

# Our offer to residents

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Alice Shepherd House and Oak House



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# Foreword

Over the past several years we have been working with residents to consider options for the future of Alice Shepherd House and Oak House, as well as the neighbouring community centre and housing office. Through this process it has become clear that the most popular option is to demolish the existing buildings and build new homes. As they stand, the draft proposals would deliver 347 new homes, 84 of which would be to replace the existing homes to ensure that our residents live in properties which meet modern standards.

This booklet contains details of the ‘Landlord Offer’ which includes our commitments, key pledges and guarantees to you should the proposed regeneration go ahead. It also includes some draft designs that give you an idea of what you could typically expect from the regeneration. We have also included information on your rights as a One Housing resident and the details of the ballot process. This booklet was developed in collaboration with your resident steering group and independent advisors. The steering group have suggested a number of amendments and changes, some of which we have been able to agree to and include, and some of which we have not.

Regeneration is a long and complex process and the COVID-19 pandemic has made the process even longer. To be successful, regeneration needs to reflect the views, needs and wishes of the existing residents, as well as those who will live in the area in the future. That is why we have spent the last two years working with you to develop the offer and proposals included in this document.

## Our engagement with you

### As part of this process, you appointed:

- Your own steering group,
- Your independent advisor,
- A resident advocate,
- and an architect.

### We then engaged with you at:

- 5 exhibitions (4 physical events and 1 virtual),
- 29 steering group meetings,
- a drop-in session in the foyer of Alice Shepherd House,
- a Q&A meeting with your independent advisors,
- 2 walking tours of the New Union Wharf regeneration site,
- More than 301 one-to-one meetings.

Over the course of the last two years 97% of you have spoken to us and formally shared your thoughts and ideas for the future of Alice Shepherd House and Oak House. We believe that the landlord offer you are now holding is the result of a truly collaborative process between us and the community. We want to thank each and every one of you for your time, insight and patience. The draft plans for the new homes at Alice Shepherd House and Oak House have been developed with these discussions and your views in mind.

This landlord offer is being sent to all the residents living in Alice Shepherd House and Oak House who are eligible to vote on whether the regeneration proposed will go ahead.

The ballot will take place in March 2022 and will ask you whether you are in favour of the regeneration proposal set out in this booklet or not. It will be a simple ‘Yes/No’ question. Please read this booklet carefully so that you fully understand the proposals before you vote. The ballot will be determined on a simple majority of those who vote across the two blocks. **Your vote is important.**

This booklet has been designed to contain all the information you need to make an informed decision about whether you are in favour of the regeneration. If you have questions about the Landlord Offer or anything else that you feel would help you decide, then please contact the One Housing regeneration team, your independent advisor (Lee Page from TPAS) or Mike Tyrrell, the resident’s advocate. Contact details are on the back page of this booklet.



Engaging with our residents.



Section One: What you need to know

What we want to deliver

We are proposing to regenerate the 84 homes at Alice Shepherd House and Oak House, alongside the community centre and the disused housing office next door. Our proposals would see the existing buildings demolished and replaced with new buildings and facilities that meet the latest design, safety and sustainability standards. The new blocks will provide improved homes for existing One Housing residents and new homes for families in housing need. A community facility would also be re-provided. We would use this opportunity to improve the environment, accessibility, and economy of the area.

While some residents may have to move temporarily to allow the new homes to be built (although we will work hard to avoid this wherever possible). **We are committed to ensuring that every One Housing resident will have a right to return to a brand-new home in the new development, whether a tenant or resident leaseholder.**



The current draft proposals would deliver:

84 replacement homes

67 new homes for social rent

29 new homes for shared ownership

167 new homes for sale

Total 347

Please note

If residents vote ‘Yes’ to take forward the regeneration in the ballot, there will be a process to submit a planning application to the London Borough of Tower Hamlets to get their permission for the new homes to be built.

This process will involve detailed design work where the overall principles of the redevelopment scheme as set out in this offer document are improved on and a more detailed proposal is put together and submitted to the council.

The number of homes given above is an estimate and may change slightly during the detailed design stage. If any more substantial changes to the proposals come out of the detailed design work, we will consult with residents about what these changes could look like and what it would mean. We will explore the possibility of reducing the overall number of homes proposed if we can afford to do so.

The images and drawings of the potential new buildings within this booklet are indicative and not yet final. There could be some changes during the detailed design stage that will follow the ballot. Any changes that are made will be made in consultation with residents.

Why we are bringing these proposals forward

A stock condition survey carried out by an independent surveying firm (Hunters) in 2017/18 highlighted ongoing maintenance issues with the existing buildings.

This technical survey, along with the results from a resident’s survey One Housing carried out in March/April 2019 (asking what you liked and disliked about your homes), demonstrated that there was both a maintenance need and a desire from residents for us to consider regeneration options.

This is what has led us to consider opportunities, in collaboration with you to redevelop the homes here.

Since then a Resident Steering Group was established who we meet with regularly and who appointed your Independent Resident Advisor, Resident Advocate and architect firm.

How we decided on this option

The approach we have taken is called an options appraisal, which is where a range of options are considered, costed and assessed to see what can be afforded and have support from residents. This approach is closely aligned to the Mayor of London’s good practice guide to estate regeneration, ‘Better Homes for Local People’, published in 2018. This sets out some key objectives for estate regeneration which are outlined below:

- 1 Delivering safe and better-quality homes for local people
- 2 Increasing the overall supply of new and affordable homes
- 3 Improving the quality of the local environment

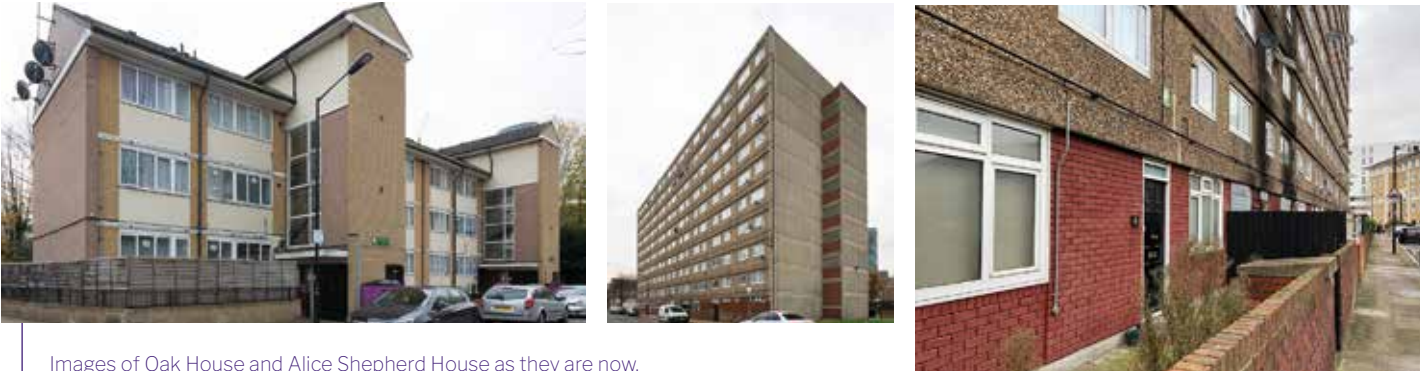
Over the last two years, designs and supporting information have been presented at consultation events, in your homes and over the phone during one-to-one discussions. **All of our consultation information and the draft designs are available on our website for you to access at any time.**

Through the consultation process a range of options for change have been presented to the community and the resident steering group. You have scrutinised these and provided feedback, comments and suggestions to us, some of which have been able to be included in the design work and some which have not, but this has led to meaningful changes to the design and consideration of additional options and variations.

With the support of your Independent Residents’ Advisor (Lee Page, TPAS), resident advocate (Mike Tyrrell) and an architectural firm (PRP) appointed by the steering group and members of our dedicated regeneration team, multiple designs were eventually whittled down to just one preferred option, which is what we are presenting here.

Demolition and redevelopment of the existing buildings was the final preferred option both in terms of resident’s opinion and deliverability – by which we mean the proposals are:

- Affordable to One Housing
- Provide community and economic benefits such as jobs and apprenticeships, and contributions to improved local services and infrastructure
- Likely to get planning permission from the local authority (Tower Hamlets Council)



Images of Oak House and Alice Shepherd House as they are now.



