**Consultation event 3 - Allocations procedure and Decant strategy - your questions answered.**

1. **When will work start?**

We are on track to submit a planning application this summer. Depending on the planning application being approved, we aim to be on site in spring/summer 2021 depending on when the planning application is approved.

1. **My phase has moved from phase 1 to 2. Geoffrey Close is now moving into phase 1 not Canterbury. Why?**

Previously in phase one, we were going to build two blocks at the same time. Now we can only build Block A first, this will be built in the car park on Kenbury Street, we then need 71-84 Geoffrey to move into Block A in order to build Block B1 and B2. Unfortunately the mix of homes within Block A cannot accommodate the need of residents currently living in 1-24 Canterbury, hence they cannot move first.

1. **I’m interested in buying a shared ownership property – will I be able to do this and how do I find out more?**

We don’t yet know how many shared ownership properties will be available within the scheme. Once we do we will share this information with residents and let you know how to apply.

1. **Will the blocks definitely have lifts as I am disabled?**

All of the affordable blocks will have 2 lifts, all homes will be fully accessible to all, regardless of which floor you are on.

1. **How will the parking be allocated on site?**

During construction there will be no onsite parking. Those tenants that currently have parking permits on site will be granted parking permits that we will pay for in the Controlled Parking Zone (CPZ) during construction. Thereafter those with current disabled parking permits will have these re-provided on site. The rest of the estate will be provided with a CPZ parking permit which Riverside will pay for 5 years, this will allow you to park in the surrounding roads.

1. **I’m not happy with parking permit situation; it will be difficult trying to park on the street? How will the permits be awarded?**

Tenants that currently have a parking permit on the estate will be issued with a CPZ parking permit, Riverside will pay for this for 5 years. A survey has been carried out which shows capacity for parking within the surrounding CPZ.

1. **Will the parking permits be available as soon as the work begins?**

The parking permits will be available once construction starts and you are no longer able to park on the estate. We will write to you to confirm the timeline and process around this over the next couple of months.

1. **I have a disability and am struggling in my current home. I’m due to move in phase 3 which is a few years away, can I move sooner?**

We anticipate that that there will be more flexibility than is currently shown in the decant strategy (consultation event 4) as we move through each construction and demolition phase. Our intention is to try and accommodate where possible those people that wish to move outside of their allocated phase.

1. **I need a three-bedroom wheelchair accessible home but I can’t see them on the plans, can you tell me where this is likely to be?**

The 3 bed wheelchair units are located on the ground floor in Block A- Phase 1, this is shown in consultation event 4.

1. **Will I get a choice about the flat I’m offered?**

We will allocate homes based on your housing need, we will then aim to meet your preferences as far as possible in offering you the most suitable home. If you wish to seek an alternative choice of home we will work with you to identify the most suitable flat to meet you need.

1. **Every time Riverside comes back to residents the plan is changing. Will you change this again?**

The design of your estate has evolved through consultation with you the tenants, the GLA and Lambeth Council, the changes made are in response to feedback from all stakeholders. We are confident the scheme is now at a stage which incorporates all feedback and unlikely to change, unless Lambeth planners request amendments or reject the application. We will share with you the scheme we submit for planning.

1. **Can you tell me more about the disturbance we can expect while work is going on?**

Now that consultation with you prior to planning submission has finished, our next steps will be to hold a series of events to talk to you about the construction and demolition phases and how that will impact on each block, there will be further details on this over the next couple of months.

1. **If I move off the estate now, will I still have the right to return?**

Yes everyone that moves of the estate prior to the redevelopment being completed has the right to return (unless evicted).

1. **I want to move off the estate and have filled in the forms but nothing has been done. How long will I have to wait to find out if I can move?**

We are working with the housing team to identify transfers for those that wish to move off the estate. Stock in the local area is limited with very few homes becoming available to re-let. Please do contact your housing officer, David Wade for an update on your transfer.

1. **Will those with wheelchair units be close enough to the wheelchair parking spaces?**

Parking is provided throughout the scheme in small courtyards to ensure that it is not too far away from the properties.

1. **Will the guardians be offered a permanent home on the new estate?**

The guardians occupy the flats on a licence agreement, they do not have and will not have the right to a new home on the estate.

