



**Vote on the
future of
your estate!**

YOUR LANDLORD OFFER

Better homes and a brighter future for Calverley Close

YOUR PROJECT TEAM

If you have any questions about this document or the vision for an improved Calverley Close, please contact your Riverside team on the following details:

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Contact your Riverside team on the following details:

- Email: calverley@riverside.org.uk
- Telephone: 0345 111 0000
- You can also find information on our website: www.riverside.org.uk/calverley

For independent advice you can contact your - ITA, Source Partnership

- Email: carol@sourcepartnership.com or rob@sourcepartnership.com
- Telephone: 0800 616 328

WORKING WITH:



Your builder



Your architects



Responsible for verifying
your vote



Source Partnership
Independent tenant
advisor



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Homes fit for the future

Riverside have been working with residents at Calverley Close to develop proposals that we believe will improve the quality of your homes and create a community which everyone can be proud of.

We have now reached what is one of the most important milestones: the publication of your Landlord Offer. This document sets out the vision for regenerating Calverley Close. This is what you are being asked to vote on in the upcoming resident ballot on July 5.

We want to provide you with a home that will be fit for the future, a home you will want to live in for many years, where you can build new and lasting memories. A home that is safe and secure, spacious, fit-for-purpose and more energy efficient than your existing property.

We want to tackle problems on the estate such as antisocial behaviour, through increased security and by introducing a new and improved approach to the management of your estate.

We remain committed to continuing conversations with you throughout this process. Your contribution in shaping both your Tenants Charter and your Landlord Offer has been vital to creating these designs and we are extremely grateful for your continued interest and enthusiasm.

Our aim is to provide you with all of the information you need to make an informed decision in the resident ballot, and we will have a team on hand right the way through to the close of the ballot during the ballot period to answer your questions and help you with anything that is unclear.

We are now pleased to present this improved vision of Calverley Close to you.

This is your chance to have your say. We hope that you will take the opportunity to secure a bright new future for Calverley Close when you have the chance to vote on July 5.

Please take some time to study this Landlord Offer and contact us if you have any questions at all. We look forward to sharing the result of this important ballot with you at the end of July.

Thank you,



Carol Matthews
CEO, Riverside



Additional copies of this document are available on request. If you need help understanding the document (including translation into another language) please contact Riverside. Throughout the document, we will refer to 'Calverley Close', 'the estate' and 'your neighbourhood'. In all instances this includes Clifford House, Lloyd House and Thurston House.

Why redevelop Calverley Close?

We want to give you an estate and home that is modern, well designed and equipped for everyday life - not just for today, but for generations to come.

Regeneration is an opportunity to redevelop and enhance the quality of your estate and modernise your home, making it fit for the future.

Should there be a 'Yes' vote, we will provide:

- New high-quality, spacious, modern homes
- New community spaces, play areas and improved security
- Improved access around your home and your estate, with homes on one level, lifts in all blocks and spacious communal areas.
- New jobs, training and employment opportunities for local people
- A reduced need for repairs and maintenance
- Homes that are more energy efficient

We conducted an Options Appraisal of the estate in 2020 and shared the findings with you. A full redevelopment of the estate will allow us to tackle issues such as:

- Anti-social behaviour on the estate with groups hanging out and causing nuisance behaviour
- Growing families needing larger homes
- Homes feeling tired and worn
- The estate needing to be more accessible to those with young children and/or mobility issues

We have looked at alternatives such as refurbishing your homes and buildings, but this would only act as a temporary solution. It would not be cost effective nor allow us to make all the changes needed to meet the current needs of the estate..

Refurbishment would not provide the long-term security and high-quality homes we believe you need.

If there is a majority 'Yes' vote from residents, we are committed to continuing to work with residents on the detailed design of the estate and new homes.

From what you've told us there are many reasons why we should build a new Calverley Close. Here are some of your most common concerns that you have shared with us:

- Improved safety and security
- An ageing estate
- Poor internal layouts
- Better homes
- No lifts and too many stairs
- Keeping the community together
- Overcrowding and growing families
- A need for more housing for local people



Better homes and a brighter future for Calverley Close

The new Calverley Close will be a place that you can be proud to call home. Fit for today and for generations to come.

