



One Housing

Our Landlord Offer

FOR RESIDENTS LIVING
IN BELLAMY CLOSE AND BYNG STREET

OCTOBER 2019

Introduction

This booklet contains details of the 'Landlord Offer' which includes our commitments and guarantees to you, along with the plans and designs that tell you what to expect from us should the proposed regeneration of Bellamy Close and Byng Street go ahead. We have also included information on your rights as residents of One Housing and the details of the ballot process.

Regeneration is a complex and often long process. To be successful, it needs to reflect the views, needs and wishes of all the existing residents. We have already had several discussions with you about your households' needs, both in a one to one setting and at public meetings. We have also discussed whether you would like to move away, either temporarily or permanently. The plans for the new homes at Bellamy Close and Byng Street have been developed with these discussions and your views in mind.

The ballot will take place in November 2019 and will ask you whether you are in favour of the regeneration proposal set out in this booklet or not. 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. 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 of Bellamy Close and Byng Street or not. If you have questions about the Landlord Offer or anything else that you feel would help you decide, then please contact either the One Housing regeneration team or your Independent Resident Advisor (Communities First). Contact details are on the back page of this booklet.

In this booklet you will find a summary of our key commitments should the regeneration go ahead, followed by more detailed information about each one. We call this summary the 'charter' as it sets out your key rights if the proposal goes ahead.





Artist's impression

Background

In 2016, Far East Consortium International (FECI) was given planning permission to develop the area along Manilla Street and Marsh Wall which is next to the 24 One Housing homes at Bellamy Close and Byng Street.

The FECI development will include three buildings of 63, 20 and 32 storeys containing 728 flats, 273 hotel rooms, a health centre, a school, shops, a public square and car parking. Demolition on this site began in Summer 2019 and construction is expected to take up to five years.

After FECI got planning permission, One Housing met with the residents living next to the development, who expressed concern about the disruption that would be caused by living next door to a building site for several years.

The concerns raised by residents led us to think about the possibility of redeveloping the homes at Bellamy Close and Byng Street. This would allow us to move the 24 households away from the FECI site (either temporarily or permanently depending on their preference) whilst it is being built. We would then redevelop the empty properties at Bellamy Close and Byng Street and residents would be able to return to new homes once the disruption of the nearby construction had finished. Redeveloping Bellamy Close and Byng Street would also allow us to meet local housing need and improve the environment and economy in the area.

We have held several consultation events and have met with all households individually to discuss the impact of the FECI proposals and to get a clear picture of residents' concerns and wishes. We have used this information to develop plans for new homes at Bellamy Close and Byng Street.

A Steering Group has been established comprising residents, an Independent Resident Advisor (Communities First) and members of One Housing's regeneration team. The group meets regularly to consider the design proposals for the new homes at Bellamy Close and Byng Street and to agree the offer document you are now reading.



Artist's impression

Please take time to read this document so you understand what we are proposing for the area. In line with guidance from the Mayor of London, we will soon be having a ballot with a simple Yes/No vote on whether or not we should go ahead with these plans. This will ensure that you will be able to have your say in the future of the estate, the quality of homes and the environment you live in.

The approach we have taken at Bellamy Close and Byng Street aims to meet the objectives for estate regeneration set out in the Mayor of London's 'Better Homes for Local People' regeneration guide by:



Delivering safe and better-quality homes for local people



Increasing the overall supply of new and affordable homes



Improving the quality of the local environment

Our commitments to you

The following charter is an important series of promises to all the residents of Bellamy Close and Byng Street. They set out our key commitments to you if you vote for regeneration. These promises were drawn up with resident representatives and the Independent Resident Advisor.

1. A NEW HOME FOR EVERY HOUSEHOLD IF YOU WANT TO RETURN

The 24 households currently living in Bellamy Close and Byng Street will need to move away temporarily to allow the regeneration to take place. If you want to return after redevelopment then we will offer you a new home in the new development that meets your housing need. You will have your own private outdoor space - houses and ground floor flats will have a garden, maisonettes will have a roof terrace and other flats will have a balcony.

2. HELP WHEN MOVING & EXTRA SUPPORT WHERE NEEDED

If you move away from Bellamy Close & Byng Street either temporarily or permanently, then we will work with you to find you an appropriate home.

We will provide extra help for those who need it, for example older residents or those with support needs. We will help you to understand the proposals and to move home.

3. A PERMANENT MOVE AWAY IF YOU WANT IT

If you would prefer to move away from Bellamy Close & Byng Street we will support you to find a permanent home from our existing properties, or to move into a property owned by another housing provider. This may be in Tower Hamlets or if you wish it may be in another area.

4. YOUR RENT WILL STAY THE SAME

Your rent will not increase because of the redevelopment once you return to your new home, unless you move to a larger 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.

5. YOUR TENANCY WILL STAY THE SAME

Your tenancy rights will be the same when you return to your new home as they are now. If you move away permanently you will retain the same core rights but some details may change.



6. WE WILL MINIMISE DISRUPTION

We will make every effort to limit disruption to you and your household.

7. YOU WILL RECEIVE COMPENSATION

We will pay you a home loss payment for the loss of your home plus reasonable disturbance costs incurred as a result of moving.