# Our design principles

Our early designs respond to a range of requirements:

- Your needs, in terms of the size and type of homes.
- The existing elements of your homes that you want to retain such as communal landings to access your homes and river views for the homes on the higher floors.
- The size and shape of the land.
- Tower Hamlets and the Greater London Authority's planning policies.
- They are viable for us to build.

**Taking account of these requirements, and our commitment to building new homes of the highest possible quality, the proposals have been developed with the following key principles in mind:**



## Maintain the community feel of the area

Alice Shepherd House has outdoor communal landings which have created a real sense of community. We want to design buildings that retain this feature and can keep the community together. We want to re-provide a community facility that meets the needs of the local community in terms of both how it is used and location.



## Consider the surroundings

We want to consider the nearby sites and buildings, in particular the low-rise buildings and New Union Wharf to the east, to ensure our designs do not look out of place, complement the surrounding area and minimise any impact.



## Provide homes for the Isle of Dogs

We want to provide much-needed homes, including affordable and intermediate homes, for the Isle of Dogs and wider Tower Hamlets area.



## Create usable outdoor spaces

We want to provide green communal spaces for residents that offer spaces to relax, enjoy and play, while also feeling private and safe.



## Design high-quality homes

We want to design high-quality, well-sized, energy efficient homes for existing and new residents that enjoy plenty of sunlight and have access to private outdoor space. In order to meet Government requirements all new homes will have water meters installed, electric cooking and heating will be provided by a communal heating system.

**Additional information on energy efficiency can be found at:**

**[onehousing.co.uk/about-us/what-we-do/development-and-regeneration](https://onehousing.co.uk/about-us/what-we-do/development-and-regeneration)**

Redeveloping Alice Shepherd House, Oak House, the neighbouring community centre and housing office will enable us to build improved homes for existing residents, provide suitable homes for those with disabilities, meet local housing needs and improve the environment and economy within the area.

# The site



Red line diagram of the proposed site for regeneration. The image above shows the site as it is now, and the images below show two options for what the proposed regeneration could look like. The specific design is not yet finalised and will be developed further after the ballot in the detailed design stage which takes place prior the planning application being submitted.



# What you can expect from your new home

Here we have provided some example floorplans to give you an idea of what your new home might look like should redevelopment go ahead. These are just examples of typical floorplans and show the size any new homes must be to meet the new London Housing Design Guide standards, based on the number of bedrooms and occupants.

The precise layout and dimensions of the new homes will be worked out during the detail design stage after the ballot, but they will be no smaller than the examples shown below. We have also committed that any new home a resident moves into will be at least as big as their existing home or larger. All new homes will also have some private outdoor space in the form of a balcony, terrace or garden.

These floorplans and layouts should be used as a guide to help you get a sense of what your new home may look like.

## Example 1-bedroom flats

50m<sup>2</sup>  
FLOORSPACE  
(AT LEAST)

5m<sup>2</sup>  
OUTSIDE  
SPACE

AS BIG  
OR BIGGER  
THAN YOUR  
CURRENT HOME

First layout



Total area: 50m<sup>2</sup> (+Terrace/balcony 5m<sup>2</sup>)

Second layout



Total area: 50.5m<sup>2</sup> (+Terrace/balcony 5m<sup>2</sup>)

## Example 2-bedroom flat

74m<sup>2</sup>  
FLOORSPACE  
(AT LEAST)

7m<sup>2</sup>  
OUTSIDE  
SPACE

AS BIG  
OR BIGGER  
THAN YOUR  
CURRENT HOME



Total Area = 74m<sup>2</sup> (+Terrace/balcony 7m<sup>2</sup>)

## Example 2-bedroom wheelchair accessible flat

74m<sup>2</sup>  
FLOORSPACE  
(AT LEAST)

7m<sup>2</sup>  
OUTSIDE  
SPACE

AS BIG  
OR BIGGER  
THAN YOUR  
CURRENT HOME



Total Area = 84.3m<sup>2</sup> (+Terrace/balcony 7m<sup>2</sup>)

## Example 3-bedroom flats

102m<sup>2</sup>  
FLOORSPACE  
(AT LEAST)

8m<sup>2</sup>  
OUTSIDE  
SPACE

AS BIG  
OR BIGGER  
THAN YOUR  
CURRENT HOME

First layout



Total Area = 95.8m<sup>2</sup>  
(+Terrace/balcony 9m<sup>2</sup>)

Second layout



Total Area = 95.9m<sup>2</sup>  
(+Terrace/balcony 8m<sup>2</sup>)

### Example 3-bedroom garden maisonette

**102m<sup>2</sup>**  
FLOORSPACE  
(AT LEAST)

↑  
**PRIVATE**  
GARDEN OR  
TERRACE

↑  
**AS BIG**  
**OR BIGGER**  
THAN YOUR  
CURRENT HOME



Total Area = 102.9m<sup>2</sup> (+Garden space)

### Example 3-bedroom roof terrace maisonette

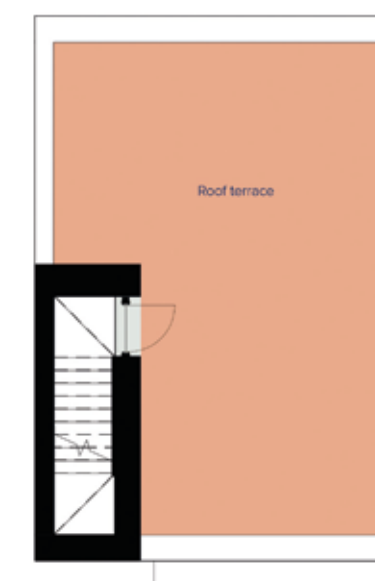
**104m<sup>2</sup>**  
FLOORSPACE  
(AT LEAST)

↑  
**PRIVATE**  
GARDEN OR  
TERRACE

↑  
**AS BIG**  
**OR BIGGER**  
THAN YOUR  
CURRENT HOME



Total Area = 104.2m<sup>2</sup> (+Terrace/balcony)



### Example 3-bedroom podium garden maisonette

**102m<sup>2</sup>**  
FLOORSPACE  
(AT LEAST)

↑  
**8m<sup>2</sup>**  
OUTSIDE  
SPACE

↑  
**AS BIG**  
**OR BIGGER**  
THAN YOUR  
CURRENT HOME



Total Area = 102.6m<sup>2</sup> (+Garden space)

### Example 4-bedroom maisonette

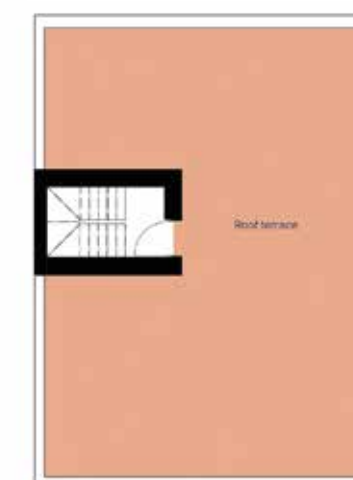
**124m<sup>2</sup>**  
FLOORSPACE  
(AT LEAST)

↑  
**PRIVATE**  
GARDEN OR  
TERRACE

↑  
**AS BIG**  
**OR BIGGER**  
THAN YOUR  
CURRENT HOME



Total Area = 124.5<sup>2</sup> (+Terrace/balcony)



\*Please note that the example plans are not to scale.

\*Please note the 'Total Area' refers to the entire floor space of the property including the internal walls.



# Our residents charter

The following charter is an important series of promises to all One Housing tenants and leaseholders of Alice Shepherd House and Oak House. These are our key commitments to you should you vote in favour of these proposals.

These promises were developed in consultation with the community, the independent advisor and your resident's advocate. **Whilst the designs of the new homes may change as detailed design work progresses in the event of a 'Yes' vote, these commitments will remain the same.**

**We provide more detail on each of these commitments in Section Two of this document.**

**1 A new home for every One Housing tenant and resident leaseholder if you want to stay on the estate:** We will offer you a home in the new development which meets your housing needs and budget. After the ballot, during the detailed design, we will meet with each household to understand your needs and preferences so that we can design a home for you that is suitable. You will have your own private outdoor space in the form of a balcony, terrace, or garden.

Resident leaseholders will have financial options to enable them to return if they are unable to purchase outright (see pages 23–24 for details).