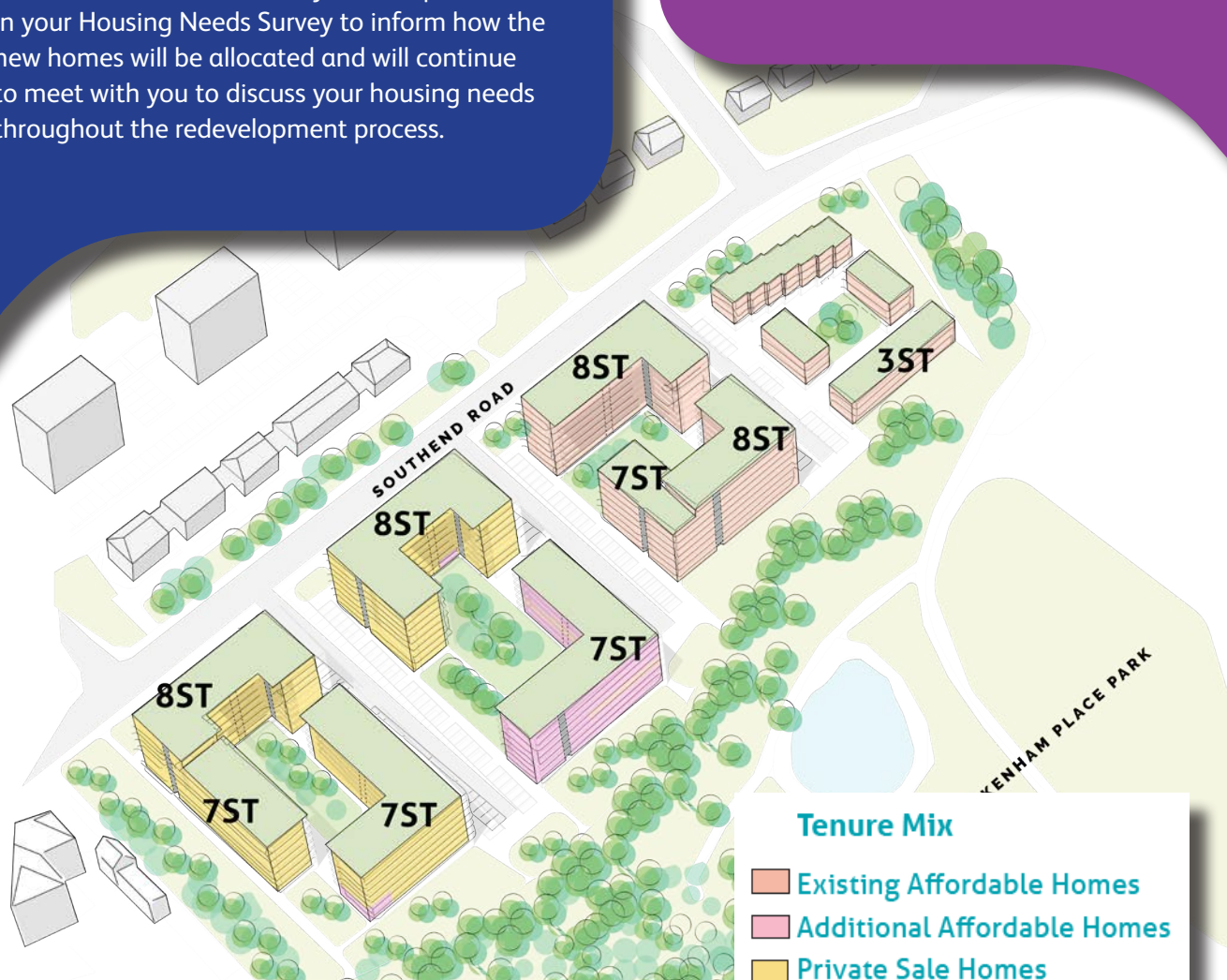
We want to build you a home, that provides you with modern kitchens, bathrooms, improved accessibility and a private outdoor space. Existing buildings will be demolished and rebuilt in phases to ensure we can keep the community together and prioritise homes for our existing residents. We want all households to only move once and remain on the estate for the entirety of the development.

The current proposal is to build 358 homes. We will initially increase the number of affordable homes from 163 to 179 and this will include social rented homes for our existing residents.

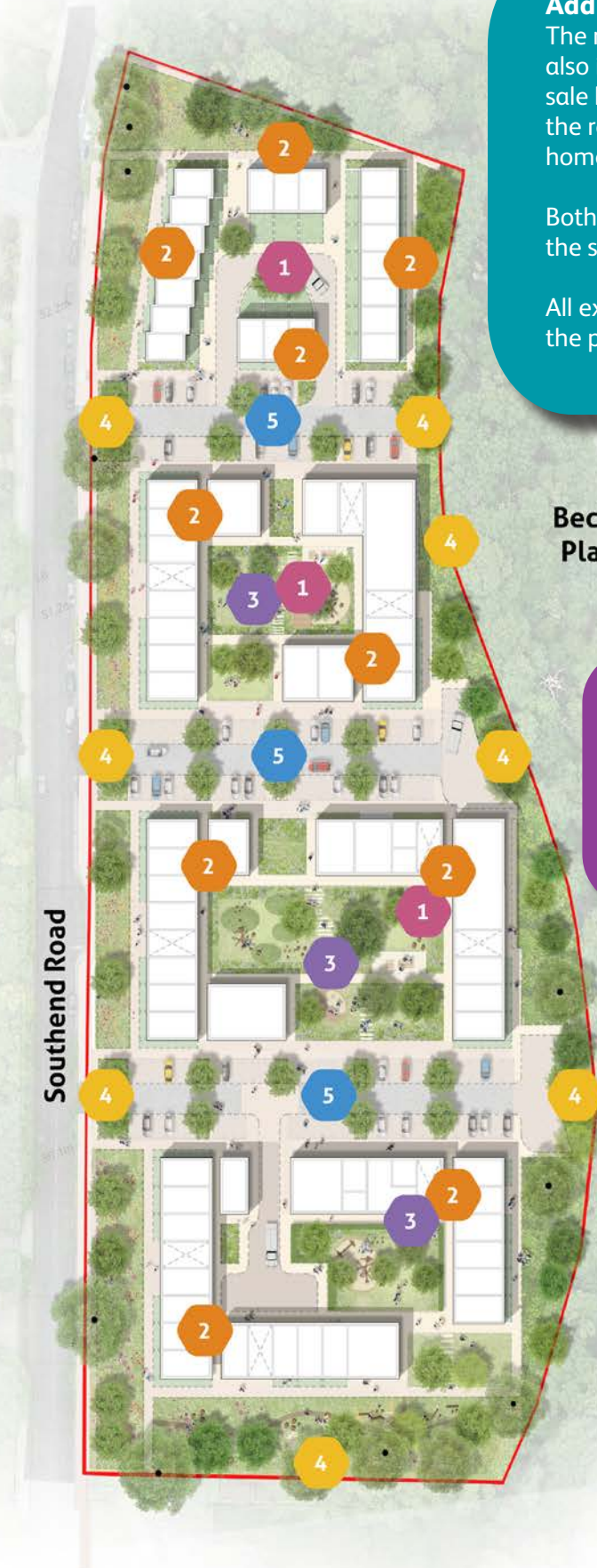
We will use the information you have provided in your Housing Needs Survey to inform how the new homes will be allocated and will continue to meet with you to discuss your housing needs throughout the redevelopment process.

In the current plans, new blocks will range from 3 to 8 storeys (3ST- 8ST).

To make the estate more family-friendly we will also be providing more family homes.