8. ONGOING CONSULTATION AND COMMUNICATION

We will consult with 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.

9. COMPENSATION FOR HOME IMPROVEMENTS

If you have made improvements to your home, we will compensate you for them providing they were carried out with One Housing's permission.

10. PROVISION OF PARKING

Resident car owners who currently have a parking permit or use the Bellamy Close car park will be able to continue parking locally when they return after the redevelopment.

11. 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. All homes will be energy efficient.

Our commitments to you in detail and information on your rights

1. A NEW HOME FOR EVERY HOUSEHOLD IF YOU WANT TO RETURN

All tenants will need to move away from the estate temporarily (also known as 'temporary decanting') whilst the existing homes are demolished and new ones built. We will offer a brand new home to every household that wishes to return after the area is redeveloped.

The proposed development includes:

- 12 new houses to replace the current ones along Byng Street and in Bellamy Close, to include 2x 2 bed houses, 4 x 3 bed houses, 5 x 4 bed houses and 1 x 5 bed house.
- A ground floor three-bed wheelchair adapted flat
- A four bed wheelchair adapted flat
- Two three-bed maisonettes
- A mix of one, two and three bed flats

These new homes will be available to all the existing 24 households if they wish to return after the redevelopment. We will match the number of bedrooms that residents currently have in the home they return to, unless they are overcrowded or under occupied by more than one bedroom. As there will be slightly fewer houses on the new scheme, we aren't able to guarantee a house to every household that currently lives in a house. In addition to the houses, there will be maisonettes, flats and wheelchair adapted flats for the returning residents to choose from.

We will take a fair and transparent approach to allocating the new houses:

- First priority: given to residents who expressed a definite interest in returning by the cut-off date in June 2019.
- Second priority: given to other residents based on the length of time that they have lived on the estate.



Artist's impression

2. HELP WHEN MOVING & EXTRA SUPPORT WHERE NEEDED

As we said earlier, you will need to move away from the estate temporarily whilst the existing homes are demolished and the new ones built.

We will provide you with help and support throughout the process of finding and arranging your temporary home so that you find a home that suits your households' needs. We will also provide extra help where needed for older residents or those with support needs.

Following a positive ballot, you will be able to apply for ('bid on') a temporary home through Tower Hamlets Council's housing allocations scheme. The Council always gives highest priority to residents whose homes are to be demolished.

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 haven't found a suitable property through the Council's allocations scheme, you will receive an offer of a suitable home from within the borough.

You can choose to remain permanently in the home that you initially move to temporarily, but if you do, 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.

3. A PERMANENT MOVE AWAY IF YOU WANT IT

If you would prefer not to return, but to 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 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 ensure they are able to offer you a suitable home.

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 controlled rent (rather than a private or market rented home).

If you do choose to move away permanently from Bellamy Close & Byng Street, it could be to a home let by another housing association or the council. You will still have a secure or assured tenancy like you do now, but some details in your new agreement may be different from One Housing's agreement. Your rent in a new permanent home will also be set by your new landlord so may be different to the rent you pay now.

4. YOUR RENT WILL STAY THE SAME

Rent

Your rent will remain the same as it is now in both your temporary home and in your new home in Bellamy Close and Byng Street, 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 an equivalent sized home on the estate now.

If you 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. If there are increases in service charge amounts we would agree a phased introduction of the increase over a period of five years for existing residents who return.

5. YOUR TENANCY WILL STAY THE SAME

Tenancy rights

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'.

Residents currently have either a Toynbee Housing Association or One Housing tenancy agreement, both of which are very similar (see the table opposite). 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 Advisor will be able to discuss your individual rights to help you decide which agreement you would prefer to have.

Key rights relating to Toynbee Housing Association and One Housing tenancy agreements.

Key Right	Toynbee Housing Association	One Housing
Security of tenure (your right to stay in your home)	The same	The same
Repair	The same	The same
Succession (the right of a family member to inherit the tenancy on the death of the original tenant)	Allows a single succession by a partner, or by another family member if they have been living at the property as their main home for the last 12 month	Allows a single succession to a spouse or partner living with the tenant at death. One Housing will also consider a discretionary succession for other family members living in the home for at least a year.
Anti-social behaviour	The same	The same
Pets	Written consent needed to keep any animal.	Requires permission for any animal (consent not to be unreasonably withheld)

If you move permanently to a home let by another landlord you will retain an assured or secure tenancy, although some details in your new tenancy agreement may be different from your current agreement.

6. WE WILL MINIMISE DISRUPTION

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

7. YOU WILL RECEIVE COMPENSATION

1. 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 £6,400 per household. 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.
2. Disturbance payment: this payment is to cover reasonable costs of moving, such as removal costs, redecoration allowances where requested, reconnection charges, postal redirection costs and alterations to carpets and curtains. One Housing can arrange and pay for associated eligible removal costs directly. If additional costs are incurred for travel to school or work during the temporary move these can be reimbursed with receipted claims. These costs are payable on both the temporary and permanent moves.

