms inside.

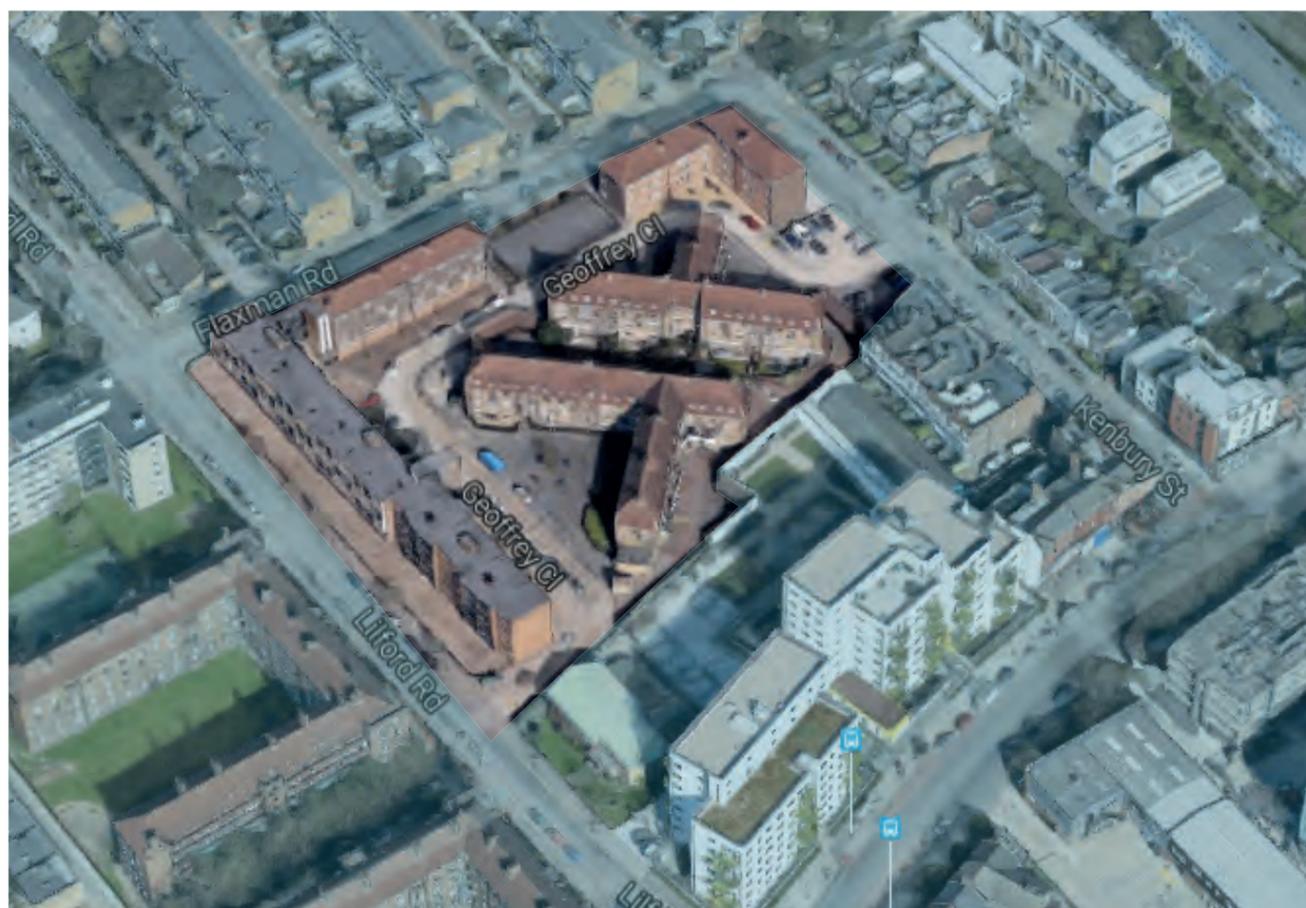
Before a planning application is begun we are asking you, as our tenants, to vote and say if you support the principles of these proposals.

This offer document explains what is being proposed, what it will mean for you and your family, how you can have your say, and what will happen after you have voted.

This document will refer to 'the estate', which includes 1-84 Geoffrey Close, 2-28 York Close and 1-24 Canterbury Close.

This document will cover:

- The problems we mean to address by rebuilding the estate
- What your new home and the new estate will look and feel like
- The impact on security, parking, refuse and storage
- Who will be living on the new estate
- How long rebuilding the estate will take and how you will only have to move once
- What will happen to rents (they will stay the same), service charges and bills
- Your rights as a Riverside tenant
- How we will help you move home and compensate you for the disturbance
- How you can participate in voting on the future of your estate
- How to get in contact with us if you have any questions



The estate

## How you vote will make a difference

Here is the question that tenants of the estate will be asked:

### Do you support Riverside's proposals for new homes on your estate?



#### If Lambeth Estate residents vote Yes

Riverside will build new homes on the estate. A full planning application will be submitted to London Borough of Lambeth, where the wider community will have an opportunity to comment on our proposals.