All design proposals are subject to planning approval



Indicative site layout

Additional homes

The redevelopment of Calverley Close will also include approximately 179 new private sale homes. The sale of these will help fund the redevelopment and help us provide better homes and a brighter future at Calverley Close.

Both private and affordable blocks will be of the same quality and appearance.

All existing residents will be rehoused before the private properties are sold.

Beckenham Place Park

These are key design principals that we have consulted with you on. We will continue to engage with residents over the coming months should there be a 'YES' vote.

1 Keeping the existing community together

2 Modern, high-quality homes

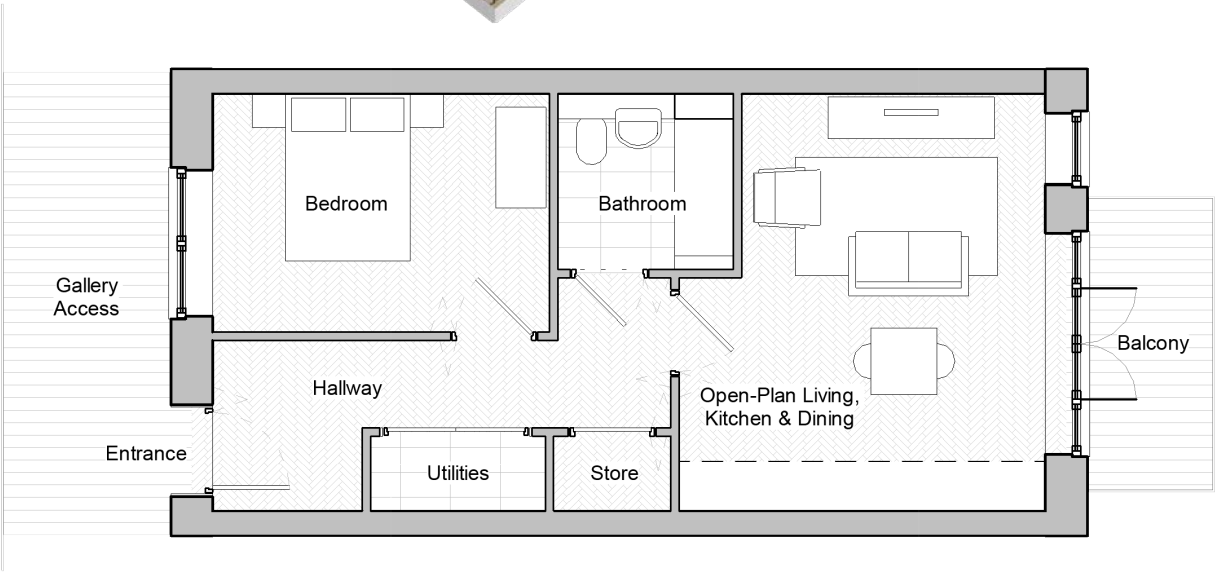
3 Courtyard amenity & extensive playspace