If you move away from Alice Shepherd House or Oak House either temporarily or permanently, then we will work with you to find a home which suits your needs.

**Important note:** if tenants do choose to move away permanently, it could be to a home let by One Housing, another housing association or the council. You will be offered a new assured tenancy (that may be preceded by a probationary period) but some details in your new agreement may be different from your current One Housing agreement. Your rent in a new permanent home may be different to the rent you pay now, but you will know what the rent will be before making your decision to move.

**2 Help when moving and extra support for those who need it:** One Housing will arrange and pay for the removal company to transport your belongings to your new home. We will provide extra support with packing to those who need it such as elderly residents or those with support needs. We will arrange and pay for the disconnection of appliances and services in your hold home and the new connections in your new home. We will cover the costs of any other reasonable moving expenses, including the costs if you move twice. You will be entitled to compensation for the loss of your home (see pages 22–24).

**3 We will minimise disruption:** We will make every effort to limit disruption to you and your household. Where possible we will arrange for you to move directly into your new home from your existing one (except where resident choose to move twice so that they can return to a home on the site of Alice Shepherd House).

Some tenants and resident leaseholders may need to move away from the site temporarily to allow the regeneration to take place. We will aim to keep such moves to a minimum and all who temporarily move will have a right to return to the finished development.

**4 Ongoing consultation and communication:** We will consult you on proposals for the new development throughout the process, using a range of methods so you can influence things in ways that best suit you.

**5 Provision of parking:** Resident car owners who currently have a permit to park in the street will be able to keep this and those who park in the Alice Shepherd House car park will be able to park in a new parking space on the estate after the regeneration. We will also work with residents who require a disabled parking space to retain this within easy walking distance of their home.

**6 A commitment to quality:** All new homes will be built to the latest standards as set out in the London Housing Supplementary Planning Guidance (SPG) and the current Building Regulations. For existing residents, the intention is for all new homes to be the same size or larger than your existing home and have a decent sized outdoor space for a table and chairs. All homes will be energy efficient and water meters will be installed. Additional information on energy efficiency can be found at [onehousing.co.uk/about-us/what-we-do/development-and-regeneration](https://onehousing.co.uk/about-us/what-we-do/development-and-regeneration)

**7 Your rent will stay the same:** If you are a social housing tenant of One Housing then apart from the usual annual increases, your rent will not increase because of the redevelopment once you return to your new home, unless you move to a home with more bedrooms. Rents will also stay the same during the temporary move away from the estate while the work is carried out.

If you decide to move away permanently, the rent in your new home may be different to the rent you pay now, but you will know what the rent will be before making your decision to move.

**8 Your tenancy will stay the same:** If you are a social housing tenant of One Housing your tenancy rights when you return to your new home will be the same as they are now. If you choose to move away permanently you will be granted an assured tenancy and some details may be different to your existing tenancy agreement.

**9 A permanent move away only if you want it:** If you would prefer to move away permanently then we will support you to find a new home. For tenants this may mean moving into one of our existing properties elsewhere (either in Tower Hamlets or another borough), or moving into a property owned by another housing provider (either in Tower Hamlets or another borough).

For leaseholders this means an independently assessed purchase offer from One Housing, and financial support to buy elsewhere (see pages 23–24 for details).

**10 You will receive compensation:** We will pay you (leaseholders and social housing tenants) a Home Loss Payment for the loss of your home, which is £7,100 for tenants and up to 10% of the value of your property for leaseholders as of February 2022. We will also pay all other reasonable costs incurred as a result of your having to move home.

Separate to this, if you are a tenant who has made improvements to your home, we will compensate you for them providing they were carried out with One Housing's permission. If leaseholders have made improvements, they will be considered when calculating the property's value for both outright sale and shared options.

**11 A fair and flexible offer to leaseholders:** We are committed to ensuring that all leaseholders have the option of a financially advantageous offer available to them. We will offer both resident and non-resident leaseholders the option to sell your homes to us at an independently verified price plus a regulatory Home Loss Payment (which is currently set in law at 10% of your property value for resident leaseholders or 7.5% for non-resident leaseholders, up to a maximum of £71,000 – please see section two for full details).

Resident leaseholders will be able to buy a property in the new development, and will be able to take an equity loan option if they cannot purchase outright. We will cover all reasonable costs incurred as a result of sale/equity loan arrangements. We will discuss any additional circumstances with individual leaseholders (such as alternative mortgage arrangements) and provide all support that we can.



## How to have your say

Following the Mayor's guidance, we have committed to holding a ballot with a simple "Yes/ No" vote. This will ensure that all residents who are eligible to vote, will be able to have a say in the future of the estate and the quality of the homes and environment you live in.

You can vote anonymously either in favour of our proposal to regenerate Alice Shepherd House and Oak House, as well as the neighbouring community centre and housing office, (with a 'yes' vote) or against our proposals (with a 'no' vote).

There is no minimum turnout needed and only the votes cast will be counted. The result will be based on a simple majority – in other words whichever option (yes or no) receives the highest number of votes cast will decide if the proposals go ahead or not.

### Who will run the ballot?

We have appointed Civica Election Services, an impartial and independent organisation, to manage the registration and ballot process in line with Greater London Authority guidance. They will be responsible for:

- Securely posting the ballot papers to eligible residents.
- Receiving and counting the votes.
- Verifying that all votes have been cast legitimately.
- Issuing the result.

More information about Civica Election Services (CES) can be found here: [civica.com/en-gb/civica-election-services](https://civica.com/en-gb/civica-election-services)

This will be a secret ballot and CES will never tell One Housing, or anyone else, how individual residents have voted. Voting in the ballot is voluntary, however we encourage everyone to take part and use their vote.

### Who gets to vote?

Please note that the Greater London Authority (GLA) determines who is eligible to vote, not One Housing or CES. The GLA states that the following residents within a regeneration area will get to vote:

- Social tenants (i.e. those that are named as a 'tenant' or 'joint tenant' on their tenancy agreement).
- Resident leaseholders or freeholders who are named on the lease or freehold title and have been living in their property for at least one year prior to the publication date of the Landlord Offer.
- Any resident whose principal home is within the regeneration area and who has been on the council's housing register for at least one year prior to the publication of the Landlord Offer.

### What question will be on the ballot paper?

The question will be: "Are you in favour of the proposal for the regeneration of Alice Shepherd House, Oak House and the neighbouring community centre and housing office?". You can vote either YES or NO.

### How do I cast a vote?

Information on how to vote will be provided with 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.
- Vote online using the security codes listed in your ballot pack.
- Vote by telephone using the security codes listed in your ballot pack.
- Further guidance on how to cast your vote will be included in your ballot pack.

You may only vote once. CES verifies every vote. If a resident votes more than once (for example voting online and then submitting a postal vote), only the first vote received will be counted.

### When will I receive my ballot paper?

Ballot papers will be posted by first class post to all eligible residents on Tuesday 1 March 2022. You can expect the pack to arrive over the following couple of days.

### When will the vote take place?

You can cast your vote as soon as your ballot paper arrives. The ballot will last for 24 days and closes at 5pm on Thursday 24 March. Your vote must be received by CES by the deadline to be counted. If you choose to vote by post, please make sure you send your vote back with plenty of time to arrive as any ballot papers received after the close will not be counted under any circumstances.

### When will I find out the result?

All residents will receive a letter from CES within five working days of the close of the ballot to confirm the result and the next steps.

### What happens after the ballot?

The two scenarios on the next page highlight the next steps given each of the ballot outcomes.

### Who can I contact for further information about the ballot?

For more information about the ballot, or if you have not received your ballot paper or if you lose or damage it, please contact CES at [support@cesvotes.com](mailto:support@cesvotes.com) or **020 8889 9203**.

For information about the landlord offer document and the regeneration project, please contact One Housing.



Indicative illustrative sketch of the river view from the rooftop terrace.



### A 'Yes' vote

If the ballot result is in favour of the regeneration proposals, One Housing will continue to develop the designs and get them ready to make an application for planning permission to the council. This work will take about 12-18 months.

