

Q&A ON REDEVELOPING

CALVERLEY CLOSE

YOUR QUESTIONS
ANSWERED



YOUR QUESTIONS - ANSWERED

Please take the time to read this briefing. We hope you will find it helpful and informative.

Over the last few years we have worked up proposals to redevelop Calverley Close with you, our tenants. In February 2020 we held engagement events with you to discuss the redevelopment.

You may recall that we then worked with our consultants to look at four options, including improvement works, partial development and complete redevelopment.

Most tenants who considered these four options chose the full redevelopment option and we shared these details with you last summer.

Since then, we have obtained Riverside Board approval to proceed with this option and have begun developing these proposals further, with our design team and Countryside, our development partner. We have also discussed these ideas with Bromley Council and local ward councillors.

As the design evolves we will continue to meet with Bromley planners. Our plans and proposals are subject to their approval.

If changes are required due to their feedback, we will ensure that you are kept informed.

In light of recent feedback, we recognise that some tenants feel the online consultation events have not allowed for enough discussion to talk through your queries and concerns, and you would like more information and more time to ask questions before the ballot.

With this in mind we have reviewed our timetable and have rescheduled the ballot to take place in early July instead of June.

In the lead up to the ballot we want to make sure that you have full access to the design team and wider Riverside teams to be able to provide you with enough information to make an informed decision during the ballot.

Over the coming week, we will issue you with a revised timetable of events.

OUR RIVERSIDE PROMISE TO YOU

We have put together a short video outlining our commitments to you during the proposed redevelopment.

Simply open the camera on your smart phone and hold it over this QR code and it will take you to the video. The video will also be uploaded to our website: www.riverside.org.uk/calverley

If you cannot access the video or our website please contact us and we will try to assist you.

As we are now working towards the tenant ballot this summer, we want to take this opportunity to address as many questions as possible that you may still have, so please read on!



DESIGN PROPOSALS

Can we influence/change this plan?

Calverley Close is your home and your views are very important to us, so we will continue to seek them as the project moves forward. We feel that this design meets all of the important planning principals, including building quality, accessibility and layout. Calverley Close residents as well as the Greater London Authority (GLA), Bromley Council and Riverside will all influence the final plans.

We will continue to consult with you up to the ballot, and if there is a positive vote, then further consultation events will be arranged before submitting the detailed planning application to ensure we incorporate and respond to your feedback. Many of the finer details such as landscaping, play space, boundary treatments, parking, and balcony designs and other elements of the proposals, are still to be worked through with your input.

One you give us the final plans, are there any guarantees the plans will not change?

The plans provided as part of the landlord offer are not detailed or finalised plans. They set out our key design proposals to demonstrate block heights and the general layout of the new development. Should the majority of residents vote in favour at ballot, we will then work with you to progress the detail of these plans further and in conjunction with feedback from Bromley planners and the Greater London Authority (GLA).

How high will the buildings be?

Between 4 and 9 storeys for the new blocks of flats and 3 storeys for the houses.

How many homes are you building?

We propose to build 179 affordable homes. These will be made up of existing social rented homes for current residents and those tenants who have moved off the estate with the right to return, and also London Affordable Rented homes. We also propose to build 179 homes for private sale. This amounts to 358 homes in total. However, the final number of homes constructed will be subject to planning permission.

Have Bromley council approved the new build units to be visible from the park?

Bromley Council will continue to provide guidance on building heights prior to the submission of our planning application. The scheme, including final building heights, will be considered for approval by the council when the planning application is submitted.

Why have the houses been tucked away at the back and not at the front of the estate? Why are all the affordable homes at one end of the site?

The houses and blocks of flats are designed in this location in order to provide a single move for residents living in the existing homes. This is to ensure that we can keep the existing community together and build the affordable homes first. The first place we can build is on the land where Warner House is currently situated. If the houses were designed elsewhere on the site, it is likely residents in the houses would not be able to move straight into their new home and would have to move twice.

Why do the private sale have podium parking and green space right outside their front door?

The third block (with podium) is currently a mix of private and affordable homes including homes for Social Rent, both will have access to the podium amenity space. Elsewhere on the site, both ground floor private and affordable homes have green space outside their front doors. This is in addition to the two publicly accessible green spaces on site. All residents will also have private amenity space.

What is the difference between social rents and affordable housing and what are Riverside proposing to provide in the new development?

There are 179 affordable housing properties forming Riverside's re-development proposals for Calverley Close. Of these 179 properties, current residents and those with the right to return will retain their existing rental agreement with Riverside on social rent levels.