4 Secure and safe environment for residents

5 Improved roads and access routes, on-site car & cycle parking

One-bedroom flat layout

1 BED 2 PERSON
50 SQM

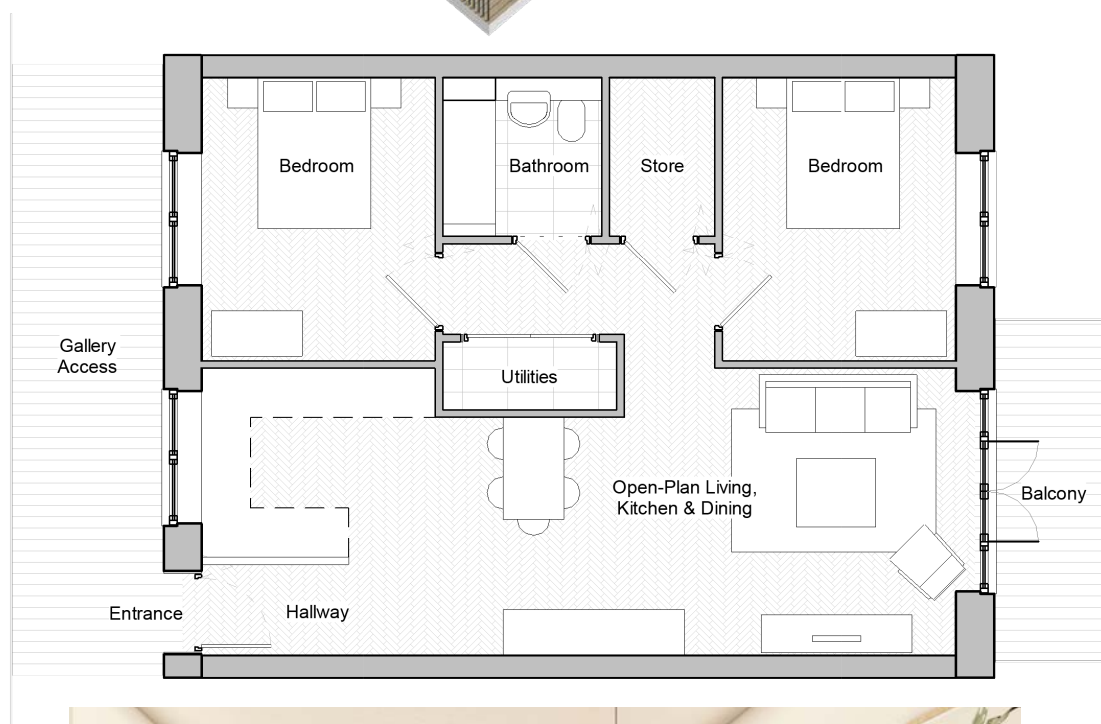


Typical view of spacious balcony from living room in one-bedroom flat

Two-bedroom flat layout



2 BED 4 PERSON
70 SQM



Typical view of a dining area in a two-bedroom flat with a separate kitchen

Three-bed house or maisonette



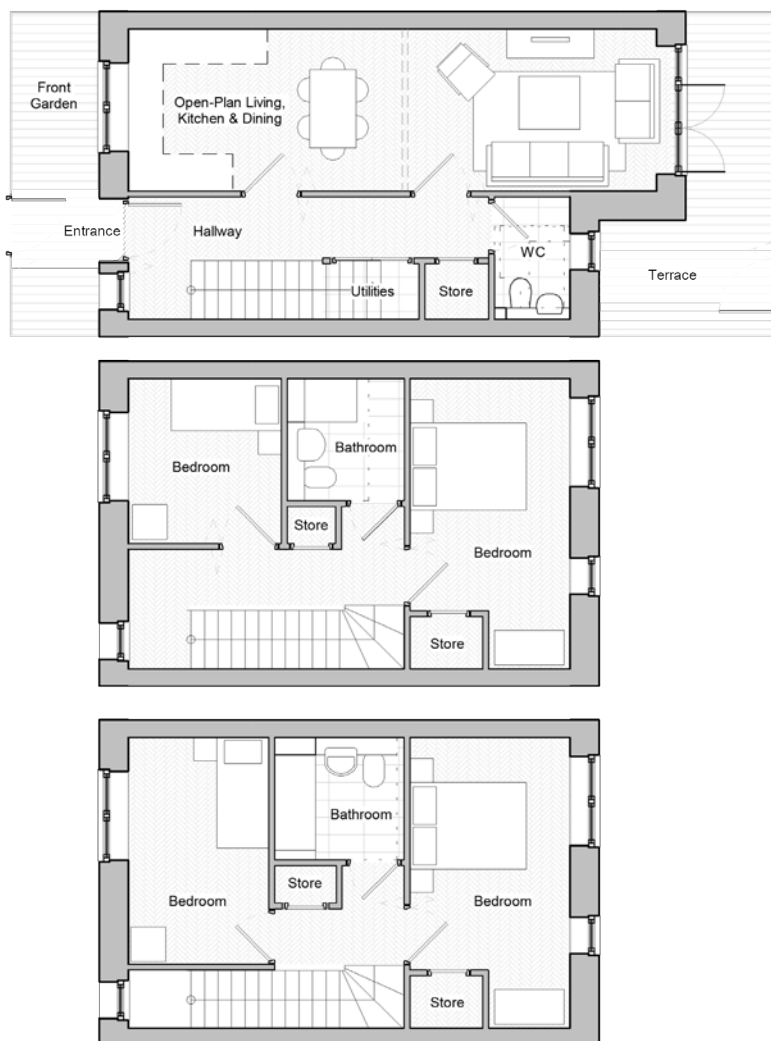
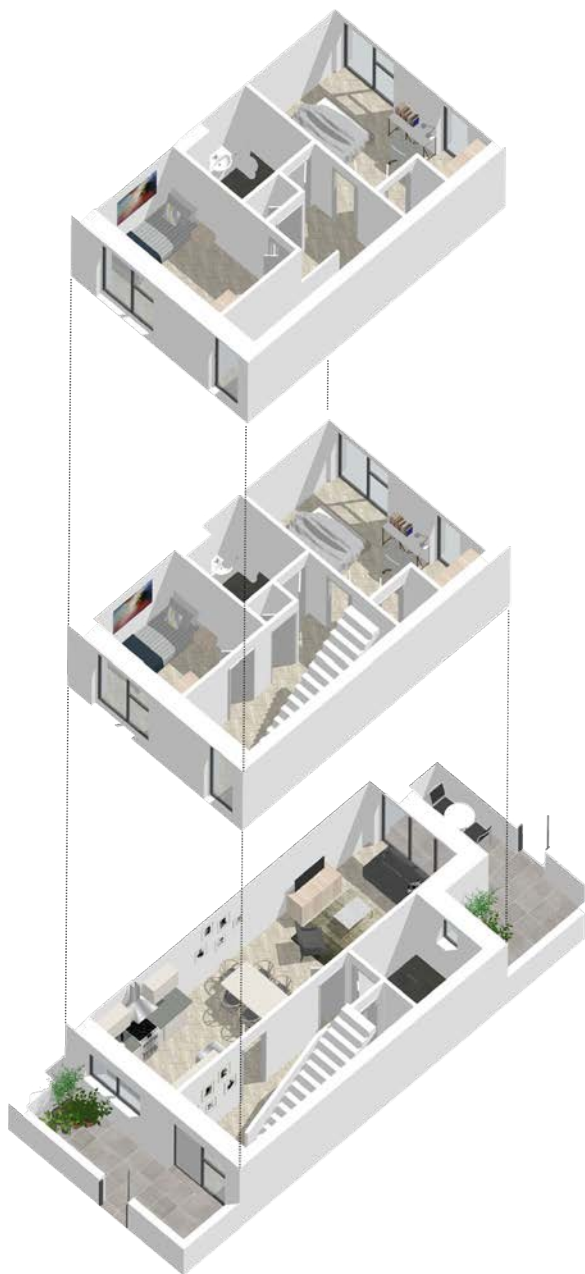
3 BED 5 PERSON
93 SQM



Typical view of spacious balcony from living room in a three-bedroom home

Four-bed townhouse

4 BED 6 PERSON
112 SQM



All proposed new homes will have:

- Either an open plan or separate kitchen layout depending on the resident's preference
- Bathrooms that can be adapted to specific mobility needs
- A separate built-in storage cupboard in the hallway
- Thermostatically controlled energy-efficient heating
- High performance double glazed windows
- TV aerial and satellite points to the living room and all bedrooms



The new homes will:

- Be well designed, energy efficient, built to modern standards and meet or exceed London Plan space standards
- Have improved security, with secure boundaries, overlooked communal areas and parking bays, along with secure key fob door entry
- Have spacious rooms and generous built-in storage
- Have a private outdoor space or a balcony
- Have modern kitchens and bathrooms
- Be well insulated so it is warm in the winter and cool in the summer
- Have improved sound insulation, to minimise noise transference
- Have good ventilation so there is no damp or condensation
- Be adapted to meet the accessibility needs of residents
- Meet 'Secured by Design' standard
- The new homes will be a mix of apartments, houses and maisonettes, all with their own private outdoor space

Making your new home your own

Space in your new home

All new homes will meet the London Plan minimum space standards. However, our designs will often exceed these minimum standards, with layouts designed to respond to residents' feedback and Housing Needs.