During this period, a number of other important pieces of work need to be done. Firstly, immediately after the ballot there will be a break in consultation for a couple of months while we prepare for the next stage of work. Then we will restart the consultation with residents so that we can progress the design work. We will meet with each household to discuss your individual circumstances and preferences so that these can be included in the design work for the new homes. We will start discussions with leaseholders about their options and preferences. We would also work to appoint a contractor or development partner to carry out the construction works. We expect that the process of temporary rehousing for affected residents would begin after we have received planning permission, starting approximately two years after the ballot.

### A 'No' vote

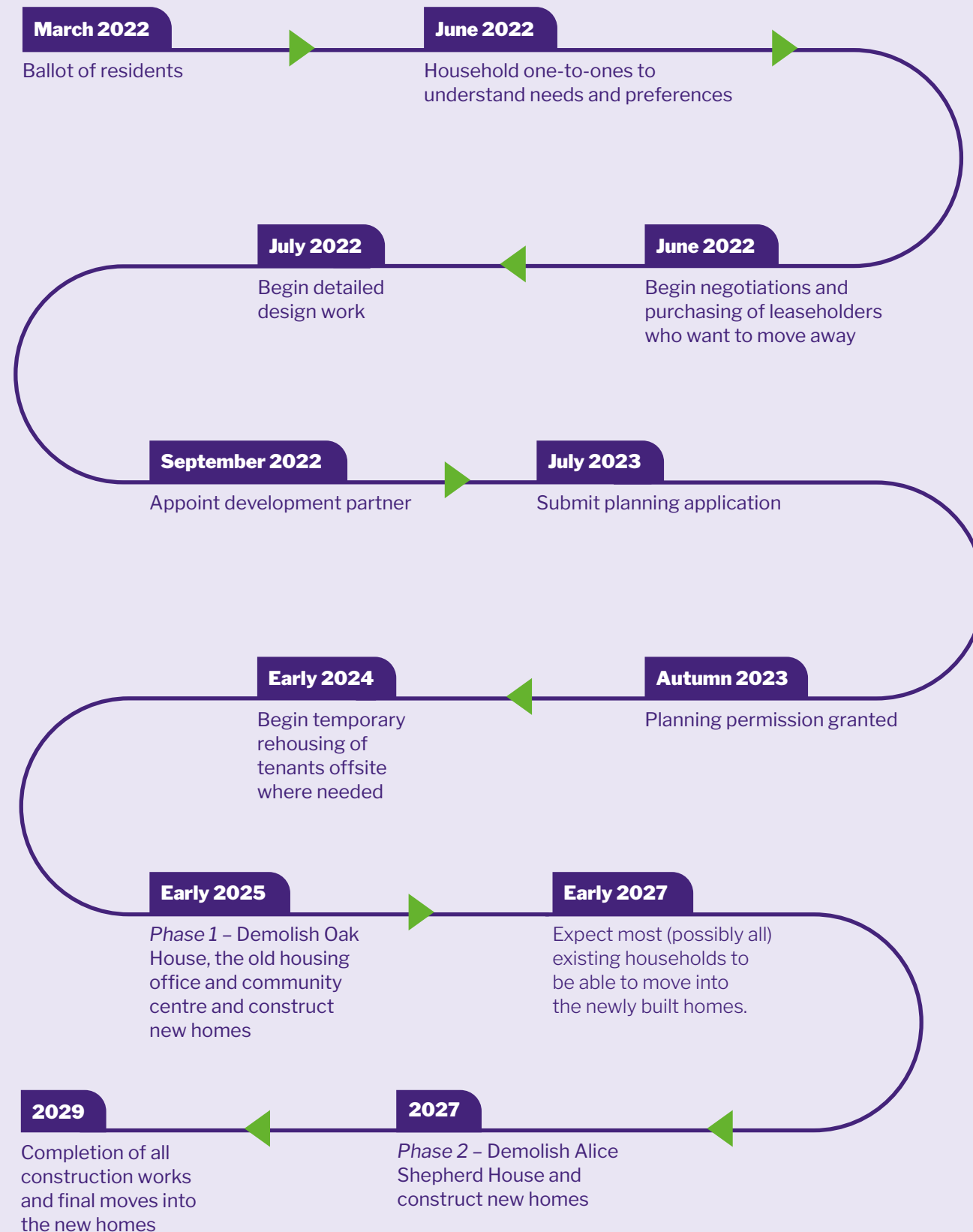
If the ballot result is not in favour of the regeneration proposals One Housing will continue with 'business as usual' management and maintenance. Day-to-day repairs to the homes, blocks and estate would continue, as will any renewal works when they are needed such as kitchens and bathroom replacements, doors windows and other major works.

One Housing carry out a consultation with residents to understand why they voted 'no' in the ballot. Depending on this feedback a decision would be taken on whether to revise the Landlord offer and go to vote again or to cancel the project.



Illustrative street view sketch along Manchester Road looking towards the deck-access block with the residents communal courtyard.

## 'Yes' vote timeline



# Section Two: Our commitments to you in detail

In this section, we have provided more detailed information on each of our commitments, set out in our ‘Residents Charter’ on pages 12–13. If at any point you would like to discuss this offer in more detail, we are happy to meet with you. Please contact us using the details on the back of this document.

To make this easy to navigate, we have split these into four categories:

- Our commitments to all residents, which apply to you whether your rent or own your home.
- Our commitments to our tenants.
- Our offer for resident leaseholders.
- Information for non-resident (or ‘investor’) leaseholders.

Please note that for the purposes of this offer a resident leaseholder is defined as someone who is named on the lease and is living in a property within the regeneration area as their only or principal home at least twelve months prior to the publication of this offer.

## Our commitments to all our residents

### 1. A new home if you want to return

We will offer a brand-new home to every existing One Housing tenant and resident leaseholder that wishes to live on the estate after the regeneration.

We will match the number of bedrooms that you currently have in the home you return to, unless you are overcrowded or are under occupying your home by more than one bedroom. You will have your own private outdoor space in the form of a balcony, terrace, or garden.

After the ballot, during the detailed design, we will meet with each household to understand your needs and preferences so that we can design a home for you that meets your needs. The number of bedrooms you will have in your new home will be determined by the Tower Hamlets Council lettings policy which is available here: [www.towerhamlets.gov.uk/Documents/Housing/Housing-provision/Allocations/Allocations\\_scheme.pdf](http://www.towerhamlets.gov.uk/Documents/Housing/Housing-provision/Allocations/Allocations_scheme.pdf)

We acknowledge that some residents would prefer a ‘like for like’ new home in terms of aspect (view) and the floor that they live on. We will do all we can to accommodate this during the detailed design stage. All existing residents who currently have a dual aspect home (they have views in two directions) will have the option of returning to a dual aspect home.

If residents in Alice Shepherd House want to move back to the homes on the site of Alice Shepherd House they will probably have to move twice but we aim to keep this to an absolute minimum. We will decide in consultation with residents during the detailed design after the ballot which of the proposed blocks returning residents will move into.

We will take a fair and transparent approach to designing the new homes based on the needs and preferences expressed by residents:

#### First priority

Households who have to be temporarily decanted away from the estate will have the first priority of their preferences.

#### Second priority

Households who have lived in the block the longest will have the second priority of their preferences.

If you move away from Alice Shepherd House or Oak House either temporarily or permanently, then we will work with you to find a home which suits your needs.

**Important note:** if tenants do choose to move away permanently, it could be to a home let by One Housing, another housing association or the council. You will be offered an assured tenancy (that may be preceded by a probationary period) but some details in your new agreement may be different from your existing One Housing’s agreement. Your rent in a new permanent home may be different to the rent you pay now, but you will know what the rent will be before making your decision to move.

### 2. Help when moving and extra support for those who need it

One Housing will arrange and pay for the removal company to transport your belongings to your new home. We will provide extra support with packing to those who need it such as older residents or those with support needs. We will arrange and pay for the disconnection of appliances and services in your old home and the new connections in your new home. We will cover the costs of any other reasonable moving expenses, as well the costs if you move twice. You will be entitled to compensation for the loss of your home (see commitment 10).

If you need to move to a temporary home, we will provide you with help and support throughout the process of finding a suitable temporary home. You will be able to make as many applications (“bids”) for a temporary home as you wish, until six months before vacant possession of your existing home is needed. At this point, if you have not found a suitable property through the council’s allocations scheme, you will receive an offer of a suitable home in the borough. This offer will consider your current circumstances.