The remaining properties are likely to be let at London Affordable Rents. This is subject to agreement with the London Borough of Bromley, with the rent levels capped by the GLA.

All homes managed by Riverside are termed "Affordable Housing". There are various types of affordable housing, some of which are properties let by Riverside at "Social Rent" levels. The government defines affordable housing as social rented, affordable rented and intermediate housing, provided to eligible households whose needs are not met by the market.

Brief definitions of the types of affordable housing:

- **Social rented housing is owned by local authorities and housing associations for which guideline target rents are determined through the national rent regime.**
- **Affordable rented housing is let by local authorities and housing associations. The rent is set at no more than 80 per cent of the local market rent (including service charges, where applicable). 'London Affordable Rents' are a type of affordable rented product and is set as a 'benchmark' rent by the GLA.**
- **Intermediate housing consists of homes for sale and rental homes provided at a cost above social rent, but below market levels. This includes shared ownership where you buy a share of the property and pay a rent on the remainder of the property. London Living Rent (LLR) is also a form of intermediate housing. With LLR you rent a newly built home for less than you would expect to pay for a similar home on the open market and then typically after several years you have the option to buy the home through shared ownership.**

HOMES

What commitments are Riverside making to ensure my homes is better quality to the one I currently live in?

We are committed to providing you with a home that meets your housing need in terms of size, space and design. Homes will be on one level (with the exception of the houses) which will improve accessibility, especially for older residents or anyone less mobile. Every household will have their own private outdoor space. Homes will meet current building standards, which will mean much better sound proofing and higher space standards for many tenants.

The new estate will incorporate Secured by Design (SBD) principles. SBD is the official police security initiative that aims to reduce crime and help people live more safely. Many new homes will overlook parking and outdoor space, thereby providing a degree of informal surveillance on the estate. We believe this will increase the feeling of safety and security for residents living on the new development.

Do we have a say in where we want to live?

Yes, your housing need survey recorded your preferences. We will offer you a home that meets your housing need and will then work with you to meet your preferences as far as possible. This will include the floor you will prefer to live on, and who you would like to be housed near to.

We will look at these issues in more detail when we are ready and able to begin the allocations process.

Would the proposed gardens for the houses have any light? They back onto the park so would the front be overlooked by high rise buildings?

An independent assessment to test the amount of light on the buildings and the surrounding areas will be carried out across all areas of the redevelopment. This work will be carried out in advance of a planning application and the council will ultimately determine what is acceptable, in accordance with current regulatory standards.

Will we be tied into selected energy, telephone and broadband providers?

The energy strategy is typically agreed later on in the design stage and we will provide you with more information on this before any construction works begin. You will not be tied into any particular telephone or broadband providers. We will work with you to ensure the cost of living in your home remains affordable.

Can we see the inside of the flats?

We are not at this stage as yet. Home interiors will be developed once we have agreed the key principles on heights, numbers of homes, green spaces, etc. We will hold further workshops to consult with you on the internal decoration of your home.

When will we find out how many bedrooms we are entitled too?

You will have received a letter back in December 2020 confirm your housing need and the size of home you will be allocated. It is also your responsibility to ensure that Riverside are made aware of any changes in your housing needs. If you would like a copy of this letter sent to you or to provide an update on a change to your housing need, please contact Mandy Rana on 07929 368603 or email calverley@riverside.org.uk. If you have not filled out a housing needs survey, please contact Mandy Rana as soon as possible.

What if my circumstances change over the period of redevelopment?

It is your responsibility to inform Riverside as soon as possible on any changes to your housing need. If your housing need changes later on and we are unable to accommodate your changes, we will work with you to identify a suitable alternative home that meets your needs.

Why are the gardens so small for the houses?

The size of gardens take account of the boundary to the park. We also need to balance this against the amount of outdoor space for all residents and the levels of shared amenity space across the new estate, whilst meeting the London Housing Design Guide standards.

Will the houses have a drive and garage?

There will be no drives or garages.

How many houses will be built?

We are proposing to build 14 houses to meet the current needs of residents living in the existing (3 bed and above) family size houses on site. This is subject to planning.

Do we know if the communal dish is to be upgraded so residents can benefit from the full package from TV providers?

The new development will have modern technology installed to ensure you can receive SKY television packages, improved broadband and much more.

How many bedrooms will the houses have as my housing needs is a 5 bed?

Re-provided homes (flats and houses) will be built to meet housing needs of our existing tenants on the estate. If your housing need is for a five bed house, this is what we will provide for you.

You are building to reprovide the existing social rented homes and also additional affordable homes, who will the extra homes be going to?