Deciding how your home will look

You will be able to work with us to make decisions on how your new home will look and feel. This will include choosing between a separate or open-plan kitchen and living room and options for decorating your new home, e.g. kitchen units, door fronts and worktops.

We know how important it is for you to put your own stamp in your new home. We will provide a range of colours and finishes for you to choose from at no cost to you.

You will be able to choose:

- Kitchen cupboard and worktop finishes
- Paint and tile colours
- Flooring colours
- And so much more!

Residents can have an option to choose a separate kitchen or an open plan kitchen/ diner

What about adaptations?

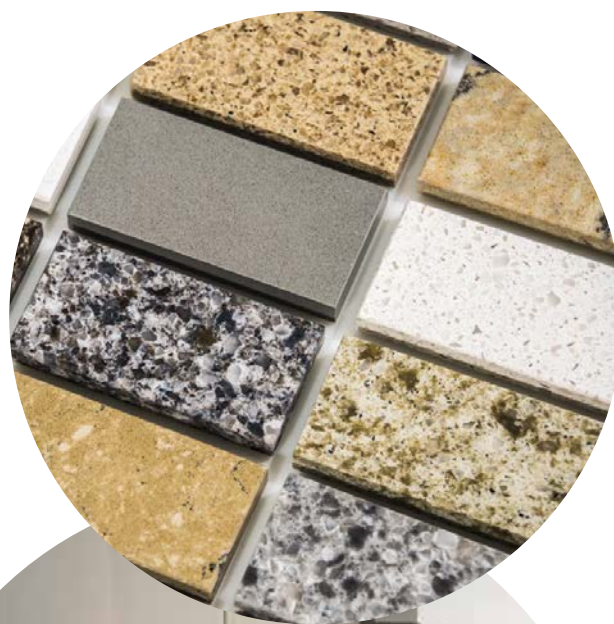
If you require adaptations to your property due to disability, we will ensure that this will be carried out before you move into your new property. Any necessary adaptations will be carried out in consultation with the resident and their household and with the advice of an Occupational Therapist.

Your kitchen

We know that the kitchen is one of the most important rooms in the home for many residents. We will work with you to understand how you would like this to look and feel.

Your bathroom

Every home will be fitted with a modern bathroom suite including a bath with an integrated shower.



Examples of modern fitted bathrooms and kitchens

Balconies and outdoor space

Every new home will have their own private outdoor space which they can enjoy, in addition to the communal open space and play space.

New homes above the ground floor will have spacious balconies which will provide private outdoor space to relax and enjoy. Homes on the ground floor will have spacious gardens to enjoy at the rear of their property

We will consult with you on the style of balconies we build, to understand your preference, along with consulting with Bromley Council's Planning Officers.

Refuse and bike storage

Each block will have their own secure bin store, which can be safely accessed near to the entrance of the block. Each block will also have access to its own bike store which will be secure and fob access controlled, ensuring belongings remain safe.

Parking

We want to provide each household with a parking space(s) to park their existing vehicles.

We will continue to work with the Bromley Council Planners to agree the number of parking spaces that we can provide on-site.

We understand that parking is important to you and will ensure we drive this forward with the Council to achieve the maximum number of parking spaces in the new built estate. We will also consult further with you on how the parking will be managed.

We want to ensure that residents who own a vehicle can safely park their car and will also prevent unauthorised parking on the estate. We will also provide disabled parking spaces and visitor bays on the estate.



Examples of outdoor spaces, parking and play areas

Storage

All new homes will be designed to meet the London Plan storage requirements and most homes will exceed these requirements.