You will be able to apply for your temporary home through Tower Hamlets Council’s housing allocations scheme once planning permission has been granted. The council always gives highest priority to residents whose homes are to be demolished. One Housing will pay for the difference in rent if your temporary home is higher.

You can choose to remain permanently in the home that you initially move to temporarily, but if you do One Housing will no longer cover the difference in rent and you will be charged the standard rent and any other tenancy charges for that property. Please note that this may be different to your current rent although it will still be lower than the current market rents and you will know what the rent will be before committing.

If you move either temporarily or permanently, you will receive a Home Loss Payment as compensation for the loss of your home (see section 10). Please note – the Home Loss Payment will only be paid once, however many times you move home.

One Housing will ensure that there is a dedicated team in place to work with residents during the decant phase who will support them throughout the process (including assisting in managing benefit and utility changes).

### 3. We will minimise disruption

We understand that moving home is disruptive and stressful. We will work with you to ensure that disruption is limited and as manageable as possible. We will also ensure that regular ongoing consultation and contact takes place throughout the regeneration process and that you are aware of and involved in the progress of the building of your new homes.

Where possible we will arrange for you to move directly into your new home from your existing one (except where resident choose to move twice so that they can return to a home on the site of Alice Shepherd House).

Some tenants and resident leaseholders may need to move away from the site temporarily to allow the regeneration to take place. We will aim to keep such moves to a minimum and all who temporarily move will have a right to return to the finished development.



4. Ongoing consultation and communication

If the community votes in favour of these proposals, we will continue to consult and involve you in the emerging proposals and designs as we work towards making a planning application.

We will continue to:

- Meet regularly with the Resident Steering Group and other residents on a one-to-one basis
- Publish regular newsletter updates
- Hold exhibitions, events and open days for you and the wider community so that residents are kept fully up to date on the designs and how they are progressing.

If you haven't been involved in the Resident Steering Group so far there will be opportunities to join it for any future work.

Independent advice

If you would like to talk about any aspect of this offer, the ballot, your rights or the implications that the proposal might have for your household, the Independent Tenant & Resident Adviser (Lee Page from TPAS) will be happy to talk to you in confidence and give impartial advice. They are independent of One Housing and their job is not to support the scheme, only to make sure you can get accurate and impartial information and advice when you need it.

Lee can be contacted using the details below:

 [aliceshepoakhouse@tpas.org.uk](mailto:aliceshepoakhouse@tpas.org.uk)

 07722 054 767

If you would like additional support and advice then you can speak to your Resident Advocate, Mike Tyrrell, whose role is to support and represent residents as required.

Mike can be contacted using the details below:

 [mike@puttingresidentsfirst.co.uk](mailto:mike@puttingresidentsfirst.co.uk)

 07958 225 416

5. Provision of parking

On the new development

Residents who currently have a permit to park their vehicle in the car park or on the street will continue to do be able to do so after the redevelopment.

We will work with residents who require a disabled parking space to retain this within easy walking distance of their home.

For residents who currently rent a parking space within the estate the cost will not increase if they take up a bay in the new development, except for the usual annual increases.

If you do not currently have a permit, we cannot guarantee that you will be able to park after the redevelopment as the provision of future on-street parking permits will be at the discretion of the London Borough of Tower Hamlets.

During your temporary move

There are many parking zones in Tower Hamlets and two parking zones on the Isle of Dogs, so your right to park locally will depend on where you move to temporarily. It is possible that your current parking permit may be valid in the area you move to. Tower Hamlets Council's parking permits team can advise you. You can call them on 020 7364 5000 or check online at [towerhamlets.gov.uk/parking](https://towerhamlets.gov.uk/parking)

If you move to a One Housing property which has a designated parking scheme, we will endeavour to provide you with a space.

If you are still living within one of the current blocks while works are ongoing, we will do all we can to maintain as much parking as possible and will retain the same number of disabled parking bays.

6. A commitment to quality

We are committed to buildings homes that meet every modern standard for our residents. We set out our Design Principles on page 6 which demonstrate this commitment to quality and provide more information about what this will mean in practice.

Looking after our tenants

7. Your rent will stay the same

Your rent will remain the same as it is now in both your temporary home and in your new home in the redevelopment area, as long as you have the same number of bedrooms. If the number of bedrooms goes up or down, your new rent will match that of the same sized home on the estate now.

If you choose to move permanently to a home owned by another housing association, your new landlord will be responsible for setting the rent in that property, which may be different to what you currently pay.

If you receive Housing Benefit, Universal Credit or similar help with your housing costs, you will continue to receive this in both your temporary home and your new replacement home on the estate if your circumstances remain the same.

Service Charges

Charges will be based on the cost of providing services that are delivered within the new development. We are committed to making sure service charges are kept as low as possible and we will consult with residents in detailed design stage after the ballot about what type of services are provided. If there are increases in service charge amounts, we would agree a phased introduction of the increase over a period of three years.

Further information, including estimated service charges, can be found under the 'Isle of Dogs – Alice Shepherd House and Oak House' section of our website at [onehousing.co.uk/about-us/what-we-do/development-and-regeneration](https://onehousing.co.uk/about-us/what-we-do/development-and-regeneration)

Council Tax

If your Council Tax increases because your newly built home is in a higher council tax band then One Housing will pay some of the extra costs during the first three years where applicable as follows:

- During the first year One Housing will pay all (100%) of any extra Council Tax due to the higher banding.
- In the second year One Housing will pay two-thirds (66%) of any extra Council Tax due to higher banding, and
- In the third year One Housing will pay one third (33%) of any extra Council Tax due to a higher banding.
- From the fourth year, you will be fully liable for any extra Council Tax due to a higher banding.

Further information, including estimated council tax, can be found under the 'Isle of Dogs – Alice Shepherd House and Oak House' section of our website at [onehousing.co.uk/about-us/what-we-do/development-and-regeneration](https://onehousing.co.uk/about-us/what-we-do/development-and-regeneration)

8. Your tenancy will stay the same

Your rights as a tenant will not be affected by the redevelopment and you will continue to have what is known as an 'assured tenancy'. If you have 'protected secure rights' (usually due to you having been a council tenant at some point in the past, before transferring to One Housing) then these will also stay the same in your new tenancy for your new home.

Current residents will have either a Toynbee Housing Association or One Housing tenancy agreement. If you currently have a Toynbee Housing Association tenancy agreement, you will be able to choose whether to keep it or move to a One Housing tenancy agreement. The Independent Resident Adviser will be able to discuss your individual rights to help you decide which agreement you would prefer to have.

If you move permanently to a home let by another landlord you will retain an assured tenancy, although some details in your new tenancy agreement may be different from your current agreement. Protected secure rights cannot be retained if you sign up to a tenancy with a new landlord.

## 9. A permanent move away if you want it

If you would prefer not to return or remain in the redevelopment area and would rather move away permanently to another home in Tower Hamlets, we will help you to secure a new home from the available properties in the borough.

If you wish to move away from Tower Hamlets, we will help you to try and secure a home in the area of your choice. We would need to know early on where you would like to move so that we can liaise with the relevant council to enquire as to whether they are able to offer you a suitable home. If you are not able to find a suitable permanent home away from the estate you will be provided with a new home which meets your needs in the new blocks on the estate.

If you move away permanently, the rent that you will be liable to pay on the home you move to may not be the same as your existing rent, but it will still be a social housing property with rent lower than the current market.

Any adult children that are living with you will be given priority to bid for their own social housing property within Tower Hamlets, providing they need nothing larger than a one bedroomed property and they have lived in your home for at least twelve months, prior to the date of this offer document.

## 10. Compensation in detail

### Home Loss Payment

This is compensation for the inconvenience of having to move because of the regeneration. The amount payable is set by the Government each year and is currently £7,100 per household if you have lived in your home for 12 months by the time you move out.

It is payable when you move out of your existing home. If you currently owe us rent or any other payment, the amount is deducted from the Home Loss Payment. (Please note – the Home Loss Payment will only be paid once, however many times you move home).

This amount is decided annually so it may be higher once you come to move. Joint tenants are only entitled to one Home Loss Payment.

### Costs of moving

One Housing will arrange and pay for the removal company to transport your belongings to your new home. We will provide extra support with packing to those who need it such as elderly residents or those with support needs.