8. ONGOING CONSULTATION AND COMMUNICATION

Consultation

If the result of the ballot is in favour of regeneration, we will continue to consult and involve you in the emerging proposals and designs. We will continue to:

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

Independent advice

If you would like to talk about any aspect of the landlord offer, the ballot, your rights or the implications that the proposal might have for your household, the Independent Resident Advisor (Ian Simpson and Maharun Hussain from Communities First) will be happy to talk to you in confidence. They are independent of One Housing and their job is not to support the scheme, only to make sure you can receive accurate and impartial information and advice when you need it. They can be contacted on Freephone 0300 365 7150 or by email at bellamyandbyng@communitiesfirst.uk.com

9. COMPENSATION FOR HOME IMPROVEMENTS

Providing residents 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 people to be out of pocket if they have made good quality improvements to their homes but we would not compensate if an improvement had risked the structure or safety of the building without our approval.

10. PROVISION OF PARKING

On the new development

If you currently have a parking space and/or a permit to park, you will keep the right to park locally after the area is redeveloped. If you don't currently have a space or permit, we cannot guarantee that you will be able to park locally after the redevelopment.

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's 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 www.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.



11. A COMMITMENT TO QUALITY

OUR DESIGN PRINCIPLES

The design proposals have been created to respond to a range of requirements: residents' needs, both in terms of the size and the type of homes, the size and shape of the land, Tower Hamlets Council and the Greater London Authority's planning policies. We also need to ensure the proposals are viable for us to build.

The designs have been developed with some key principles in mind, as shown below:

KEEPING FAMILY HOUSING ON BYNG STREET

We want to keep as many houses as possible along Byng Street, keeping the feeling of a traditional street as found on the Isle of Dogs since Victorian times .

DESIGNING BUILDINGS THAT MATCH THE SURROUNDING AREA

We want to make sure that our newly designed buildings do not look out of place and work well alongside the design of the Marlin apartments to the west and the FECI development to the east.

PROXIMITY OF THE FECI TOWER

Our buildings are very close to the tower on the FECI development. We want to design the new homes in such a way that minimises the impact that the proximity of the FECI development may have (for example, ensuring all houses are at least dual aspect).

KEEPING AND IMPROVING THE LINK BETWEEN MANILLA STREET AND BYNG STREET

Keeping the existing link is important, but the current route is through a car park and not as obvious as it could be. The newly designed route will be overlooked by the new development, it will be landscaped for pedestrians making it a pleasure to use.

MAXIMISING VIEWS FROM THE APARTMENT BLOCK

We want to design the 25 storey apartment block in the centre of the land in a way that ensures fantastic views and makes the building a pleasure to live in and around.

We have been working closely with the Residents' Steering Group and HTA, our architects, to develop our proposals. Since February this year we have held regular design meetings and workshops to produce a scheme design which responds to all of these requirements.

CREATING USABLE OUTDOOR SPACES

We want to design the public space surrounding the apartment block in such a way that creates a pleasant space in which to sit and pass through.

PROPOSED NEW HOMES

Tenure type	Number of homes
Re-provided homes	24
Additional rented homes	40
Shared ownership homes	18
Private sale homes	68



Artist's impression

Typical floorplans

The floorplans for the homes are shown below:

We are committed to progressing these proposals. Should it become necessary for the scheme to change because of the planning process, we will consult with residents about what these changes could look like and what it would mean for them. It is important that the proposals remain financially viable for One Housing as the scheme moves forward. If the scheme becomes unviable we would consult with residents about any changes needed to make the scheme work financially.

1 Bed 2 Person Flat

Proposed Area: 50 sq m

Existing Area: 46 sq m



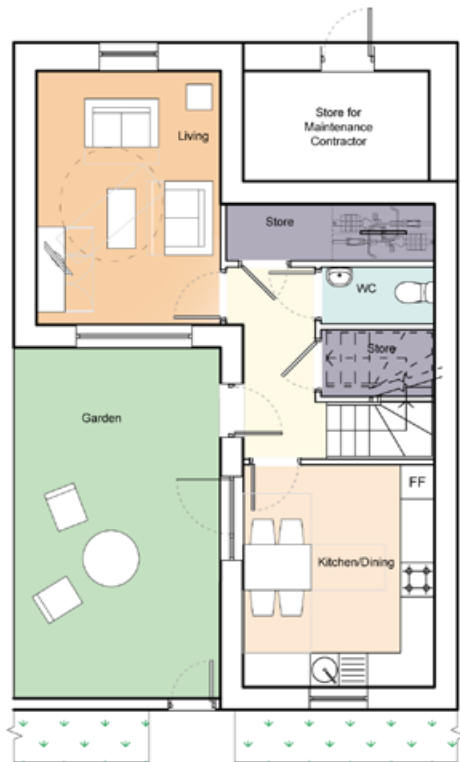
2 Bed 4 Person Flat

Proposed Area: 70 sq m

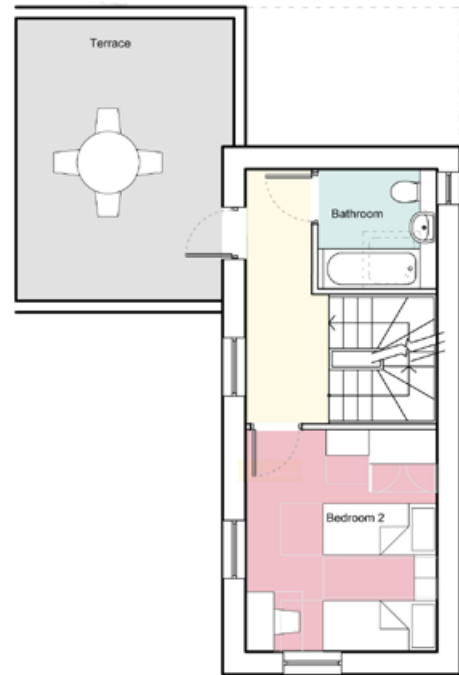


Please note:

All new homes will at least meet the GLA minimum space standards. Across the regeneration area sizes may exceed these minimum standards, with layouts designed to respond to residents' feedback. These plans are indicative and could change either as a result of revisions that have to be made to satisfy the Local Planning Authority, or due to construction methodology and detailed design. At all stages compliance with the London Housing SPG will be demonstrated.



Ground Floor

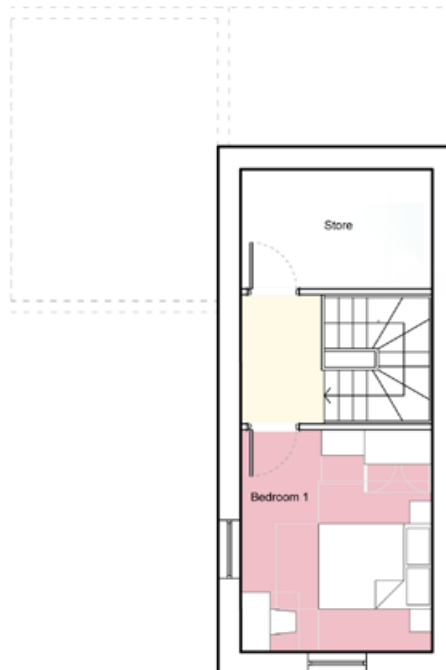


First Floor

2 Bed 4 Person House Type A

Proposed Area: 94 sq m

Existing Area: 80 sq m



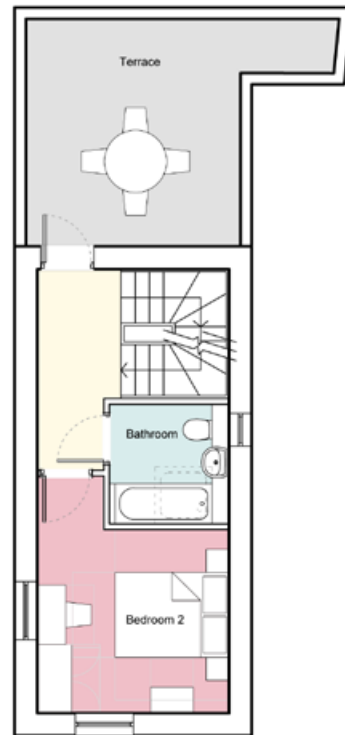
Second Floor

Please note:

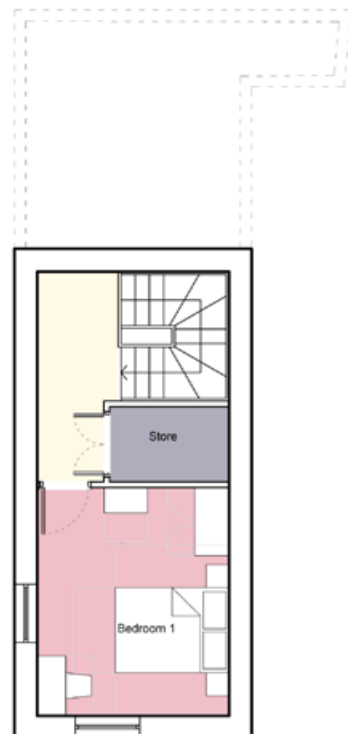
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Ground Floor