- All existing tenants will be given a new, more energy efficient home on the estate.
- The new homes will be at a size that fits your household's needs and therefore greatly reduce overcrowding on the estate.
- Most homes will be larger than the one you currently live in, with modern kitchens and bathrooms.
- You will keep the same tenancy as you have now.
- Rents will not increase for tenants moving to a new home with the same number of bedrooms.
- The demolition work will inevitably mean disruption and inconvenience for you. We will work with you to minimise this, support you in moving (only once) to your new home, pay you Home Loss of £6,100 and cover your moving costs.

There will also be new homes built on the estate which will be for sale. The sale of this housing will fund the new and improved homes for the existing tenants.

If the estate votes yes, Riverside will be given additional support by the Greater London Authority (GLA) contributing to the funding for new homes for social housing tenants.



#### If Lambeth Estate residents vote No

Riverside will not proceed with any new building on this estate. Riverside will remain your housing association and continue to meet the obligations expected of us as a landlord.

We will not be able to raise money to invest in rebuilding improvements to the estate and will not be able to address the overcrowding in many of the homes on the estate.

#### Q. How can I find out more information about what is being proposed?

A. This offer document will explain a lot about what is being proposed. It will also set out how we will be consulting with tenants over the coming weeks, including answering any questions you may have.

#### Q. When will we be able to vote?

A. Your voting paper will be arriving on 12 November 2018 and tenants will have three weeks until 3 December 2018 to cast their vote.

# Why we need to do this



## Overcrowding

Some of you on the estate are currently overcrowded and all tenants do not have the space a modern home would provide. Our proposals will enable us to address overcrowding by building more family sized homes, and to provide homes to meet these needs now and into the future.



## An ageing estate

As the buildings on the estate get older, the need to rebuild will become greater. In common with all social housing providers, we are exploring how we can help ease the housing crisis in all sectors whilst delivering improvements to existing tenants' lives.

The homes on the estate were designed and built to a lower standard than earlier housing estates, and to much lower energy efficiency and space standards than what would be allowed to be built today. The construction and design of the estate makes it very difficult to improve insulation, adapt homes for changing needs or improve access.



## Energy efficiency, and space

The current buildings lose heat far too easily, meaning tenants pay more in energy bills. New homes would meet modern standards for insulation, helping tenants keep warm at a far lower cost. The kitchens especially are much smaller than would be expected in a modern home. New kitchens would provide space for dishwashers, washing machines and modern appliances.



## Poor accessibility

Homes and buildings are currently difficult to access or move around in for older and disabled tenants, their visitors, or those with buggies. The new housing will ensure you live in homes that are not only accessible now but can be easily adapted.



## The right time for our residents

With a high number of tenants on the estate in their 50s and 60s, we believe that now is the best time to work with tenants and provide new homes which are designed so that they can provide safe, secure, permanent homes and adapted as people get older.



## Keeping your community together

We recognise the strength of the community on the estate, with a stable population and many tenants and families who have lived there for a long time. By building new homes now, and ensuring tenants can remain on the estate only moving once, we can retain the sense of community that has existed for many years.

To help with moving, we will pay you a disturbance allowance to compensate tenants for moving costs and you will receive a Home Loss payment currently set at £6,100.



## Government funding

The GLA is offering funding to help with estate rebuilding that will help deliver high-quality new homes for tenants. We believe that Riverside and estate tenants should both take advantage of this offer now as there is no guarantee that these funds will be available to improve tenants' homes and neighbourhoods in the future.

## Responding to the needs of our tenants

We believe there is a real opportunity to rebuild the estate, providing existing tenants with the modern, larger and energy efficient homes you deserve. The new housing proposals are designed to improve the lives of tenants living on the estate. Our design approach also means tenants would not have to move off the estate, and will only move once their new home is completed.

The proposals are to rehouse everyone on the estate in a home that is at least large enough to meet their housing need. We know from the Housing Needs Survey that 1 in 4 households is overcrowded on the estate. The proposals will help tenants live in homes that are the correct size for their households. Where tenants want to leave the estate, we will explore how we can help them within the rest of Riverside's housing stock.

The new homes will also be much easier to keep warm and everyone will be able to get a lift to upper floors.

We have developed the proposals for the estate through listening to individual tenants and the Residents' Steering Group.



Meeting with the Residents' Steering Group

You have told us the main changes you would like to see are:

- The improved estate needs to be safe and secure
- Parking needs to be managed better
- The community space (Mo Gorman Centre) needs to be upgraded
- Lifts to provide easier access to your homes.
- Open space on the estate should be better designed for children to play and the community to relax.
- Design standards within homes need to be improved, such as kitchens, internal space, better storage, and private balconies.

We believe that all these issues can be addressed with the proposal put forward.

We have also agreed a Residents' Charter with the Residents' Steering Group that sets out our commitments to our tenants' rights and rents, the rehousing and decision-making process, what will be built on the estate, and how it will be managed.

### Q. Why are you asking us what we think?

A. For two reasons. Firstly, we want this to be a decision that you make. Through working together with you, we will produce the best proposals for the future of your homes and the estate. Secondly, the GLA is offering funds to help improve estates and tenants' homes if tenants vote in favour of the proposal.

### Q. Have you looked at other options rather than rebuilding the entire estate?

A. We have looked at alternatives, all of which were either unaffordable or would only be temporary fixes that would not provide the long-term security we believe you deserve.