1. **My health situation has changed since you did the housing needs survey. Will you be doing another survey before work begins to make sure tenants get a home that is suitable for them?**

We have held surgeries and consultations over the last year to ensure that you have the opportunity to update us on your housing need. If your need has changed then please contact your resident liaison officer, Mandy Rana 07929 368603 or email the team at lambeth@riverside.org.uk

1. **Will Coronavirus make Riverside re-think the scheme; I’m worried that the current design will put people in much more direct contact, with long corridors and street properties next to pavements?**

The scheme has not changed as a direct result of coronavirus as there is no requirement to do this, however homes will be designed so that every household will have a private outdoor space, improved ventilation and outdoor areas for everyone to enjoy. The quality and sustainability of homes will also make them more accessible for all residents for years to come.

1. **It’s too long a wait for the decant given the condition of my flat. Can I move to an empty property in the meantime?**

We would need to assess the condition of your home before considering a transfer, please contact your housing officer, David Wade on 0345 111 0000 to book an appointment to assess the condition of your home.

1. **I understand the moving phases but when will I know which flat I’m going to get?**

This will come after planning permission is granted, we aim to update you on the allocations of homes later this year.

1. **Having no window in the bathroom will cause damp. How are you designing for good ventilation in the flats?**

We will have modern ventilation systems to ensure damp does not become an issue. These systems are used across all of the homes Bellway builds which are flats. When we get into the detailed design process we can share more information about this and how this will work in practice.

1. **I’m concerned about the proximity of flat doors and exits to the road/pavement. How will access to the blocks relate to the road or the pavement particularly for residents with accessibility issues?**

There will be level access into all entrances to ensure that they are accessible for all and entrances will be set back from the pavement.

1. **I live at Canterbury Close, won’t the building of Block A in Phase 1 block out the sun coming into my home?**

The building of Block A is likely to take one-two years and will impact the view and potentially light depending on where your property is situated within Canterbury Close. This will be a temporary arrangement and we will do our best to limit the impact from the building site on existing homes. When we have obtained a planning consent we will discuss with Bellway as our contractor the likely impact for residents whilst they are on site and share this information with you.

1. **What about the block heights across the whole scheme – won’t they affect the light in flats and block out our views?**

We have ensured through our design that we make as many of the new homes dual aspect as possible which means natural light can enter from different directions. We are designing the scheme so that is complies with daylight and sunlight guidance to ensure that no homes are disproportionately affected by the height of buildings that are close to them. Whilst the heights have increased the footprint of the building has been reduced which has a positive effect on the daylight/sunlight for homes next to the new buildings.

1. **What will the gym facilities be like and will all residents have access?**

All residents will have be given the opportunity to use the gym. We have not yet designed the internal space in the gym but it will be 70m2 which is about the same size as 2 bedroom flat. We will discuss with residents the likely costs and how they can sign up to use the gym once we are on site.

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**Your feedback – consultation event 4**

At the last consultation event in June, we presented the latest designs for the estate through an online video and information pack posted to your home. Many of you gave us your views and comments on the designs, which included: an updated estate layout with the height of the blocks, landscaping and leisure facilities and building elevation illustrations.

Thank you for the feedback you have given us. Here are some of the shared comments and questions we have received from you, together with our responses.

**What you said about the height of the blocks**



The building design looks modern. I like it.

I’m concerned that the height of the buildings will block out the sunlight and what the view will be for the neighbouring blocks.

A tower block was rejected by the council, so why have one now?

Why has the height of the private block increased and not the social blocks?

**Our response – what we’re doing**

We have ensured through our design we make as many of the new homes dual aspect as possible meaning natural light can enter from different directions. We are designing the scheme so that is complies with daylight and sunlight guidance, to ensure that no homes are disproportionately affected by the height of buildings that are close to them.

Whilst the heights have increased the footprint of the building has been reduced which has a positive effect on the daylight/sunlight for homes next to the new buildings.

We have not increased the heights of the blocks on the street frontage and the local authority are supportive of our plans to increase the height of the blocks in the middle of the site.



**What you said about having secure outdoor space with key fob access**

Will there be an increase in service charge to pay for the gated system?

What will happen with deliveries if we have a fob entry system?

It’s a great idea. It will make me feel more secure.

Good idea, better security!