First Floor



Second Floor

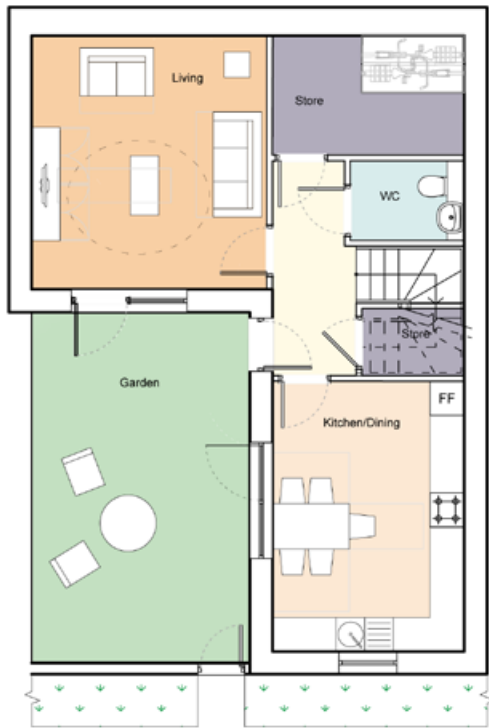
2 Bed 4 Person House Type B

Proposed Area: 92 sq m

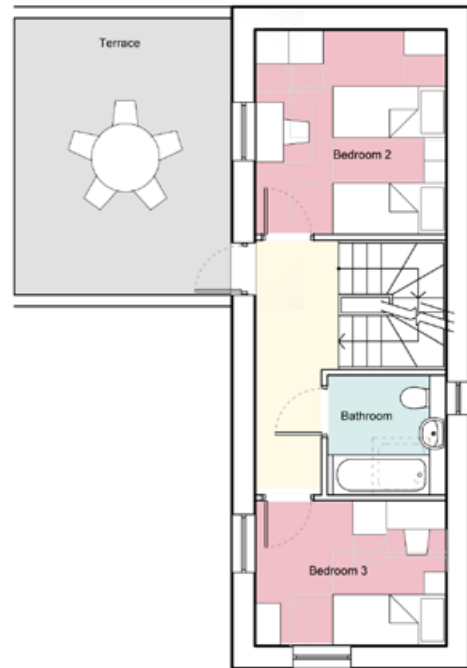
Existing Area: 80 sq m

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Ground Floor

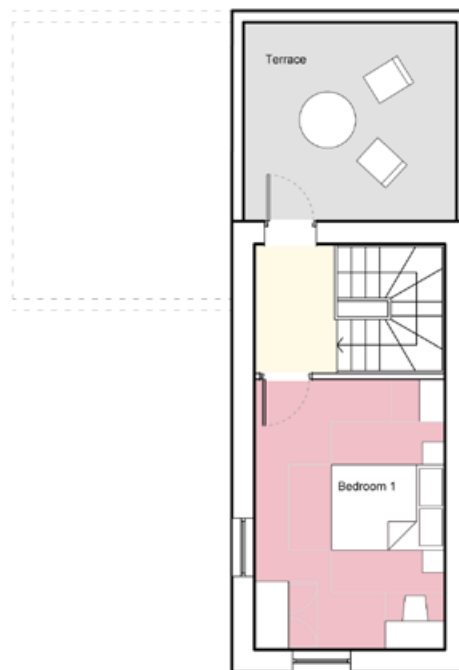


First Floor

3 Bed 5 Person House Type A

Proposed Area: 115 sq m

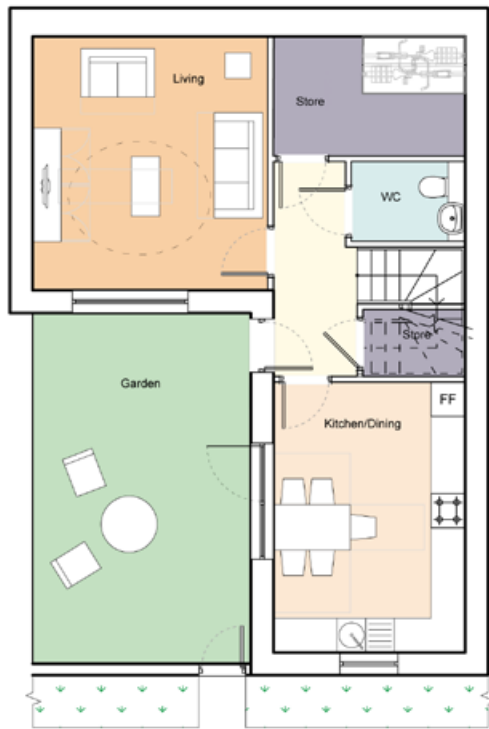
Existing Area: 110 sq m



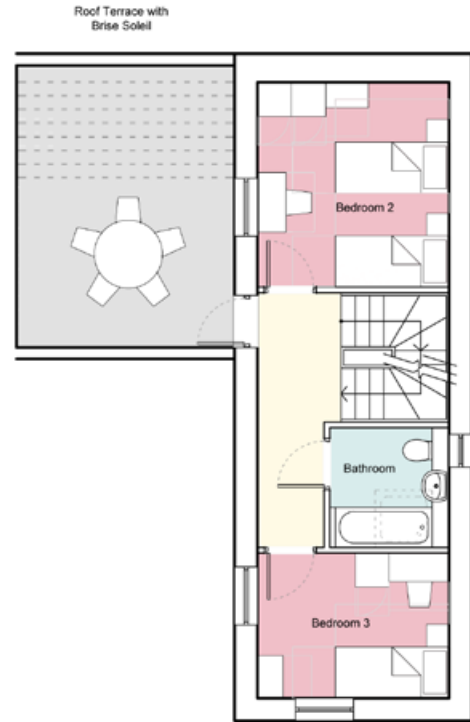
Second Floor

Please note:

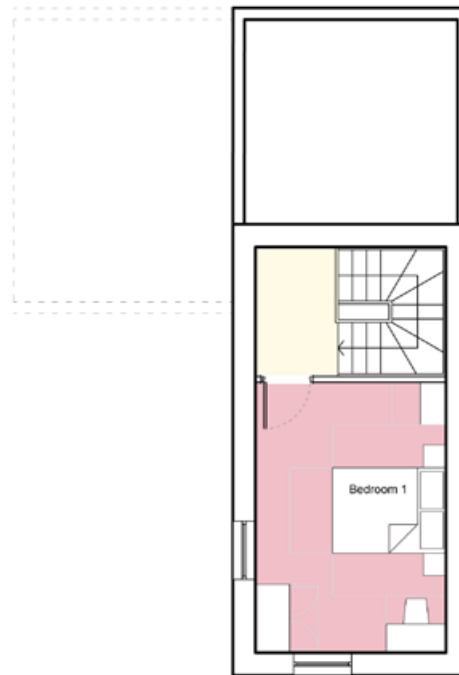
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Ground Floor