# What we are proposing

All of the homes on the estate will be demolished in phases and be replaced with modern new homes. The new social rented homes have been designed to meet the housing needs of our tenants who live on the estate now.

We have worked with PRP Architects to design the new buildings and homes. We asked them to stick to these principles:

- Keep the existing community intact
- All existing tenants will be offered new homes built to modern standards
- Larger homes with bigger kitchens and bathrooms
- Accessible for all ages inside and outside of your new homes
- Communal play areas for young children and shared outdoor spaces for other age groups
- Either a private balcony, front garden or patio provided for every home
- Improved security inside and outside of the new homes
- Improved internal storage space
- Improved insulation and heating making the new homes more efficient and cheaper to heat.



A view of the estate from Flaxman Road looking east

## What your new home will look like

All new homes will be built to modern standards. You will be able to work with the architects to choose the layout you want in your new home and how it will look. This will include choices on whether you want a separate or open plan kitchen and living room in your new home, as well as choosing from a range of kitchen and bathroom designs.

We will also provide you with individual choices on internal fixtures and fittings, decoration and floor coverings; all from a range selected by the Residents' Steering Group.

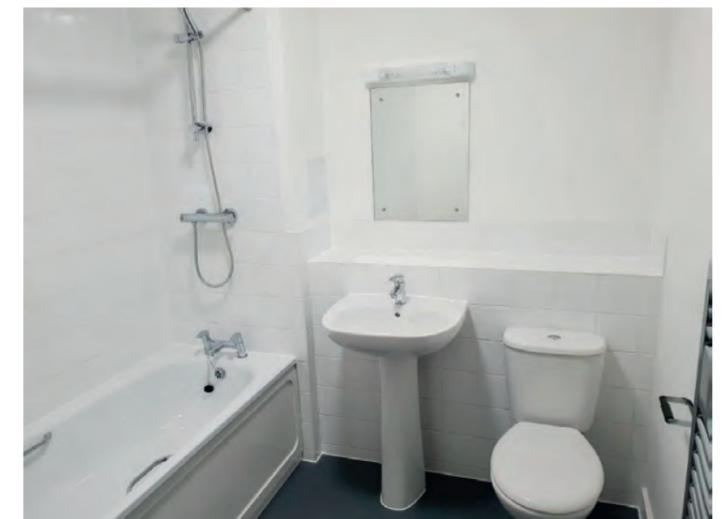
Here are some images of what the new homes are likely to look like inside.



Typical living room



Typical kitchen



Typical bathroom

## Floor plans

Here are four indicative floorplans showing what the layout for a one, two, three and four-bedroom home may look like.



A one-bedroom floorplan with combined kitchen, dining and living space



A two-bedroom floorplan with combined kitchen, dining and living space



A three-bedroom floorplan with combined kitchen, dining and living space



A four-bedroom floorplan with combined kitchen, dining and living space

If you live in a 2 bedroom home or larger, you will be able to choose if you want to keep the kitchen open plan or keep the kitchen in a separate room off the living room. Approximately half of the one- and two-bedroom flats are not expected to have a window into the kitchen.



## Larger homes for most residents

These illustrative plans identify the difference in overall area between the existing properties and those to be delivered as part of the new buildings.

Most new properties will be larger than the existing properties and every home will have their own private balcony or garden to provide additional space. See below for examples of size changes.



### STUDIO

All existing studios are to be reallocated to a 1 bedroom 2 person flat as a minimum. (single floor)

Existing property: **28 sq.m.**  
301 sq.ft.  
GLA (minimum): **50 sq.m.**  
538 sq.ft.  
Balcony: **5 sq.m.**  
54 sq.ft.

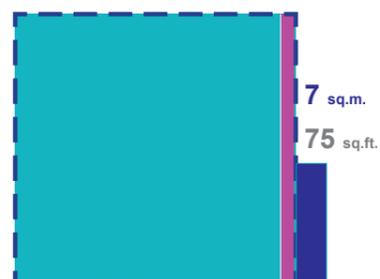
+ 22 sq.m.  
+ 237 sq.ft.



### 1 BEDROOM 2 PERSON (single floor)

Existing property: **41 sq.m.**  
441 sq.ft.  
GLA (minimum): **50 sq.m.**  
538 sq.ft.  
Balcony: **5 sq.m.**  
54 sq.ft.

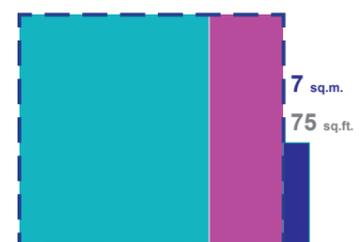
+ 9 sq.m.  
+ 97 sq.ft.



### 2 BEDROOM 4 PERSON (single floor)

Existing property: **69 sq.m.**  
742 sq.ft.  
GLA (minimum): **70 sq.m.**  
753 sq.ft.  
Balcony: **7 sq.m.**  
75 sq.ft.

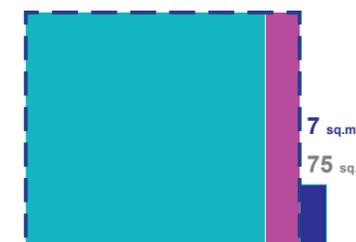
+ 1 sq.m.  
+ 11 sq.ft.