Energy efficiency

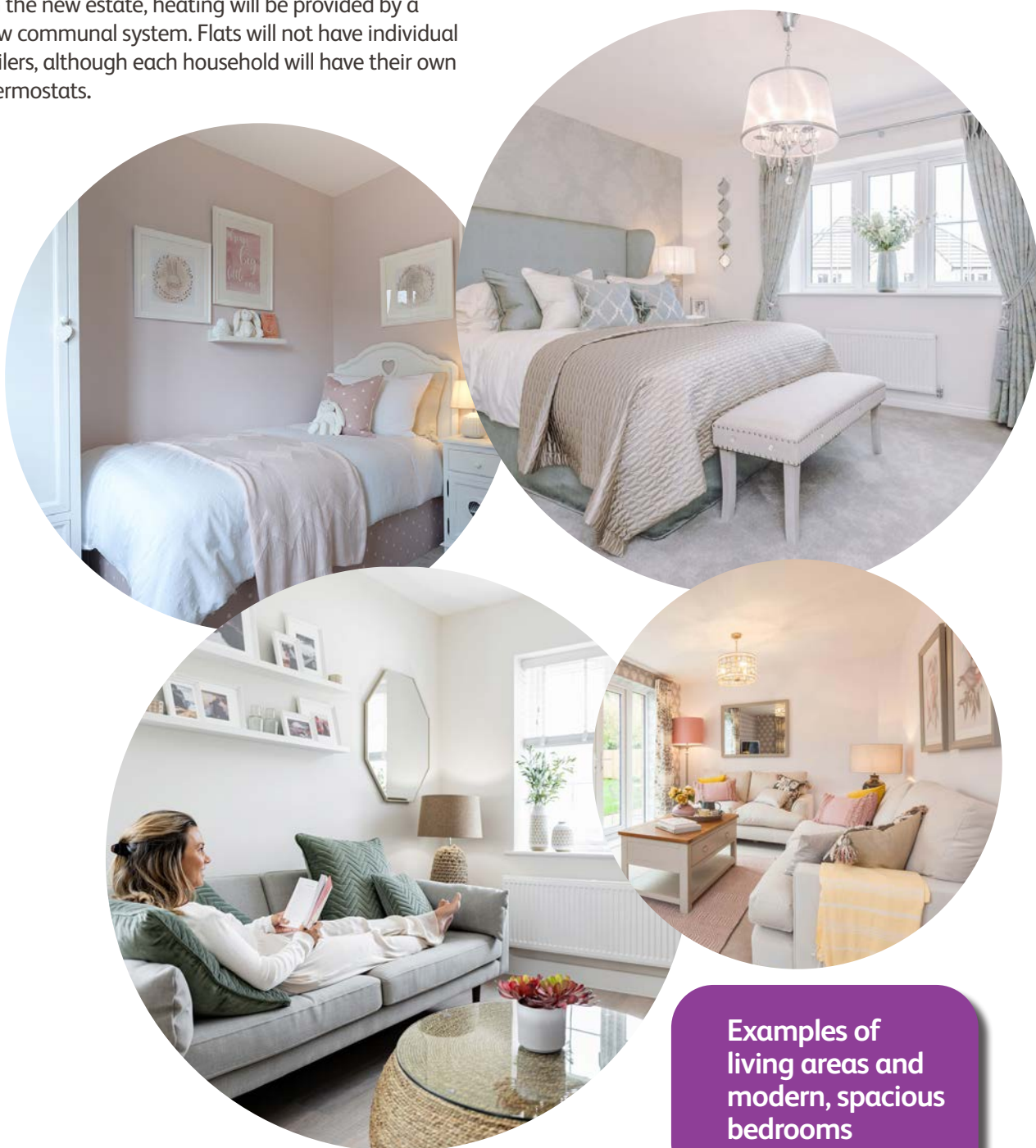
Your new home will be more energy efficient, with high specification materials for walls, roofs and floors that will make it less expensive to keep your home warm.

On the new estate, heating will be provided by a new communal system. Flats will not have individual boilers, although each household will have their own thermostats.

Homes will also be ventilated through a modern ventilation system that will ensure they remain cool in the summer, cooking smells are dispelled and provides a fresh feel to the home

Connectivity

The new homes will have access to well-integrated high-speed broadband and are optimised for strong Wi-Fi performance.



Examples of
living areas and
modern, spacious
bedrooms

A safe and secure place to live

The new estate has been designed with your safety and security in mind. It will meet 'Secured by Design' standards which are approved by the Metropolitan Police.

Access

Entrances on to the estate will be overlooked by resident homes, providing passive surveillance and deterring anti-social and nuisance behaviour. The new layout provides three separate pedestrian and vehicular access routes from Southend Road into the estate, these access routes will be overlooked and well lit.

Clear pedestrian-only paths have been proposed to ensure the safe passage of residents. Where parking is provided, it will be overlooked by the surrounding homes for greater security and surveillance.

Accessibility in your home and around the estate

The estate in its current form is not easily accessible, with steps to access every block and no lifts. This makes it difficult to move around your home and the estate, especially for people with mobility issues, children, or even just shopping.

In order to address this, all new homes will have step-free access to all front doors and entrances to the blocks. New lifts will help residents access any level of the new buildings and each block will have at least one

lift.

Secure entry

We will create safer homes by limiting entry to the new blocks with modern door entry systems. Fobs will be required to enter each block and will ensure that it is only accessible to residents of that block.

Once inside your block, access to individual floors will be limited to permit only those living on that floor. Amenities such as bin and bike stores will also be fob access controlled.

Communal open spaces for residents to use and enjoy will be overlooked by nearby homes and well lit for increased security.

Fire safety

The new buildings will be designed to meet all current regulations and best practice in relation to fire safety, and will incorporate advice from the London Fire Brigade. Cladding will not be used to build your new homes.

The redeveloped Calverley Close will be constructed with brick and not contain cladding. Sprinklers and dry risers will be installed and a Fire Safety Assessment will be conducted. There will also be efficient smoke ventilation in all communal areas.



SECURED BY DESIGN

Secured by Design is the official police security initiative that works to improve the security of buildings and their immediate surroundings to provide safe places to live, work, shop and visit.

Affordable living at Calverley Close

It is important you know what these proposed changes could mean for your household and your everyday life.

All households will be offered an opportunity to sit down with the Riverside Project Team on a confidential basis and calculate what the likely change in their bills and household costs may be in their new homes. We will ensure that the cost of living in your home remains affordable.

Tenancies

Existing residents will remain on the same security of tenure as they have now.

Riverside will consider offering adult children of existing residents, who are long term residents of the estate, a new tenancy, for any surplus one bed homes. Adult children will be considered after existing residents have been allocated their new home.

Rents

Rent levels will remain the same for each unit type and will only rise under normal annual inflation, we will not be introducing higher rent levels for our existing residents.

If you move into a smaller or larger home, you will be charged the existing rent for that sized home. Any new tenancies created will be charged at the London Affordable Rent that is set by the GLA.

Service charges

If there is a 'Yes' vote, we will then start to progress the scheme in more detail. This means looking at the complete package of services that are required to each block and how that may impact on the service charge. We will consult further with you on services within your blocks and subsequently the service charge level. We will be building homes and blocks with better, more modern facilities, such as lifts and improved security, which might increase your service charge.

We will continue to consider service charges throughout the process ensuring they are kept at a minimum. Riverside will agree the improved services with residents to ensure they are getting value for money and that charges remain affordable.

Council tax

Council tax is set by the local authority, in this case Bromley Council. Properties are not assessed until they have been built but we hope to be able to advise you of your band before you move into your new property.

If you are on a low income or benefits, you may be eligible for a council tax reduction. Riverside will be able to advise and help you apply for any benefits you are eligible for.