First Floor



Second Floor

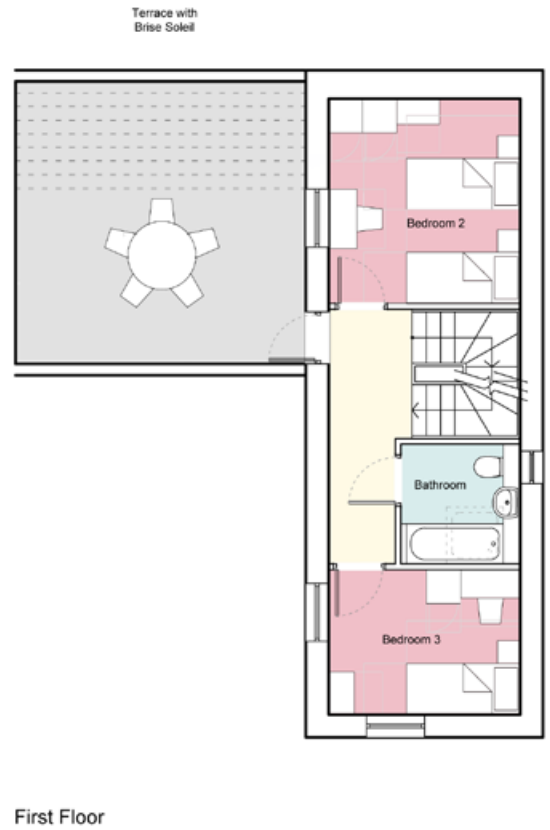
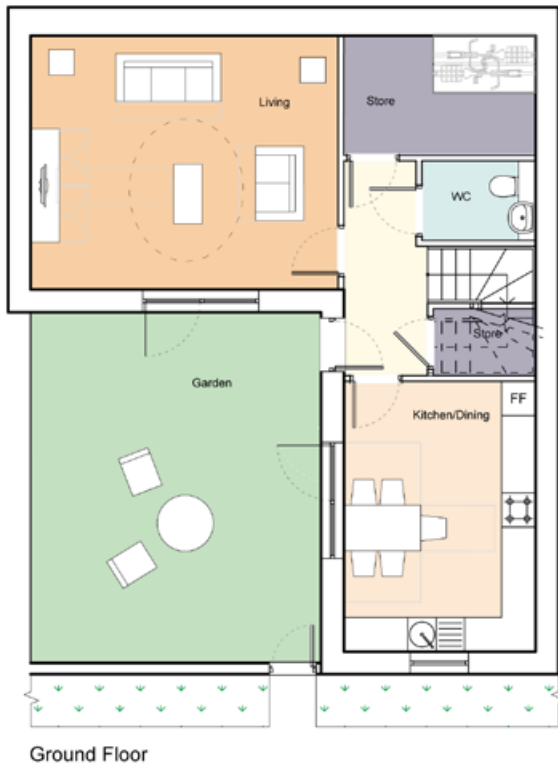
3 Bed 5 Person House Type B

Proposed Area: 115 sq m

Existing Area: 92 sq m

Please note:

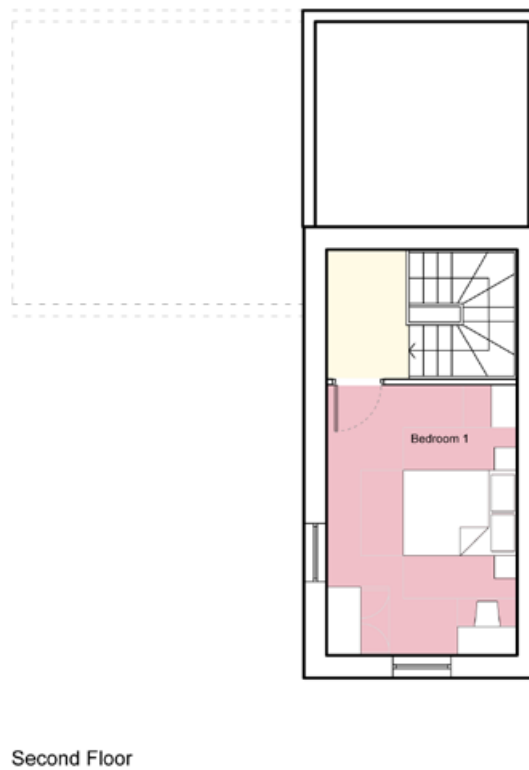
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3 Bed 5 Person House Type C