### 2 BEDROOM 4 PERSON (maisonette)

Existing property: **70 sq.m.**  
753 sq.ft.  
GLA (minimum): **83 sq.m.**  
893 sq.ft.  
Balcony: **7 sq.m.**  
75 sq.ft.

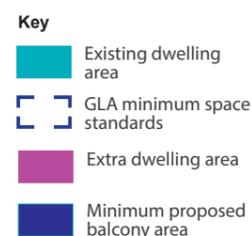
+ 13 sq.m.  
+ 140 sq.ft.



### 3 BEDROOM 4 PERSON (single floor)

Existing property: **68 sq.m.**  
732 sq.ft.  
GLA (minimum): **74 sq.m.**  
797 sq.ft.  
Balcony: **7 sq.m.**  
75 sq.ft.

+ 6 sq.m.  
+ 65 sq.ft.



## Balconies

At the most recent consultation event we asked those who attended what they would like the new balconies to look like. The majority of tenants voted in favour of “inset” balconies like the one shown in the image below. The Architects will use this feedback in designing how the scheme will look in the planning application if tenants vote yes in the upcoming ballot.



## Accessible homes

The new homes will be accessible throughout and every building will have lifts, helping wheelchair users, those with push chairs and buggies and older residents, to access any level of the new buildings.

The lifts will make carrying shopping and other heavy objects to your home much easier.

## Storage

Each flat will have storage within the flat itself that meets London Design Standards.

There will be plentiful provision for all cycles to be stored in secure cycle storage that has been designed into the scheme. We will look to supplement this with some external storage.

**Q. If I am getting a bigger home, will my rent go up?**

**A.** Rents will be kept exactly as they are now if you are moving into a new property with the same number of bedrooms. Only if the number of bedrooms changes will your rent change. You can read more about rents and charges on page 19.

## What the new estate would look like

The new estate will be designed with input from residents, to modern standards and will be designed to look attractive from the outside as well as inside. Internally, tenants will be able to choose fixtures and fittings. We have listened to residents' feedback, and so our approach is based on making sure existing residents get to move first to their new homes, and only have to move once.

- Tenants will be able to access all open space provided on the estate
- There will be an increase of trees on the estate and more planted areas
- Improved arrangements for parking
- A new community space to replace the Mo Gorman centre
- The design and appearance of the new blocks will not distinguish between homes for social rent and for-sale homes
- Safer homes and estate with CCTV, a concierge on site and buildings designed to reduce crime such as overlooked car-parking areas
- Streets through the estate will have on street parking and planting, with safe routes for those walking, driving and cycling
- Improved access for emergency vehicles and refuse vehicles.
- The opens space by the social housing will be gated and for the exclusive use of the Riverside tenants. This will include a secure play space for under 5's together with benches for those that want to rest and enjoy the new open spaces.
- There will be a new Housing Officer to manage open space maintenance, estate cleaning and caretaking, day to day repairs, and deal with anti-social behaviour.



A view of the estate from Flaxman Road looking east



The view from inside the estate looking west towards Lilford Road



A view from Lilford Road north west

## A safe and secure place to live

The estate will meet Secured by Design Standards approved by Metropolitan Police. Through the design of the buildings we will make the estate safe and secure by providing CCTV and improving street lighting.

We will create safe homes by providing secure front doors with intercom entry systems and fob-controlled access to buildings. Communal open space will have gated access for residents to use and enjoy and will be overlooked by nearby homes to allow for supervision.

Vehicles will be kept away from open spaces and play areas for safety. In the areas where parking is provided, this will be overlooked by the surrounding homes for greater security.

There will be a gated open space area exclusively for the use of Riverside tenants to provide further security for the under 5's play area.



An aerial view of the new estate

## Improved landscaping

At the most recent consultation event we asked those who attended what they would like the landscaped areas and play spaces to look like; the images below received the highest votes.

This will help us develop our detailed designs for the open space for the next consultation event.



## Car parking

It is our intention that all external parking spaces provided on the rebuilt estate will be allocated to existing tenants who currently park on the estate. This will include disabled parking bays.

We are working to ensure that the number of parking spaces provided is enough to offer each household, that currently has a parking space on the current estate, a parking space on the future one.

The total number of parking spaces we can provide will be subject to approval by Lambeth's Planning Authority. Where more parking spaces are needed for existing tenants, we will help tenants to apply for a permit to park in the local controlled parking zone. Riverside will pay for the cost of these permits for the first five years.

There may be a temporary loss of on-site parking spaces during construction. We will help any tenant temporarily losing a space to apply for a permit to park in the local controlled parking zones, which Riverside will pay for whilst parking is not provided during the works.