The security of the estate is a must. But how will the gates be maintained as those at Thorland are often broken?

**Our response – what we’re doing**

We will ensure that we have a robust maintenance system in place to maintain the gates properly and to ensure they are an effective security measure for the estate. This cost will be spread across everyone who lives on the estate so this should not be a significant addition to the service charge costs. We will be holding an event in the future on service charge changes where we can discuss this in more detail.

We can explore deliveries in more detail with you at a later stage but it is likely that you have to be at home to receive any deliveries for you. Alternatively, we could have secure entrances to each block which require a fob to enter past the post boxes. This would provide additional security whilst allowing for smaller deliveries.



**What you said about the location of the gym and the community centre**

Having a gym is a great idea and it’s in a good location.

I’m concerned about anti-social behaviour. How will these facilities be managed?

How do we pay for the gym – is it free for tenants to use?

How will private tenants feel about others coming into their block to use the gym and community centre?

**Our response – what we’re doing**

The community centre and gym will be accessible to all residents without the need to enter into any private spaces of the blocks they are located in. We are working through options for how the gym is paid for, it may be that residents pay for membership to the gym (a low amount) or a minimal amount is paid by all residents within their service charge. We will discuss with residents the likely costs and how they can sign up to use the gym once we are on site.

Both the gym and community centre will be designed to be easily maintained and managed for use of residents on the estate. Riverside will be responsible for managing and maintaining the communal areas, either directly or we will employ a contractor to do this on our behalf.



**What you said about the landscaping, activities and community square**

Can we have signs for children only, to keep the teenagers separate?

Can both affordable and private tenants have access to all the green spaces?

Love the different areas for different age groups.

How can you make sure it’s safe, maintained and only used by the tenants?

**Our response – what we`re doing**

Our proposal to secure the entrances to the site will help to ensure that only residents who live on the site can use the open spaces. All areas across the new development are for residents living in both private and affordable homes.

We can look at signage options, however as only residents who live on the estate will use these areas, this will help to ensure that spaces are used respectfully.

**Other feedback...**

**Why are all the affordable blocks squashed in one corner?**

To ensure we can keep the existing community together, we have committed to building the affordable homes first, so existing tenants can move from their existing home, straight into their new home. This dictates how and where we can build.

**Will there be compensation for losing a garden?**

Everyone will have an outdoor space such as a garden or balcony, therefore, compensation will not be issued.

**Will the new estate have a caretaker?**

The maintenance of the estate has not yet been worked through. We will consult with you further on this after planning is submitted.

**What white goods will be provided?**

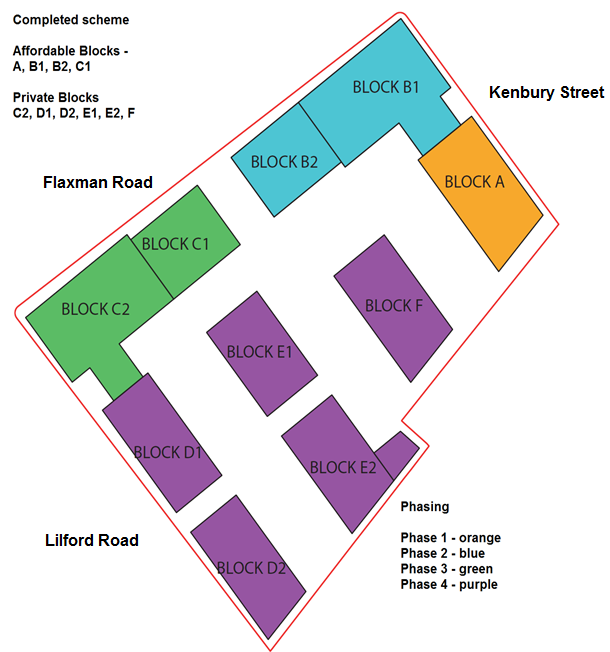
Riverside will not provide white goods in your new home. We will provide a service to move your current white goods and a disturbance payment to cover the cost of connection or replacement.

**I have built in wardrobes and laminate flooring, will I be compensated for these items?**

Along with the decant and home loss payment, you will receive a disturbance payment that will cover the cost of alterations or replacement of furniture to your home.

Allocations – who will move and when?