Riverside is a not for profit housing association which exists to meet housing need and we are committed to addressing the national housing shortage wherever possible. We will liaise with the local authority to agree a lettings plan for these extra homes.

Will those already in a house be getting a house?

Residents currently living in the houses with at least a 3 bedroom housing need, will be provided with a house.

I have a very large flat will I be getting the same?

The proposed flats will meet current minimum London Housing Design space standards. Details on exact flat sizes and allocations will be available before construction. Homes will also be built to meet modern building standards. Whilst we may not be able to replicate the size of larger flats, the quality of the accommodation will be greatly improved and will include increased soundproofing and storage, modern regulations which will improve the sound proofing between flats.

What heating systems are you installing?

Details on the proposed heating system will be put forward as part of the planning application. New requirements will mean Riverside has to meet an increased standard of heating in any new home constructed, with an emphasis on both affordability and sustainability, as part of central government plans for carbon neutrality. Discussions will be held with technical experts to agree the best solutions and we will of course provide more details for you during the design process.

You are taking away the garages, our car insurance will increase? Are you giving us anything in return?

As we need to make the best possible use of the available space, there are no plans to build garages. The cost of insurance will not be covered by Riverside. With the secure by design layout and passive surveillance, we believe the estate will provide improved security to tenants, their homes and their cars.

TENANCY AGREEMENTS & GUARDIANS

Will I keep the same tenancy agreement as I have now? Secure tenancies do not exist anymore so how can you re-provide these?

Under the current single move proposal, you will retain your existing tenancy agreement when you move into your new home. As you will be moving from your existing home straight into your new home, this will not break your tenancy agreement and therefore your rights will not change.

If there were to be a change in our proposal that required a temporary move off site (i.e. moving twice), we would consult with you first and also discuss any changes to your tenancy as a result of moving twice.

Will guardians have the right to vote?

We have sought legal clarification on this matter and have been advised that the following people are eligible to vote: "Any resident whose principal home is on the estate and who has been on the local authority's housing register for at least one year prior to the date the Landlord Offer is published, irrespective of their current tenure."

This means a Guardian is only able to vote if they have been on the Local Authority housing register for at least one year prior to the date of the Landlord Offer document being issued.

COST OF LIVING

Will service charge costs increase?

Service charges will be assessed once we have progressed the design proposal and agreed the new services to be provided. For example, new lifts in all blocks will attract a service charge. Workshops will be held with tenants at a later date to discuss service charges and the level at which they will be set. We will work with you to ensure that service charge costs are kept affordable and represent good value for money.

How much will my council tax be?

The banding and cost of your council tax is set by the London Borough of Bromley. Here is an outline of the process on how and when the council tax is set for new developments;

- Whilst being constructed new build properties are registered by the local authority. New postal addresses are created once applied for by the landowner/developer. The local authority will then pass this information over to the Valuation Office to assess the council tax banding, before the properties are fully constructed. This usually takes place 1 - 2 months before build completion.
- The valuation office assessment is usually full and final and independent of the developer, and/or landowner.
- Homeowners or tenants have the right to challenge the local authority if they feel their home has been banded unfairly, but this is not something the landlord can influence.

If there are lifts, who is paying for them?

Yes, there will be lifts in all blocks. The cost of running and maintaining the lifts would be incorporated into your service charge.

How much will my rent be?

Existing rent levels for each unit size will remain the same. They will not increase as a result of the new development. If you are up-sizing, i.e. you currently live in a 2 bed property, and your housing need is a 3 bed, you will be allocated a 3 bed home in the new development and pay the existing social rent for that size property. The same would apply if you were downsizing or remaining in the same size property.

Will we be keeping the caretaker or having a cleaning contractor?

If there is a positive ballot, the management and maintenance of the new scheme will be agreed in the coming months and we will take tenant views into account during the decision making process. We will share information with you and hold engagement sessions to discuss the services to be provided and how we propose to work to ensure service charges are kept affordable.

CONSULTATION & COMMUNICATION

Will you be providing legal advice as we can't trust anything you say?

Our proposal will be set out in writing in the Landlord Offer. This is what you will be asked to vote on. The Landlord Offer must be compliant with the GLA policy.

If we were to make significant material changes to our offer after a positive ballot, the GLA could retract the funding, and as a result of this the redevelopment would not go ahead. Riverside will not be providing legal advice or written legal documents regarding the redevelopment of the estate.

If we vote no, what happens? Is the current vote for the total regen or part regen?

Our Landlord Offer to you will be for a full redevelopment of the site. If a majority vote "No", there will be no redevelopment of the estate. However, we may still proceed with the redevelopment of Warner House, as this property has already been decommissioned.