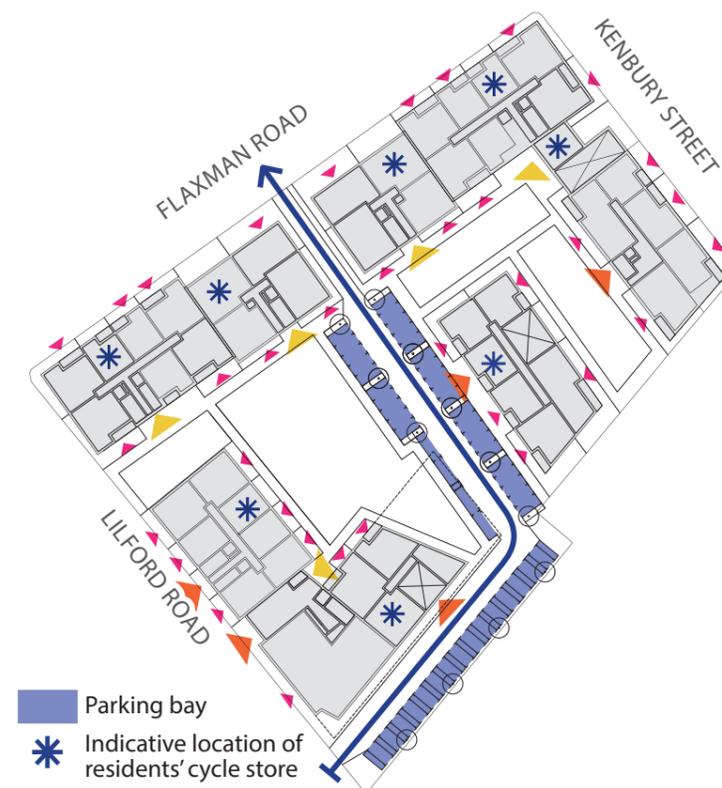
## Refuse

Each resident will be able to dispose of refuse without having to leave their block, and external access for removal of bins will also be designed into the new buildings.

## Space for the community

As well as new homes, there will be a community space to replace the Mo Gorman Community Centre, play areas, and support for the Tenants' Association and other Community Groups.

We will work to ensure that new residents are welcomed into the community and sign up to shared neighbourhood standards of behaviour.



- Parking bay
- \* Indicative location of residents' cycle store
- ▲ Main entrance
- ▲ Secondary entrance
- ▲ Private ground floor entrance
- ➔ Vehicle access
- - - ➔ Refuse and emergency services route



- \* Indicative location of children's playspace
- \* Indicative location of residents' community space
- Public open space and community heart
- Public linear open space
- Communal residents garden
- Accessible roof garden
- Shared surface landscaped street

# The additional homes on the estate

The proposal is to build 138 homes for social rent to replace the existing homes. There will be around 260 for-sale homes to help pay for the cost of the new homes. The for-sale homes will be along the Lilford Road side of the estate and will be taller than the new homes for existing tenants.

The number and size of the homes for social rent is based on the housing need of the tenants living on the estate now. All tenants will be offered a new, modern home that is suitable for the size and needs of their household, with the same tenancy type as they have now.

Tenants who are living in a home that is currently larger than their needs will have the option of a new home that is one bedroom larger than their housing need. We have written to every tenant who completed the Housing Needs Survey, setting out the size of home we think you need.



The view from Kenbury Street looking north west

## Q. Do I have to move off the estate?

A. Not at all, you do not have to move off the estate. We know it is important to tenants to keep the existing community together as part of our approach to providing modern, spacious homes to resolve overcrowding and reduce energy costs. Existing tenants will be able to stay in their current home, and only move once their new home is completed.

## Housing mix

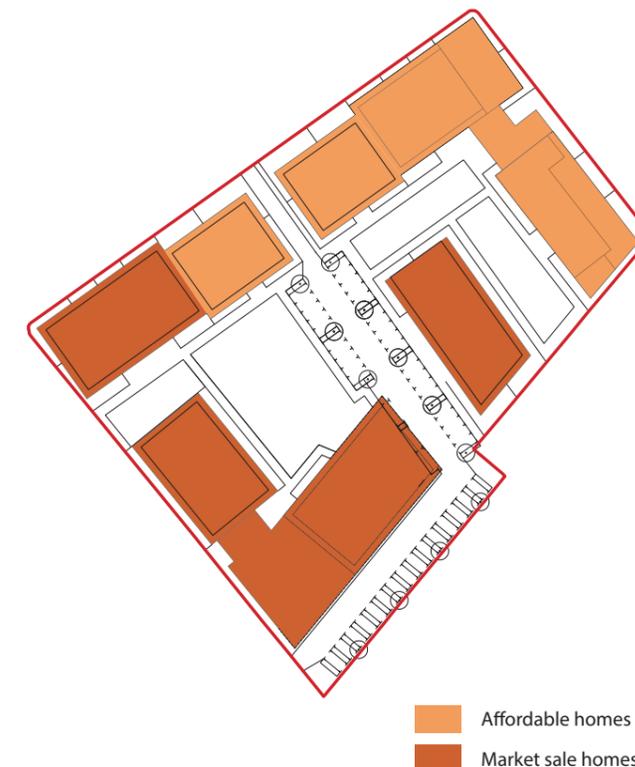
To solve the overcrowding on the estate, we will build more two, three and four-bedroom flats for existing tenants. This will increase the amount of social housing habitable rooms by over 30%

	EXISTING SOCIAL RENT	PROPOSED SOCIAL RENT	UPLIFT
TOTAL	135	138	3
HAB ROOMS	358	475	33%

	PROPOSED SOCIAL RENT	PROPOSED MARKET SALE	TOTAL
TOTAL	138	260	398
% OF TOTAL	35%	65%	
HAB ROOMS	475	709	1184
% OF TOTAL	40%	60%	

To fund the new homes for social rent and reduce overcrowding, we estimate the number of homes for sale to be about 260. These are mainly one and two-bed flats, with some larger family-size homes for sale. The exact number will be determined through the planning application.