One Housing will arrange and pay for the disconnection of appliances and services in your old home and the new connections in your new home. We will cover the costs of any other reasonable moving expenses such as, redecoration, alterations to curtains and carpets, replacement furniture where existing items do not fit, new appliances such as cookers if the old ones are not suitable, but these will be agreed on a case by case basis. For those moving temporarily, if additional costs are incurred for travel to school or work this can be reimbursed. We will also cover the costs if you move twice. Please note you will have to provide receipts for any additional costs you have paid.

### Home improvements

Providing tenants have sought permission from One Housing to make these improvements, they will be compensated for their loss. If you have made improvements without One Housing's permission, then this would need to be considered on a case-by-case basis.

We don't want you to be out of pocket if you have made good quality improvements to your home, but we would not compensate if an improvement had risked the structure or safety of the building without our approval.

## Looking after our leaseholders

### 11. A fair and flexible offer for leaseholders

Should redevelopment go ahead, we are committed to ensuring that:

- Leaseholders will not be compelled to accept an option that would mean they are financially worse off because of the redevelopment.
- Resident leaseholders will be able to buy a suitable replacement home (with the same number of bedrooms) in the development, if you want to.
- We are as flexible as possible, working with you to find the right solution to suit your personal circumstances.
- Resident leaseholders that are moving into a new home within the regeneration area can do so directly from their existing home wherever possible.
- Resident leaseholders will have three options should the redevelopment go ahead, which are set out below. Please note that under all options any service charge debt will be recovered at the point of sale/equity transfer from any retained Home Loss Payment.

### Option 1

#### **Outright sale – a permanent move away if you want it.**

One Housing will purchase your property for the full open market value as determined by an independent qualified surveyor, who is a member of the Royal Institute of Chartered Surveyors (RICS), plus a 10% statutory Home Loss Payment.

We will also reimburse you for the reasonable cost of your own independent valuer, legal fees, stamp duty, financial advice relating to the sale and removal costs. Reimbursed costs to be agreed before they are incurred through the provision of quotes.

If you take this option, you would not be automatically entitled to a property within the new development. The buyback process must commence at least 18 months before the expected start on site date.

### Option 2

#### **Gain full ownership of a new home within the development with an interest free loan arrangement with One Housing if required (an equity loan).**

You invest the full market value of your current home, plus your 10% Home Loss Payment (less £7,100 that can be retained) into a new property within the upcoming development area.

You must invest the full value of your property, less any mandatory deductions from the agreed value (for service charge arrears or other personal debts for example) and any existing mortgage must be ported across. You will not pay any rent on the remaining equity.

One Housing will fund the difference in value and secure it against the value of the property (in effect an interest free loan). If the property is sold in the future One Housing would be entitled to receive the same proportion of sale revenue as they originally provided.

The lease may be passed on once to an immediate family member as a succession. At the point of a second succession One Housing's share of equity must be repaid through the sale of the property.



## Option 3

### Gain partial ownership of a new home within the development with One Housing as partner (shared ownership).

This option allows you to part own and part rent a newly built home within the new development. This option is for homeowners who wish to have the option to 'buy out' One Housing's equity share over time.

#### You will be asked to pay rent on the unpurchased portion of the property up to the lower of:

- 50 per cent of the value of the new property, or the full market value agreed for your existing property.
- You will be required to invest your full Home Loss Payment, in order to get as close as possible to either of the two above thresholds (whichever is the lower).
- You are required to purchase a minimum of 25 per cent of the value of the new property.
- Rent will be charged at 2.75% on the difference between the share purchase price and the full market value or 50% of the value of the new property, whichever is lower.
- Any existing mortgage must be ported across to the new property. You can pay off a proportion (or all) of One Housing's share at any time, subject to a market evaluation at that time. This is often referred to as 'staircasing'.

## Compensation in detail

### Home Loss Payment

This is compensation for the loss of your existing home. The rate is set by the Government and reviewed each year so may change by the time you come to move but currently are:

#### For resident leaseholders

10% of the independently assessed market value of your home up to a maximum of £71,000.

#### For non-resident leaseholders

7.5% of the independently assessed market value of your property up to a maximum of £71,000.

### Costs of moving and compensation

One Housing will arrange and pay for the removal company to transport your belongings to your new home. We will provide extra support with packing to those who need it such as elderly residents or those with support needs.

One Housing will arrange and pay for the disconnection of appliances and services in your old home and the new connections in your new home. We will cover the costs of any other reasonable moving expenses such as, redecoration, alterations to curtains and carpets, replacement furniture where existing items do not fit, new appliances such as cookers if the old ones are not suitable, but these will be agreed on a case by case basis. For those moving temporarily, if additional costs are incurred for travel to school or work this can be reimbursed. Please note you will have to provide receipts for any additional costs you have paid.

### Home improvements

Any improvements that have been made will be taken into account when calculating the property's value for both outright sale and shared equity options. Any valuations will be independently assessed and verified.

## Information for non-resident leaseholders

If you are a non-resident leaseholder you will be able to sell your property to us for the full open market value, plus a 7.5% statutory Home Loss Payment (up to a maximum of £71,000). We will also reimburse you for the reasonable cost of your own independent valuer, legal fees, stamp duty, financial advice and removal costs. Reimbursed costs to be agreed before they are incurred through the provision of quotes. You will not be automatically entitled to a property within the new development, although you could purchase on the open market once the development is complete.

### Key points:

- The purchase of any leasehold units will be at the independently assessed market value, plus home loss compensation of 10% for resident leaseholders and 7.5% for non-resident leaseholders.
- All reasonable expenses to be covered with prior agreement of One Housing.
- As a leaseholder you may 'pass on' your property thorough succession once before any equity held by One Housing must be re-paid.
- Non-resident leaseholders will not be automatically entitled to purchase a new property in the resultant development.
- Any service charge debt at the point of sale will be recovered from the Home Loss Payment.



Illustrative street view sketch along Stewart Street looking towards the proposed new buildings and improved open spaces.



Indicative example sketch of the river view from a residents' balcony.

# Section Three: Your questions answered

These are questions that we have been asked by residents that are either not covered elsewhere in this booklet, or are so frequently asked as to warrant an entry in this section.

- 1. New homes and design
- 2. Rents and other charges
- 3. During Construction
- 4. Rehousing options
- 5. Removals and decanting

- 6. Compensation
- 7. Parking
- 8. Right to Buy
- 9. Pets

## 1. New homes and design

**Will residents be involved in the ongoing design of the new development following the ballot? Including kitchen and bathroom finishes?**

Yes, residents will be fully involved in the detailed design process after the ballot up to the point where an application for planning permission is submitted to the council. The intention is for residents to have input and choice in the kitchen and bathroom finishes as part of this process.

**Will there be outdoor space for any new homes built as part of the redevelopment?**  
Yes. All new homes will have private outdoor space – this will be a patio, roof terrace, balcony or garden depending on which new home you move into. The size of the outdoor space is determined by the latest London Plan Space Standards and is dependent on the size of your home. As a minimum the space provided will match that which you currently enjoy.

**Will any new lifts be big enough to take large pieces of furniture?**  
Yes, the lifts will be a sufficient size to allow furniture to be moved into people's homes providing it is not significantly oversized.

**Will the new homes have a separate toilet and bathroom?**  
All flats with two bedrooms or more will have a separate bathroom and toilet. One-bedroom properties will have a single bathroom (with a toilet within it).

**Will existing residents be able to choose between having an open plan or separate living room and kitchen?**  
Yes, existing residents will have the option of either an open plan or separate kitchen as we work on the detailed design after the ballot.

**Will the new homes have the same amount of storage space in the kitchen?**  
Yes, storage space in the new kitchens will either be equivalent to the current storage space or larger. The specific dimensions will be worked out during detailed design after the ballot.

**Will residents have a choice between having a bath tub or a shower?**  
Yes. All current residents will have these options.

**If I choose to have a bath tub will it also have a shower facility?**  
Yes, we can include a shower head on all baths.

**Will there be sufficient water pressure in the new properties?**  
Yes, pumps will be fitted if necessary.

**Will there be spotlights in the new homes?**  
It is a bit too early to say exactly how the new homes will be lit, this will be worked out during detailed design after the ballot.

**Will there be carpet in the communal areas of the new buildings? We are worried this could be a fire risk.**  
The intention is for the communal areas not to be carpeted for exactly this reason. More detail will be available on exactly what flooring we will have in the finished buildings during the detailed design stage.