**Location of Block A, B1 & B2 and C1**



**Adult children & split household allocations**

Some of the shared comments and questions we have received from you include:

* Why are you housing adult children in the third phase?
* How will my adult child be able to apply for a new home on the estate?
* Under the London affordable rents, how much will the rent be for a 1 bedroom property?
* How will I know if I should downsize, if my adult child is not considered until phase 3 and I am moving in an earlier phase?

**Initial design**

We conducted a housing needs survey with you in 2017, which determined your housing need as a complete household, including any adult children. We have designed the mix of households for the new scheme based on this, to ensure that everybody has a home to suit their needs. We know that household make-up will change throughout time and we will do our best to provide a property which suits your needs at the time we allocate households to their new properties.

**Surplus 1 bedroom homes**

In Block A, phase 1, there are no 1 bedroom properties and no adult children identified, therefore we would not accommodate any adult children in this phase. In Block B1 and B2 we hope to be able to rehouse most households that are currently living on the estate. When we allocate properties in B1 and B2, we will be revisiting your housing need, which will include adult children. Any surplus 1 bed properties identified at this stage, we will offer to adult children living on the estate to provide them with a faster route into setting up a home of their own, while allowing them to remain in the area.

**Adult children**

Adult children will be treated as a new tenant and will be required to complete eligibility and sustainability checks before being offered a tenancy. This is to ensure that they can both afford and manage to live independently in their home. We cannot carry out these checks until a flat is available for them to move into.

It will be at least 2 years before we complete the build of the block A, therefore it will be at least 2 years until we can identify any surplus 1 bedroom properties for adult children. In this time, the circumstances of your adult child could significantly change i.e. work hours, health, children of their own. All of these factors could impact on whether they will be more or less suitable for a 1 bedroom home. We also need to be mindful that there will be a change in circumstances for many households on the estate by the time we come to allocate homes. Therefore, at this stage we cannot confirm if adult children will be offered a tenancy in the same phase as their parents, see process map on page 14 for further clarification on the process.

**Rent**

The rent for new tenancies (adult children) will be the London Affordable Rent, we will be able to provide the cost of this, once the 1 bedroom homes are built. This is set by the Greater London Authority with the cost of rents only being forecast until 2021 currently. A 1 bedroom property in 2020-21 would cost £159.32 per week.

**Adult children and reduced households**

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Identify household with adult child

Identify 1 bed home for adult child

Adult child completes sustainability and affordability checks

Adult child is eligible for a new tenancy

Adult child is not eligible for a new tenancy

Identify home for split household in the same phase as adult child

Household remain together and move in their allocated phase.

No

Yes

Adult child and split household move within same phase

\*Explore options with household;

* Move in a later phase
* Double Decant
* Household remain together

\*In circumstances that we are unable to identify a move for both the adult child and the split household, we will work with you to discuss alternative options to provide the best possible solution for the family.

**What happens next?**

Over the next couple of weeks you will receive the final pack before our planning application is submitted - **Consultation event 5**. This will present the scheme that we submit for approval to the local authority. There will be no changes from the information we showed you at event 4, however it will provide you with move illustrative details of the scheme and it will also include information on how to comment on the planning application.

We will keep you updated throughout the process and hold future consultation and information sessions on the topics below.

Please let us know if you think there are particular areas you would like us to run engagement sessions on.

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| Engagement session | Discussion | Date |
| What will your new estate look like.   * Estate security * Estate maintenance * Parking and cycle storage | Estate lighting, CCTV, fob entry, front entrance door and floor level access passive surveillance, gated security.  How will the estate be maintained and by who  How will this work during construction and when you move into your new homes | Autumn 2020 |
| Living costs:   * Service Charge * Council tax * Heating and hot water | What will be included  What are the likely costs | Autumn 2020 |
| Construction plan | How will demolition and construction affect where I live now.  How will we get around the site, working hours, noise levels, health and safety etc. | Winter 2020 |
| What your new home will look like and when you can get involved in the design | Decoration   * Kitchen units * Floor coverings | Spring 2021 |
| Allocation of Homes and moving out | When we will allocate homes and detailed programme of who will go where and when you can apply.  When you are required to move out of our home and what assistance we will provide when you have to move out. | Winter 2021 |