We have proposed this layout as it allows us to move households only once and help existing tenants to move to new homes first, with the final part of the development being made up of homes for sale.



## Q. Will the for-sale homes be better quality than the social rent homes?

A. They will look the same on the outside and be of a similar standard on the inside. We will work with existing tenants to customise their new homes.

## Q. Why are the social homes and the for-sale homes kept separate?

A. Our tenants told us that they wanted to keep the sense of community on the estate. By building all the social homes first before the for-sale homes, we are able to ensure that everyone only has to move once and remains on the estate throughout the construction phase. This has meant that the homes for existing residents and future residents are located in different parts of the site. See the next page for more information.

# How it would be built

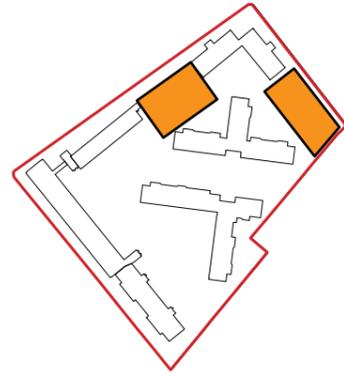
To keep all tenants on the estate throughout the development and ensure that tenants only need to move once, the development will happen in three phases.

## Phase 1

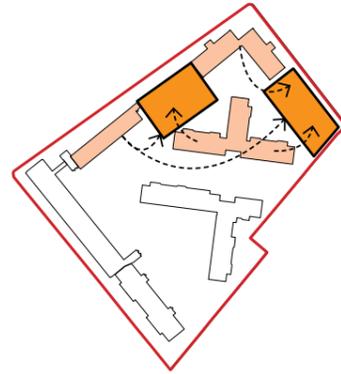
New homes will be built on the play space at Flaxman Road and the car park on Kenbury Street (shown in orange on the right).

When these new homes are completed, tenants from 53 to 84 Geoffrey Close and 1 to 24 Canterbury Close will move into the new homes.

Phase 1 build



Residents move into new homes

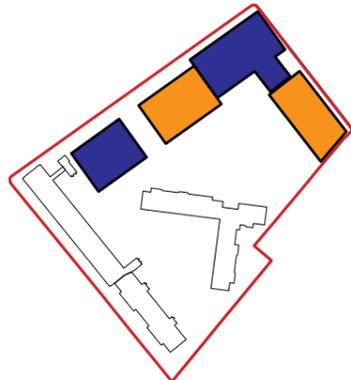


## Phase 2

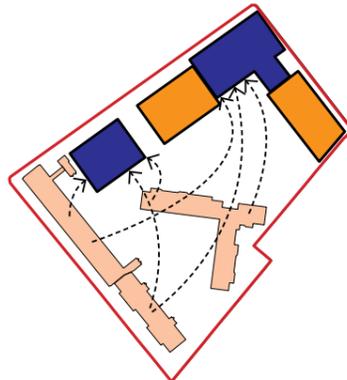
After 53 to 84 Geoffrey Close and 1 to 24 Canterbury Close have been vacated, they will be cleared to make way for the rest of the new social homes to be built (shown in blue on the right).

Once these new homes have been finished, the remaining tenants from 1-52 Geoffrey Close and 2-28 York Close will move into them.

Phase 2 build



Residents move into new homes



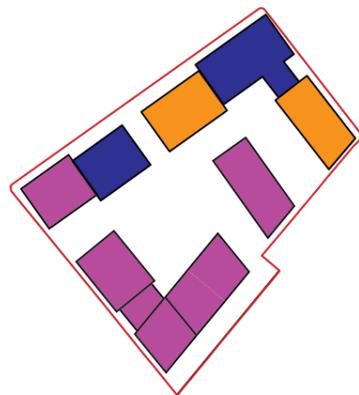
## Phase 3

When 1-52 Geoffrey Close and 2-28 York Close are vacated it will also be cleared and the building work for the for-sale homes will begin (shown in purple on the right).

By doing the phasing this way, we can keep all tenants on the estate and in the area throughout the process and ensure that tenants only need to move once.

If you are unsure which phase your home would be included in, we will be more than happy to explain this to you individually.

Phase 3 build



# Timescales

When the development starts will depend on the ballot result, a planning application and further discussions with tenants.

Below is an estimated timeline of how the development would proceed once building starts.

### Year 1

Preparation work will be completed and the new homes on the site of the former play space and car park will be well underway.

### Year 2

Phase 1 will be complete.

The first wave of tenants will be in their new homes.

The vacated homes will also be cleared.

### Year 3

Phase 2 will be well underway with the second wave of new social homes nearing completion.

### Year 4

**Phase 2 will be completed and all existing tenants will be rehoused in their new homes.**

The work to clear the rest of the old estate will be nearing completion.