Compensation – Home Loss Payment

Residents will be given a Home Loss Payment of at least £6,500 to compensate you for moving. This is a statutory payment that is set by the government and reviewed annually. We will also pay all residents a Disturbance Allowance, which includes moving costs.

Housing Benefit and financial support

If you currently claim Housing Benefit, on the new estate you will continue to claim this in the same way. You will however need to update the Housing Benefit team 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. If this is the case, our Project Team are happy to arrange a household visit to help you with your claim.

Bills

It will be the responsibility of each individual household to pay their own utility bills. All new homes will be fitted with water meters to meet current building requirements and we will ensure that your bills remain affordable.

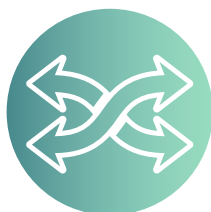
We will support and work with you to ensure that living at Calverley Close remains affordable now, and in the future

Our Riverside Promise

As part of our proposal to regenerate your estate we have made the following commitments to every resident living on Calverley Close:



Riverside will keep the existing community together



You will keep the same tenancy rights and rent levels



Riverside will improve security through the design process



All existing residents will receive a new home that will meet their housing need



Every resident will have a private outdoor space



Riverside will help you through these changes by compensating you with home loss and disturbance payments



Riverside will provide improved access with lifts within blocks and home layouts on one level

Your rights

The rights of our residents will remain the same throughout the regeneration process.

SIZE OF HOMES

We will allocate you a home that meets your housing need, and will work with you to meet your individual preferences as far as possible.

If you are currently under-occupying your home (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 we can provide you with one extra bedroom above your current need.

If you are overcrowded we will provide you with a larger home to meet the needs of your household.

TENANCIES

All current residents will keep the same security of tenure.

ALLOCATIONS

We will be offering you a home that will meet your housing need, and take into account your individual preferences.

RIGHT TO RETURN

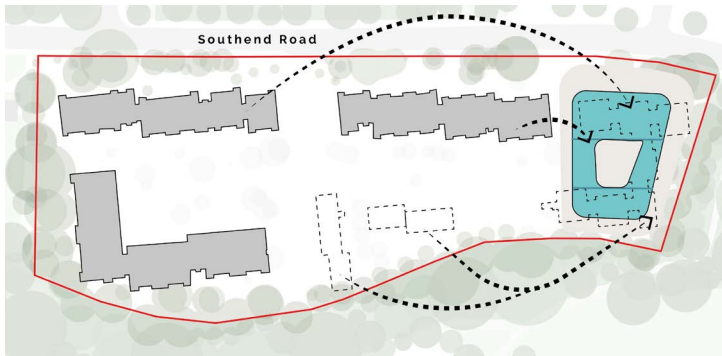
Riverside have offered residents the opportunity to transfer off the estate prior to, and during construction. Every resident has the right to return to the new built estate.

REHOUSING WITH NEIGHBOURS

We will work with residents to identify their preferences regarding being rehoused with existing friends or neighbours and to accommodate these where possible.

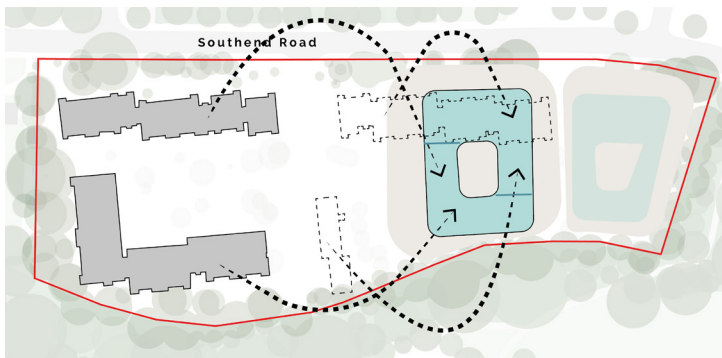
Phasing

The redevelopment would take place in phases to keep the community together and for households to only move once. Each phase will take approximately two years.



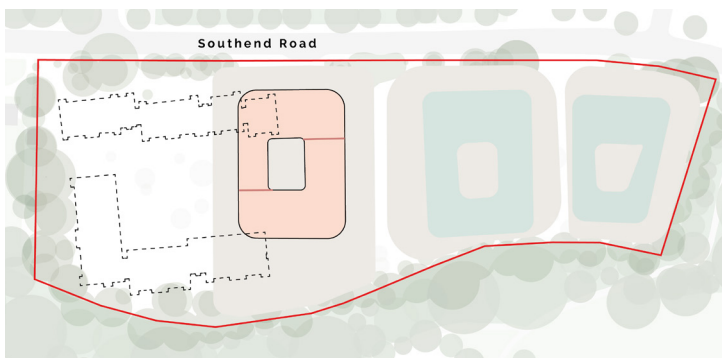
Phase 1

Warner House is demolished to construct Phase 1, which includes a cluster of 20 homes to accommodate the existing Calverley Close house residents, and some residents from Clifford, Thurston and Lloyd.



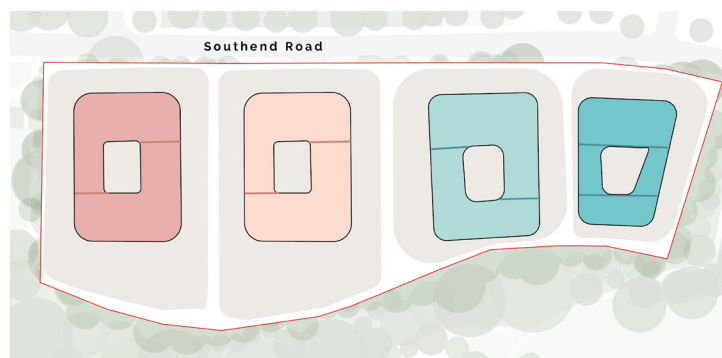
Phase 2

The remaining Clifford House residents will be accommodated in Phase 2, prior to the demolition of Clifford House and the Calverley Close houses. All remaining residents from Lloyd and Thurston will then be accommodated.