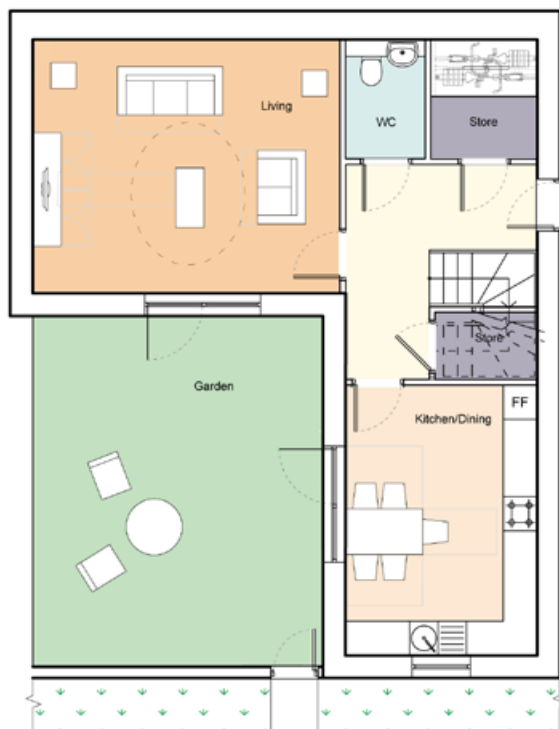
Proposed Area: 121 sq m

Existing Area: 92 sq m

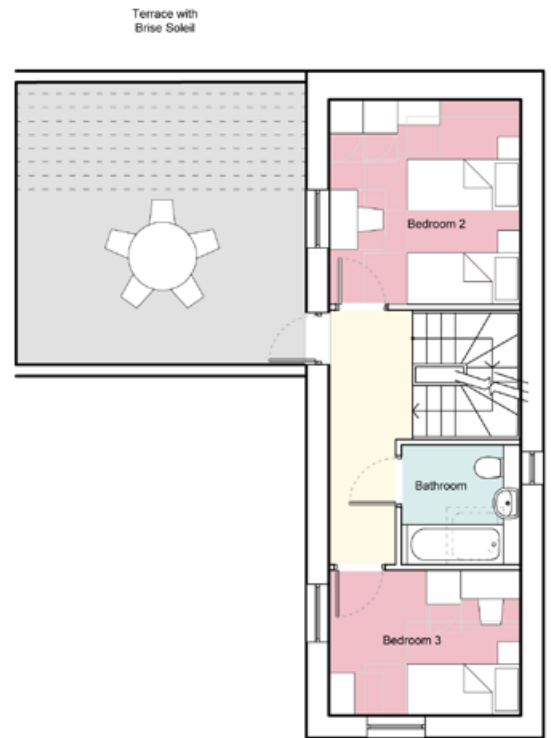


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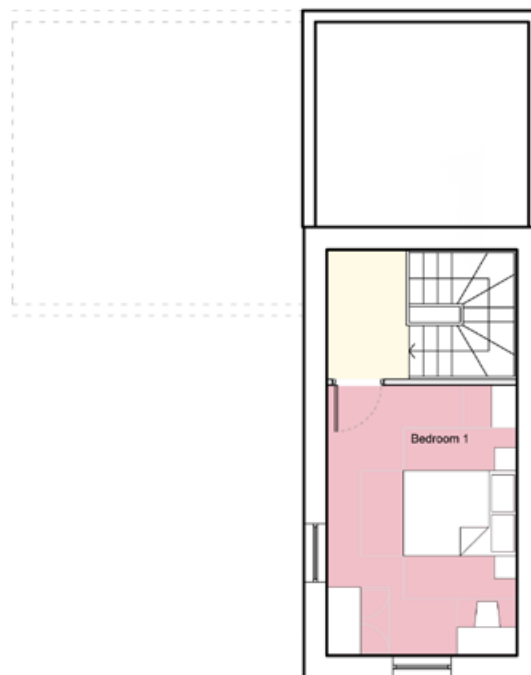
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Ground Floor