Riverside would remain committed to the day to day repair and maintenance programme for your estate but the other planned improvements would not go ahead.

Are we expected to vote without any proper plans?

Design plans and proposals will form part of future consultation events and our Landlord Offer. Plans will develop as we continue to meet with Bromley planners and the GLA. We are required to provide you with key design principles in the lead up to a ballot and as part of the Landlord Offer.

This will include the proposed number of homes, locations of blocks, and the location of amenity/play spaces. We have also issued our key commitments for the redevelopment journey. A copy of these commitments are enclosed.

What are our options if we don't like this revised proposal?

Your feedback is important to us. Following each consultation event, Source Partnership, your independent tenant advisors, will issue a feedback survey for you to complete so we can understand what your concerns are. We will then come back and talk to you on how we move forward and the next steps.

Will you be renegeing on your promise like you did at Pike Close?

Due to a significant cost increase to redevelop Pike Close we wrote to tenants to share a proposal that our developer partner, Countryside Properties, had put forward to reduce the cost of the current programme and to shorten the construction period from between nine years to five years.

Part of this approach required double decanting (move twice) for some households on the estate. We did not renege on our promise. The new proposal was presented to tenants for discussion and following feedback from them and along with Riverside Board approval, we have confirmed our commitment to the single move offer.

Every site brings its own challenges, and we are committed to providing a single move for Calverley Close residents. Pike Close tenants were given an option to say yes or no to the proposal and we listened to, and acted on their views. Involving residents is at the heart of the redevelopment process and resident feedback is an important part of the regeneration proposals.

If you met with the councillors back in February, why have we only just seen these proposals? We only have 6 weeks to the ballot?

We met with the councillors to inform them of our intentions to redevelop Calverley Close (subject to a positive ballot). We discussed why we want to redevelop the estate, last year's option appraisal process and how we will be recommencing tenant engagement to consult on designs in the lead up to a ballot.

They were not shown the updated design proposal as we did not have this detail at the time. Tenants were the first to see the new design proposals shown at the online consultation event in April 2021.

Why are you moving ahead with consultation, when we cannot meet face to face?

We have secured funding from the GLA to redevelop the estate. They have a timetable that we must adhere to in order to keep this funding. It is important that we continue to consult with you and prepare a planning application. In the event that there is a positive ballot we will work hard to remain on target to ensure the planning application is submitted in good time.

With the current Covid restrictions now lifting we intend to hold at least some of our future events on site. These events will be socially distanced, in small groups, and outside on the green space. Further details of these sessions will be provided to you in due course. Anyone who has not been able to attend our previous online events can request a phone call from members of our London regeneration team to talk through the design proposals.

CONSTRUCTION

When will you start construction?

We are looking to start building in autumn 2022, however this date will be largely influenced by the planning process.

How long is the programme and each build phase, when will we move?

We are in the early stage of working-up the build programme. However, our expectation is that the first two blocks and the houses will be built within a four year period.

MOVING

For those that have already moved off the estate and have a right to return, do they have a right to vote?

Yes, they will have a right to vote as they will be returning to the estate.

Will we be given financial assistance and will you help me move?

Everyone will be given what is called a 'home loss payment'. This is currently set at £6,500 and is reviewed by the government annually. Those tenants that have already transferred off the estate have been paid their home loss payment. Tenants wishing to remain on the estate will receive this payment once they move into their new home.

We will also pay a disturbance allowance cost which will be agreed individually with each household. Riverside will organise your removals, arrange skip days and will cover the reasonable moving costs, including packing and wrapping if you require this. If you would like further information on costs to be covered, please contact your resident liaison officer, Mandy Rana.

If I wanted to move off the estate prior to or during construction, can I do so and will I get home loss paid twice?

You are entitled to move out of your home before or during construction. This is an option available to you and not a requirement. Everyone will have the right to return to the new estate (unless evicted). Home loss payment will only be paid once.

When our flat gets demolished, what happens to residents? Will they be rehoused while this is happening?

We propose to build your new home before your existing home is demolished. In this case you will be able to move directly from your existing home into your new home. There should be no requirement for you to be rehoused temporarily.

Will it really be one move only?

The current design has received encouraging feedback from Bromley Council. We are confident that those currently living on the site will only be required to move once from their existing home into their new home.

We are constantly reviewing the build programme, the construction cost and feedback from planners to ensure that we can remain committed to the single move decant (move once). If we do need to make any changes to the programme we will only do this after talking with you about this first.

When will I move?