Phase 3

Thurston and Lloyd homes are demolished for Phase 3, which will accommodate affordable and private homes.



Phase 4

The final phase provides additional affordable and private homes.



The ballot

Are you in favour of the proposal for the regeneration of Calverley Close?

In 2018 the Mayor of London introduced new guidance on estate regeneration projects across all London Boroughs. As part of this guidance, a resident's ballot must now be held for estate regeneration projects of over 150 homes, where Greater London Authority (GLA) funding is required.

The ballot will ask whether existing residents agree with the estate regeneration proposal detailed in a landlord offer document.

This ensures that all eligible residents can vote either in favour or against our proposals to redevelop Calverley Close with a 'yes' or a 'no' vote.

Will my vote be confidential?

Your vote is completely confidential.

How many votes will be needed to decide the ballot?

Whichever vote (yes or no) receives the highest number of votes will decide if the scheme goes ahead or not.

Who will run the ballot?

Civica Election Services (CES), formerly Electoral Reform Services (ERS), an impartial and independent organisation, will manage the registration and ballot process in line with GLA guidance.

CES will be responsible for:

- The registration process for eligible voters
- Counting and verifying each individual vote
- Issuing the result

What question will be on the ballot paper?

You will be asked to vote 'yes' or 'no' on the following question:

'Are you in favour of the proposal for the regeneration of Calverley Close?'

How do I cast my vote?

Information on how to vote will be explained clearly on your ballot paper, which you will receive by post from CES. You will be able to vote using one of the following methods:

- Post the completed ballot paper back to CES in the pre-paid envelope provided. Please ensure you post your ballot paper with enough time to be received by CES before the deadline.
- Vote online at www.CESvotes.com/calverleyclose using the security codes listed on your ballot paper. Ballot papers will be sent by first class post to all eligible residents on Calverley Close.
- Vote via telephone by calling: 0800 197 4615

You can cast your vote as soon as the ballot paper arrives. **The ballot will open on 5 July and close on 28 July at 5pm.**

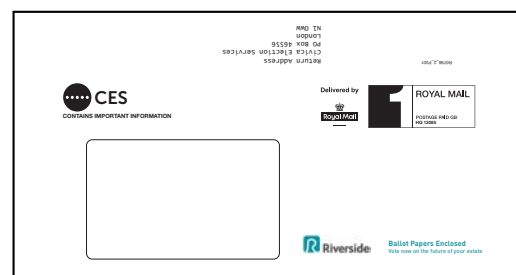
Your ballot will remain private and Riverside will never be told how any individual has voted.

Riverside will hand deliver the results the day after the results have been provided. Residents will be informed by CES of the result on 5 August 2021 by post.

Contact CES

For more information on the ballot process or if you have lost/spoiled your ballot paper, please contact CES at support@cesvotes.com or 020 8889 9203.

CES is totally independent from the estate regeneration project and Riverside. They can only provide information on the administration of the ballot.



Beyond the ballot

To achieve our vision for Calverley Close, we need to do more than just build a new estate. Here's how we will support you.

Managing your estate

We will work with residents to agree an improved, pro-active approach to addressing issues such as antisocial behaviour, security concerns and repairs on the estate. We want to provide a place that all residents can enjoy, feel safe and have homes and communal areas in a good state of repair and excellent working order.

Current Housing Officer surgeries, will be setting up a suggestions box, where residents can drop in suggestions on how they would like to see their new estate managed and provide feedback on what is most important to them. We will also work with you to tackle areas of concerns through providing a strong presence on the estate.

Site inspections and meetings

As Covid guidelines start to ease we have begun to hold weekly drop-in surgeries again. These surgeries provide a chance to have a confidential one-to-one meeting to discuss any housing management, tenancy or repair issue with your Housing Officer. Site inspections will also continue to take place regularly.

Riverside Direct will continue to be responsible for providing a repairs and maintenance service to Riverside residents and the communal areas.

Ongoing consultation

If residents vote in favour of the proposals, we will continue to consult with you throughout this process. This will include engagement events, design workshops, site visits, drop in sessions and more.

Planning application

Riverside will also submit a planning application to Bromley Council. The Project Team will continue to consult and engage residents throughout the process.

We will work with residents from across the estate to develop the details of the design and what goes into a planning application.

Bromley Council and the wider community will then have an opportunity to comment on our proposals. As soon as the Council are able to determine the application, construction can start.

All of the current proposals will be subject to the planning application decision and we will always consult with residents before sharing any plans with the wider community.

Indicative timeline - if you vote YES



IF YOU VOTE YES

All existing residents will be given a new home on the estate that meets their housing needs and it is our intention that they will only have to move once, directly to their new home

The estate will be rebuilt with improved security features such as fob-access doors, passive surveillance, well lit areas and visible access routes

You will keep the same tenancy type as you have now

Existing rent levels will remain the same for each property type

Every home will have its own private outdoor space

All homes will be more energy efficient, with improved accessibility, and will have modern kitchens and bathrooms

We will compensate you for moving and provide you with a disturbance payment

There will also be new homes built on the estate which will be for sale. The sale of this housing will contribute to funding the new and improved homes for existing residents

Riverside will be given additional support to provide affordable homes through GLA funding



**This is your
chance to
make a positive
improvement
to your home
and community!**

IF YOU VOTE NO

Riverside will not rebuild the homes of existing residents at Calverley Close. Riverside will remain your landlord and continue to meet the obligations expected of us.

We will not be in a position to make another offer and it is very unlikely that we will be able to put forward another proposal under GLA funding rules.



FINALLY...

a really big **THANK YOU** to everyone who got involved and shared their ideas for the new homes and estate. Resident engagement and feedback remains at the heart of everything we do and we will continue to work with and support you throughout the entire regeneration process should you vote **YES!**

Contact us

Thank you for taking the time to read our Landlord Offer. We're here to help. If you have any questions please contact us on **0345 111 0000** or email **calverley@riverside.org.uk**.