### Year 5

We will be into Phase 3 with the building of the first for-sale homes.

It is possible that some of the for-sale homes will be lived in by now.

### Year 6

Phase 3 will be almost complete with much of the for-sale homes sold and lived in.

### Year 7

Phase 3 will be complete, and all the for-sale homes will be finished and sold.

The final parts to be done will be the landscaping, planting and public realm improvements for the estate.

### Q. Won't the estate become a building site for 6 years?

A. During the works on the estate, the working hours will be restricted to the day times and there will be no work on Saturday afternoons, Sundays and Bank Holidays. There will be noise and dust mitigation measures to reduce the impact on residents.

We have partnered with one of the top 5 house-builders, Bellway Homes, who have substantial experience of phased development. They will ensure that completed and existing homes are protected from the construction works. Regular communication on the proposed works and progress will be provided by Bellway's dedicated Resident Liaison Officer. Riverside will also be working with you, the Residents' Steering Group and Tenants' Association to reduce impact.

# Tenancies, rents, charges and bills



## Tenancies

All current tenants will be offered the same tenancy as they have now.

- Assured Tenants will be offered an Assured Tenancy
- Secure Tenants will be offered a Secure Tenancy
- Adult children of existing tenants will be able to let new homes on the estate.



## Rents

Rents will be kept at the existing rent levels for almost all tenants whose bedroom size remains the same. If you move into a smaller or larger home, you will be charged the average rent for that sized home. Any future tenancies created will be charged London Affordable Rents that are set by the GLA.



## Service Charges

Service charges will be set depending on the actual cost of providing the services to each block and estate. A better, modern building with more services for tenants such as lifts will have an increased service charge. Service charges will be considered at design stage and Riverside will agree the improved services with tenants to ensure they are getting value for money and that charges remain affordable.

Areas likely to cause an increase from existing service charges due to ongoing maintenance are:

- New CCTV together with modern door intercom systems
- New lifts accessible to every household
- New landscaped areas will provide spaces for the community to enjoy, and play areas provided for children
- A communal heat and power boiler will reduce energy costs and individuals can regulate their energy usage, paying only for what they have used
- Media infrastructure will be designed in to support tenants in accessing modern television and web-based services.

The average service charge per home across the estate will increase by about £10 per week to maintain these improved services.



## Bills

The new buildings will have modern standards of insulation and energy efficiency. This means tenants should pay a lot less to heat their homes, especially in the winter. Tenants will have the option to choose their preferred electricity provider in the new homes.

All tenants pay their water charges to a water company and this will stay the same in the new homes. All new homes will be fitted with water meters to meet the current building

regulations which should reduce water bills for some tenants. The new homes will include water saving features including spray taps, showers, and short and long flush toilets to help keep costs down further.

We will also work to ensure the new buildings have well integrated high-speed broadband and is optimised for strong wi-fi performance which will improve the value of what tenants pay for their internet connection.



## Changes

The difference between your current home and the proposed one:

- Rents will be kept at the same rates
- Service charges will increase in line with improved services
- Heating bills will reduce.

All households will be offered an opportunity to sit down with us and calculate what the likely change in their weekly bills will be in their new homes on a confidential basis.



## Housing Benefit and financial support

If you claim Housing Benefit, you will continue to claim it in the same way that you already do although you will need to update Housing Benefit with your new property details and updated housing costs when you move. If you receive partial Housing Benefit or if your Housing Benefit does not cover all of your housing costs, we will work with you to maximise your income and to support your benefit claims.

We have an income maximisation team that offer a holistic service to support you with your income, expenditure and benefits. The income maximisation team are made up of an Intensive Intervention Officer, Employment and Training Officer, Affordable Warmth Officer and money advice. We will work with you confidentially on a one-to-one basis to address your financial circumstances and support you in any benefit claims that you make.

**Q. I currently live in one of the estate's bedsits. If I get moved to a larger home, will I have to pay a higher rent?**

**A.** If you currently live in a bedsit on the estate and you move to a one-bed home your rent will not increase, however it will increase if you move to a two-bed home. If you would like to arrange a home visit to discuss your specific situation please contact us using details on page 23.

**Q. What about the cost of moving things like new curtains that we will have to get?**

**A.** We will pay you Home Loss Payment which is currently set at £6,100 and reviewed annually. We will also pay you a Disturbance Allowance to cover moving costs. More details of what the Disturbance Allowance will cover is set out in the Residents' Charter.

# Your rights

## Right to Remain

As part of our Residents' Charter all tenants will have a Right to Remain on the estate. This will never be taken from anyone with a tenancy with Riverside.

## Allocations

We will be offering you a home that will suit your housing need, this will alleviate the overcrowding that many of you are currently experiencing on the estate. We will work with you to allocate a property that accommodates your needs and will carry out affordability checks to ensure that the property also meets your financial needs.

## Size of homes

Tenants will be offered a home to meet their need. 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 above your current need. For example, a couple who require only one bedroom but living in a three-bedroom home will be able to choose to move into a one-bedroom or two-bedroom home.

## Location of homes

We will work with tenants to identify tenant preferences for the new build and to accommodate these where possible. The exact location and outlook will depend on the design and size of the new homes that get planning approval.