This will depend on your particular housing need and which block you currently live in. Further details will be provided as we develop our proposals.

PARKING/PLAYSPACE & AMENITY SPACE

How many parking bays will there be?

The planners will dictate the parking ratio for the site and we will provide information on parking numbers and the management at future engagement events.

How is the parking going to be managed?

Currently there is no allocated parking on the site and we don't anticipate this changing in the new development. However, we will consult with you on parking management and how we can take this forward.

Where is the parking and play areas for block A & B for affordable housing?

The nearest space is intended to be the central space, but other areas will be accessible. Car parking will be available for these blocks in the surrounding area.

Will all outdoor spaces be accessible to both private and social tenants?

All communal outdoor spaces, including the central space and pocket park will be available for all residents.

Will there be play areas?

We will consult with tenants on what they would like to see in the outdoor communal green spaces. Under the Greater London Authority and London Borough of Bromley policies we are required to provide a specific amount of play space for different age groups. This is calculated by the age groups of children currently living on the estate and the overall requirement to accommodate the new family homes. We will consult with you further on this, once we have had their feedback.

THE JOINT VENTURE PARTNERSHIP, CHARITABLE STATUS AND FINANCIALS

Why have you set up RIVERSIDE REGENERATION (BROMLEY) LTD? Are you planning to SELL OFF THE ESTATE/transfer it to this company if you can persuade enough people to vote yes?

Should tenants vote to proceed, the regeneration of the Calverley Close site will be delivered by Riverside in conjunction with a development partner, Countryside Properties (UK) Limited. Countryside are a national housebuilder, more information can be found on their website (www.countrysideproperties.com).

Riverside selected Countryside from a competitive process to deliver the Calverley Close redevelopment (in addition to the Pike Close redevelopment) because of several factors including:

- Scale – Riverside intends to build approximately 358 homes on the site, including the re-provision of all affordable housing currently provided. This is a significant undertaking and therefore being able to call upon Countryside’s resources, experience and personnel in delivering such a large redevelopment will greatly benefit the scheme overall.
- Expertise – Countryside are one of the largest housebuilders nationwide and ‘have been there and done it’. They understand exactly what it takes to deliver a high quality, affordable scheme and how to minimise disruption as much as possible.
- Cost and time – Given Countryside’s track record, we know that together we can deliver a scheme quickly (in the circumstances), to a high standard whilst keeping costs under control. We can use Countryside’s established network of contractors and consultants to drive efficiencies.

From a corporate perspective, Riverside has created Riverside Regeneration (Bromley) Limited to enter into contracts with Countryside for the joint venture.

The reason for this is that any surplus which is generated by Riverside Regeneration (Bromley) Limited can be gift aided back to Riverside without corporation tax being paid. This is a common, widely accepted structure for development transactions involving housing associations. Riverside is under a charitable obligation to make best use of its funds and this arrangement achieves this aim.

There is also a governance point. Riverside is a registered charity and developing housing for open market sale is not a charitable activity; by creating Riverside Regeneration (Bromley) Limited, Riverside is able to develop housing for open market sale.

If any surplus is generated, this will be used to fund services provided by Riverside, such as providing, maintaining and improving affordable housing, providing care and support services to vulnerable individuals and regenerating neglected neighbourhoods. Many of these services will also benefit tenants at Calverley Close.

The land on which the Calverley Close estate sits is owned by Riverside. A portion of this land which will be used to build the homes for sale will be purchased by a company which will be set up and jointly owned by Riverside and Countryside. Again, this is a widely accepted and common arrangement for this type of development involving housing associations and private developers.

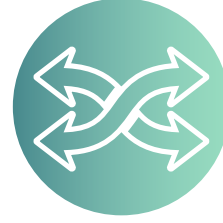
Is it true that Riverside are making a huge profit and paying big exec bonuses?

No. Riverside is a not-for-profit organisation whose activities are overseen by the Regulator for Social Housing. Any surplus that is made from regeneration activities as defined above will be ploughed back into the business and in the case of Calverley will be used to help deliver the new social housing homes on the estate. There will be no bonuses paid to Executive directors.

OUR COMMITMENTS TO YOU



Keep the existing community together



Keep the same tenancy rights and rent levels



Private outdoor space for everyone



Improved security through the design process



A new home for all existing tenants, that will meet their housing need



Improved access with lifts within blocks and home layouts on one level



Help you through these changes by compensating you with home loss and disturbance payments



Contact us

We're here to help. Please contact your Resident Liaison Officer, Mandy Rana on 07929 368603 or email the team at calverley@riverside.org.uk if you would like to discuss any of the information provided in this document.