**Will the new homes have a sprinkler system?**  
If required by building regulations then the new homes will have sprinklers. Sprinklers are currently required in any new building above 11 metres in height (roughly anything above four storeys in height).

**Will there be windows in the kitchens of the new homes for all current tenants?**  
All flats with two bedrooms or more will have windows in the kitchen, we can't yet be certain about the one-bedroom properties. We will be able to advise for certain once we have completed more detailed design after the ballot.

**Will all current residents who have dual aspect views in their existing home be able to have this in their new homes? (i.e., windows on at least two sides of the property)**  
All existing residents who currently have a dual aspect home (they have views in two directions) will have the option of returning to a dual aspect home.

**Will there be satellite and TV points in the bedrooms as well as living rooms?**  
Yes, there will be connection points for this in both the master bedroom and the living room.

**What sort of heating system will the new properties have?**  
In line with current government regulations the new homes will be connected to a communal heating system but each household would receive individual bills based on their own usage. More information and estimated costs can be found at [onehousing.co.uk/about-us/what-we-do/development-and-regeneration](http://onehousing.co.uk/about-us/what-we-do/development-and-regeneration)

- Can you ensure that the balconies:**
- **Do not have wooden floors (because this is a fire risk)?** Yes.
  - **Don't allow water to penetrate on to the balcony below?** Yes.
  - **Don't block light to the flat below?** There will be a daylight and sunlight assessment carried out as part of the detailed design process that will ensure there will be minimal impact on light entering the windows below a balcony.

**And can the balconies have a canopy above them so they are sheltered?**  
We can explore options to make sure the balconies are as sheltered as possible during the detailed design process after the ballot. Canopies would probably have too much of an impact on light entering the windows to be possible.

**Is the space created by the balconies included in the overall space requirements for each flat?**  
No, all space created by the balcony is in addition to the internal space requirements.

**Will the new homes have very long/large windows or glass panels to the front of them?**  
We wouldn't be able to say for certain until we have completed the detailed design work after the ballot. We will aim to meet residents' expectations in terms of window size, but we will have to ensure they allow in sufficient daylight/sunlight as set in the building regulations.

**Will you guarantee to match or better current room sizes?**  
All new homes for existing residents will be at least as big or larger than your current home but the exact dimensions of the individual rooms will not be worked out until the detailed design process after the ballot. Our intention is that the new rooms will be at least as big or larger than the current rooms.

**Has the type of rubbish/refuse system in the new blocks been decided?**  
No, this will be considered after the ballot in the detailed design stage. There are a number of possible options which will be considered before a decision is made, based on consultation with the Council, residents and development partner, as well as ground surveys of the estate.

**If you install environmentally friendly lighting will it be bright enough to ensure the communal areas are well lit and feel secure?**  
Yes, we will ensure that any lighting is sufficiently bright and we will be aiming to obtain 'Secure by Design' accreditation from the police.

**Can you please avoid using an entry system that is accessed from a smart phone?**  
Yes, we will avoid using any entry system that you need a smart phone to operate.

**Will all private outdoor space and shared communal areas be secure?**  
We will be designing all outdoor spaces to be as safe and secure as possible, and we will be looking into different options for securing communal areas (and making them less accessible to non-residents) as we work on the detailed design after the ballot.

**Will there be a back-up system for lighting, lifts and security systems in the event of a power failure?**  
There will be an emergency lighting system in case the main system fails or there was a power issue. There would be at least two lifts per building in case of the mechanical failure of one. Lifts would not be functional if there was a power cut, and likewise any fob access/ security door system would disengage if there was a loss of power. This is a safety requirement to stop people getting trapped in the building if there was a power failure.

**Will there be a back-up boiler in the event of a failure of the main heating system?**  
With a communal heating system while there is no 'back-up' system as such, there are typically multiple boilers maintaining the service so a complete failure is unlikely. However, if more than one boiler were to fail then this could cause issues at times of peak demand.



**Can letterboxes be fitted to people's front doors rather than be in a communal foyer?**

This is a design option that we can explore further during detailed design after the ballot. We are unable to give a definite answer now.

**Will any tenants that currently have a home adapted (or are awaiting adaptations) due to a disability or other vulnerability be able to have these adaptations installed in their new home?**

Yes, we will work with social services, the NHS and any other support network to ensure adaptations are carried over into a resident's new home, or new adaptations installed where there is a need confirmed by the health & support services.

**Does that mean that any resident currently on the adaptations waiting list will receive a priority visit from an occupation therapist to ensure their new home is adapted to meet their needs?**

The London Borough of Tower Hamlets coordinates occupational therapist visits, but we will work with residents and the borough to ensure that any vulnerable residents moving into new homes will have them adapted to their needs by the time they move in.

**Can the ceilings in communal areas be solid rather than being made up of ceiling tiles or panels?**

Yes, we will have fixed ceilings with secure access panels at various points for maintenance.

**Can the walls in the communal areas be solid and not easy to damage or vandalise?**

Yes, we will ensure the walls are solid and secure and are as resistant as possible to damage or misuse.

**Will residents be able to clean the outside of the windows themselves?**

On the lower floors and low-rise buildings then this will be possible, but due to health and safety regulations One Housing would be responsible for cleaning the windows of tall buildings.

**How will the mix of different tenure homes in the new development be managed to ensure that the estate is fair and equal for all?**

One Housing has a policy of 'tenure blind' management and there will not be any visual differences within blocks for different tenure types.

**Will residents have any say in who is selected to build the new homes?**

Yes, the intention will be for a panel of residents to be able to interview any possible developer, as well as give them a tour of the existing buildings. The outcome of those interviews will be taken into account when deciding the developer partner.

**Will I be able to keep my gas cooker?**

No. In line with current building requirements there will be no gas supply to any new development. If you currently have a gas cooker One Housing will provide a replacement electric cooker for you.

**2. Rents and other charges**

**What rent levels will new tenants moving in be charged?**

At present, and in line with the Greater London Authority's current guidance, any new tenants would be charged 'social rents' also known as 'target rents'.

**Will the rent go up if a household was to move into a larger home due to overcrowding?**

Yes, the new rent will be the social rent (also known as a 'target rent') for that sized property. Please see page 20 of this booklet for more detail.

**Will the new homes have water meters?**

Yes, please see page 6 of this booklet for more detail.

**Will my service charge or council tax change as a result of the regeneration?**

Yes, they probably will. Any increases will be phased in over the period of a few years. Please see page 20 for more information.

**3. During construction**

**Construction work will be taking place close to existing buildings, what will be done to reduce the impact of this on residents?**

Any developer that is appointed to build the new development will be expected to be part of the 'Considerate Constructors' scheme ([ccscheme.org.uk](http://ccscheme.org.uk)). This means that they will be expected to introduce a number of measures to reduce the impact on the local community such as acoustic panelling, damping down dust and working within agreed hours to minimise the disruption. Unfortunately, some disruption is inevitable, but we will work with the developer to reduce this as much as possible.

**Will One Housing have a dedicated team for residents to contact both during the building of new homes and once they are completed?**

The One Housing regeneration team will continue to be a dedicated point of contact throughout the construction period. Once the new development is completed, management of the properties will be passed to One Housing's operational teams.

**Will the developer have a Resident Liaison Officer that will be contactable by residents?**

Yes, this will be provided.

**How will any building defects be managed after the development is completed?**

Defect responsibility will be clearly defined in the contract between One Housing and the developer. Typically, the developer will be responsible for any defect repairs for a period of one to two years after completion, after which One Housing would take on responsibility.

**4. Rehousing options**

**When will I be able to/have to move to allow the regeneration to take place?**

We would expect Oak House residents to need to move after we have planning permission (expected to be late 2023/early 2024) and Alice Shepherd House residents to move once any new blocks have been built on the Oak House site (a rough estimate would be that this would be in early 2027). This really is a 'best guess' at the moment as there is still a lot of work to do before construction can start.

**Will all current residents be assured of a home in the new development?**

Yes, all current residents will be able to remain on the estate in the new development. Please see page 18 of this booklet for more detail.

**If I return to a home in the new development will it be on the site of my current home?**

Every resident leaseholder and tenant will have the 'right to return' to a home in the new development completed on the site of Alice Shepherd House and Oak House. The specific location of your new home will be determined in consultation with each household during the detailed design process after the ballot, so that those who prefer to return to a home on the site of Alice Shepherd House can do so.