## Rehousing with neighbours

We will work with tenants to identify their preferences for who they would like to live close to in the new build and to accommodate these where possible. We will offer options for temporary or permanent rehousing off the estate if you want this.

## Compensation

Tenants will be entitled to a Home Loss Payment of at least £6,100 as part of this move. This is a payment that the landlord has to make, by law, where they are asking you to leave your home. Tenants not in rent arrears can spend this anyway they wish. We will also pay all tenants a Disturbance Allowance, which includes moving costs. Further details about moving arrangements are contained in the Residents' Charter.

## Designing your home

We will provide tenants with individual choices on:

- Decoration – from a range selected by the Residents' Steering Group
- Kitchen units – door fronts, worktops and handles
- Floor coverings – from a range selected by the Residents' Steering Group
- Tenants will also be able to work with the builders to choose what layout they will have in their new home such as a separate or open plan kitchen.



## Tenants' rights after moving home

Existing tenants who move into our new homes will have the same type of tenancy, with the same rent level as they have now if their number of bedrooms remains the same. If you have an Assured Tenancy with us now, you will be offered an Assured Tenancy of your new home. If you have a Secure Tenancy with us now, you will be offered a Secure Tenancy of your new home. Your tenancy rights and our landlord obligations to you will remain the same as they are now.



View from Lilford Road looking east down Flaxman Road

This offer document for tenants has been developed from engagement with tenants on the estate, and with the input of the Resident Steering Group and aims to cover all the key information.

You may also have more questions about the proposals and our team will be on hand to answer anything you wish to ask.

We will also offer home visits with every single household on the estate, to sit down with you and go through how the proposals would affect you.

### Contact details

You can contact the team at [Lambeth@riverside.org.uk](mailto:Lambeth@riverside.org.uk) or call 0345 111 0000.

The question tenants will be asked is:

### Do you support Riverside's proposals for new homes on your estate?

The eligibility of who can vote is determined by the GLA and not Riverside. Residents who are eligible to vote will be sent details of the ballot by an independent company that will carry out the ballot, Electoral Reform Services (ERS).

You are eligible to vote in the ballot if one of the following criteria apply to you:

- You are aged 16 or over on the date of the ballot and are the named social tenant who lives on the estate
- You are a resident of the estate aged over 16 and have been on Lambeth Council's housing register for at least one year
- You are living in temporary accommodation on the estate and have been on Lambeth Council's housing register for at least 12 months.

ERS will send out the ballot papers, collect completed ballot papers and votes and count the votes, and inform us of the result. ERS is an independent company that are approved by the Mayor of London to conduct tenant ballots.

Residents will be able to vote by:

- Returning the ballot papers to ERS in a reply-paid envelope
- Using a unique code to vote by text
- Using a unique code to vote through a secure website.

Details on how you can vote will be sent out with your ballot.

**If your ballot does not arrive you will need to contact ERS on 020888 899 203 or email [customerservices@electoralreform.co.uk](mailto:customerservices@electoralreform.co.uk)**

Your ballot will remain private and we will never be told how any individual has voted.

*Q. I would like to have a meeting to discuss the proposals and how they will affect me. How do I arrange this?*

**A.** If you contact our project team on [Lambeth@riverside.org.uk](mailto:Lambeth@riverside.org.uk) or 0345 111 0000, they will be happy to arrange a meeting to talk through the proposals.



# The result

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There is not a minimum turnout for the ballot. The ballot decision will be decided by a majority of those voting. We will announce the result of the ballot in a post on the Riverside website, and by sending an email and a letter to every resident who is eligible to vote.

## Ballot timetable

Offer Document to Tenants	29 October 2018
Tenant Ballot starts on the proposals	12 November 2018
Tenant Ballot on the proposal closes	3 December 2018

## Planning application

If the proposal is supported by the ballot, we will submit a planning application to Lambeth Council in 2019. We will work with the Residents' Steering Group and tenants from across the estate to develop the details of the design and what goes into a planning application.

Dates after this point depend on how long it takes Lambeth Council Planning Department and Planning Committee to decide the application. We hope that the council will be able to determine the application by the autumn of 2019. If that is the case, construction can start on the site before the end of 2019. All of the current proposals will be subject to the planning application decision.

## Ongoing consultation

If tenants vote in favour of this proposal, we will continue to work with the Residents' Steering Group, architects and construction partner and consult individual tenants and households to develop more detail in the designs for the new homes on the estate.

We are committed to keeping all tenants up to date with the redevelopment proposals. We will continue to hold consultation events on the estate to seek your ideas and feedback and we will send you update letters and newsletters and ensure that our Lambeth Estate webpage always has the latest information on what is happening.

Additional copies of this document are available on request.

If you need help understanding the document (including translation into another language) please contact Riverside. If you need independent advice about what the proposals mean for your household please contact Source Partnership.

### *Q. Could I get independent advice?*

**A.** If you require independent advice on this offer, or how the proposals could affect you, please contact Source Partnership, the Independent Tenants' Advisor, providing support to tenants on the estate on Freephone 0800 616 328 or email [info@sourcepartnership.com](mailto:info@sourcepartnership.com).





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