**If two households who are moving back to the new development want the same property, how do you decide priority?**

Top priority is given to people who had to be temporarily decanted, additional priority is then determined by the length of tenure.

**If I have home with a river view now will I have this in my new home?**

Those that have a river view in their current home will be guaranteed a river view in the new development if they want one of the new homes on the higher floors.

**Will residents be able to stay permanently in the property they are decanted to (i.e. their temporary home) if that is what they would prefer?**

Yes, residents who move away because of the regeneration works will generally be able to remain in the decant home if they choose to do so. However, there may be certain circumstances where it would not be possible – if, for example, the decant property was scheduled for demolition. Please see page 22 of this booklet for more detail.

**How do I bid for properties that are available for decants?**

The One Housing team will be able to give you more details at the time, but in summary you would register for transfer with the Tower Hamlets Council. They would then give you 'priority' status (because you are being decanted) and you would be able to log onto their website every week to see what empty properties are available. You will then be able to 'bid' for those properties. One Housing staff will also be monitoring the council's empty property list, and may be able to inform you of a property as it becomes available.

**How do the residents that are registered for transfer get prioritised if they bid for the same property?**

Any households that need a decant get high priority, and they may also get additional priority if they have a vulnerability or a medical need for a specific type of property.

**If I want to move permanently rather than temporarily, do I still have to bid for properties on the council's waiting list?**

Yes, the council makes no distinction between a tenant who wants to move permanently and one who wants to move temporarily. They treat them both the same in terms of the bidding process and granting of priority.

**Will tenants' current rights be retained if they move to another One Housing property?**

Yes, please see page 21 of this booklet for more detail. If you choose to decant to a property that is owned by another landlord then you will keep the same type of tenure (such as an assured tenancy) but the tenancy conditions could be different.

**What will happen to tenants who are under occupying their current property (have more bedrooms than they need) if they move into a new home?**

Current council policy is to allow under-occupiers to apply for properties that have one bedroom more than they need, providing they will be occupying a 2 bedroom or 3-bedroom home. The council will not support under occupiers moving into 4-bedroom homes or larger.

**Do I get a payment for downsizing my property if I am underoccupied?**

Yes, we can pay you £500 per bedroom reduction for downsizing.

**I have two adult children sharing a room. Will you provide me with a home so that they get their own separate bedrooms?**

Tower Hamlets' policy is to offer adult children their own home. However, after the ballot during the detailed design stage we will meet with each household to discuss your individual circumstances and where requested we will try to accommodate this into the designs for your new homes.

**Can tenants move to areas within Tower Hamlets where One Housing does not manage any properties? Either permanently or temporarily?**

Yes, tenants can apply for non-One Housing properties for temporary or permanent moves via the council's common housing register. This is done via a website online, and so tenants who want to transfer to another housing provider but remain in the borough will have the opportunity to do so - depending on availability. Any new property that they move into would be let on the terms and conditions set by the new landlord. Depending on the property, the independent tenant and leaseholder adviser can advise at the time how this will differ to your current tenancy, so you are fully aware of the implications before you bid for a property.

**Will tenants be able to move permanently to areas outside Tower Hamlets where One Housing does not manage any properties if they wish?**

This is possible. One Housing would have to make an agreement with another landlord in another borough, which can be difficult. As above, any new property residents move into would be let on the terms and conditions set by the new landlord. Depending on the property, the independent tenant and leaseholder adviser can advise at the time how this will differ to your current tenancy, so you are fully aware of the implications before you bid for a property. Now that One Housing has becoming part of Riverside we will have more properties in other areas available for residents to move into if they become available.

**If I am overcrowded, will I be able to move to a larger home?**

Yes, the local authority will allow us to provide you with a larger home that meets your housing need as determined by Tower Hamlets Council. If you have adult children living with you who are causing you to be overcrowded, then the council may offer them their own property rather than provide you with a large home to accommodate everyone.

**Will adult children living with a tenant be able to get a property of their own?**

Yes, any adult children that are living with a tenant will be given priority to bid for their own social housing property within Tower Hamlets, providing they need nothing larger than a one bedroomed property and they have lived in your home for at least twelve months, prior to receiving this offer document.

**Will temporary accommodation be provided while the regeneration works take place?**

Yes, there will be some residents who will need to be moved into temporary accommodation if their block is being demolished before any new homes are built. We hope to minimise the number of times residents need to move and be able to arrange the construction so that most residents can move straight out of their current home into the new development. But there may be some cases where residents need to move twice, once into a temporary home and then finally into their new home. The temporary home may be managed by One Housing or another provider, but your rights will remain the same as long as the move is temporary.

**How long will it take to build the replacement homes and when will the regeneration be completed?**

An estimate of the timescales for the regeneration is shown on page 17 of this booklet. This is just an estimate as we are still early in the process and there are still many decisions to be made but this is a useful guide.

## 5. Removals and decanting

**Will everyone need to be decanted?**

Yes eventually, but we will try to design the new development in such a way that parts of it can be built while people still live in their current properties. We will ensure that as many people as possible can then move directly into their newly built, permanent home. At the present time it seems likely that only the residents of Oak House will need to be decanted first and if they want a new home in the redevelopment, they will have to move temporarily but this could change as we work through the detailed design.

**Will the reasonable costs of removals be covered by One Housing?**

Yes, please see page 19 of this booklet under Commitment 2 for more detail. If you have to move twice then One Housing will meet the cost of both moves.

**Who will carry out the removals?**

A removals contractor employed by One Housing.

**How quickly will I be expected to move after I accept a decant property?**

It depends on who your new landlord will be, but usually within a couple of weeks of accepting a new property.

**Will residents who are elderly, disabled or vulnerable be supported with the move and will the costs be covered?**

Yes, please see page 19 of this booklet for more details.

**Will tenants receive financial compensation and assistance for moving?**

Yes, please see page 22 of this booklet for more details.

**What will be considered as like-for-like when moving into a new home?**

Like for like will mean preservation of the number of bedrooms and bedspaces, and access to private outdoor space. Preservation of floor and views can't be guaranteed, but we will try to match residents with properties in positions that they are happy with. We will provide parking for those that currently have it.

**If I have rent arrears, will this be an issue?**

It shouldn't be, any outstanding rent arrears will be recovered from your Home Loss Payment.

**Will One Housing give residents the opportunity to choose their own removal company if they prefer?**

Yes, but this would be on a case by case basis.

## 6. Compensation

**Will there be compensation paid to tenants who have improved their home at their own expense?**

Yes. We will pay compensation as long as the resident has followed the legal procedure to get permission for the improvements. More information can be found on pages 21 (for tenants) and 23 (for leaseholders) of this booklet.

**Will you replace any furniture or appliances that I can't use in the new home?**

No, but you are entitled to a Home Loss Payment (currently £7,100 for tenants, up to 10% of property value for leaseholders) that could cover the cost of any appliances that you can't use in your new home.

## 7. Parking

**Will residents who currently have an on-street parking permit be able to retain that permit once the development is completed?**

Yes, our proposals retain parking for those who already have a permit on the estate, and the council have informed us that residents with existing on-street permits won't lose them as a result of the regeneration. More information can be found on page 22 of this booklet, under section 5, 'Provision of Parking'.

**Will there be any new charges for car parking?**

At present we don't yet know exactly how the parking will be provided on the new development, this will become clearer as we move into the detailed design process after the ballot. Residents currently with a bay in the estate will pay the same rent, apart from the usual annual increases.

## 8. Right to Buy

**Will the cost floor rules apply to tenants who have to move because of the redevelopment proposals but who want to exercise the Right to Buy post redevelopment?**

'Cost floor rules' are a product of government legislation and so not within the power of One Housing to amend. The 'cost floor' rules will apply for 15 years after construction.

**Will residents who are currently entitled to the Right to Buy continue to have this right and will the same level of discounts be available?**

All residents who currently have the Right to Buy will retain this right. The same level of discounts will apply subject to the rules around cost floor (see above).

## 9. Pets

**Will returning residents be able to retain their pets in the new homes?**

Yes, all existing residents will be able to retain their current pets. Any new resident will need the permission of One Housing in order to keep a pet.



# Get in touch

## One Housing Regeneration Team

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# One Housing