First Floor



Second Floor

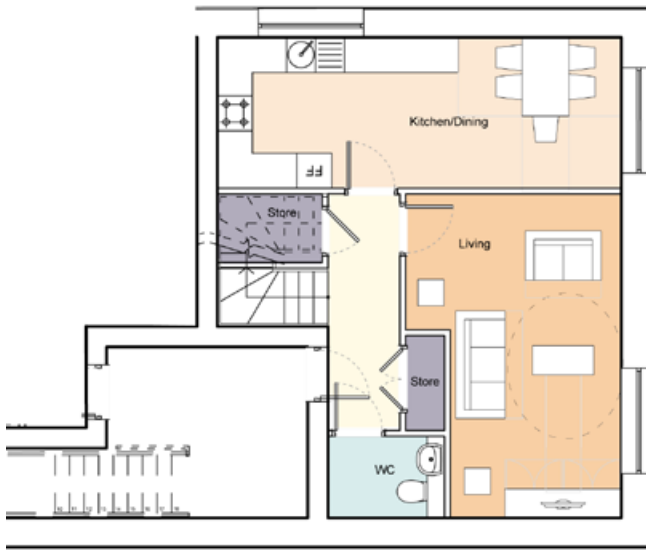
3 Bed 5 Person House Type D

Proposed Area: 121 sq m

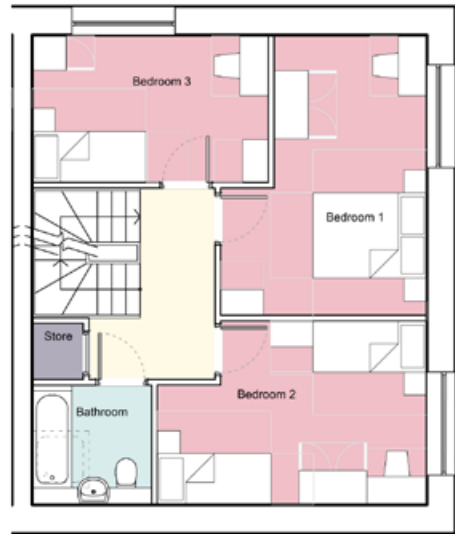
Existing Area: 92 sq m

Please note:

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First Floor

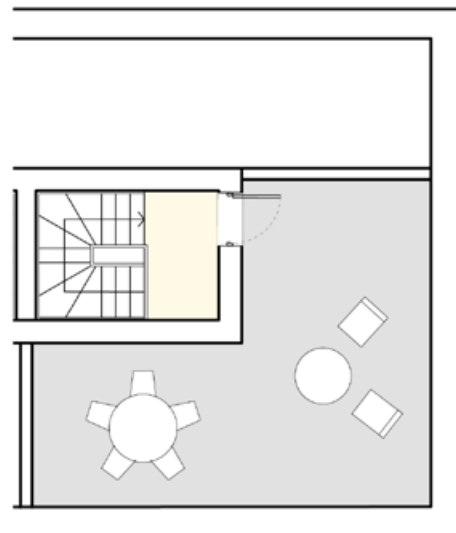


Second Floor

3 Bed 5 Person Maisonette

Proposed Area: 108 sq m

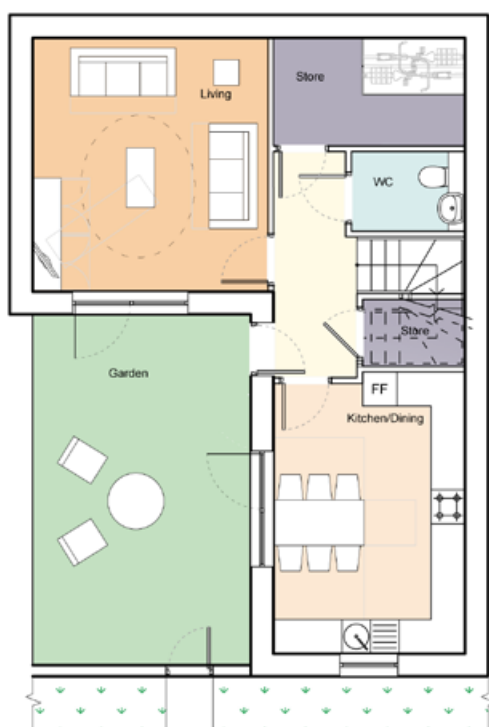
Existing Area: 92 sq m



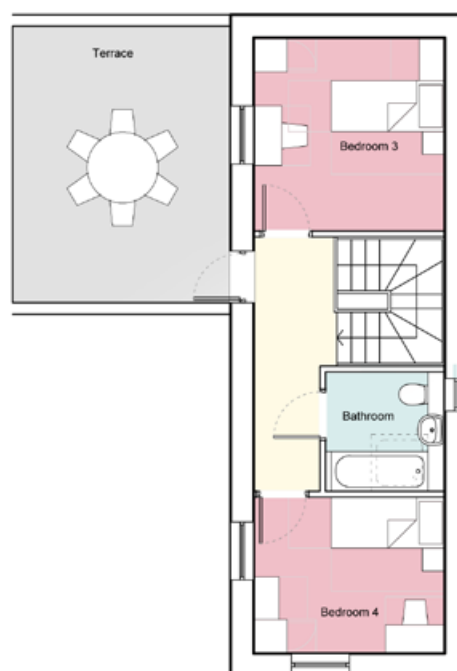
Roof Garden

Please note:

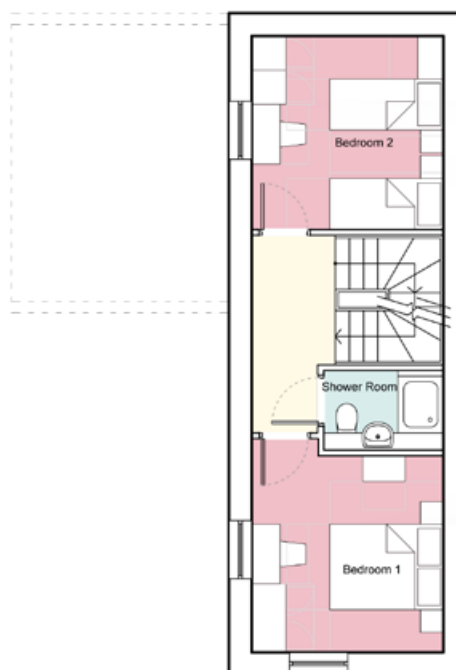
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Ground Floor



First Floor



Second Floor

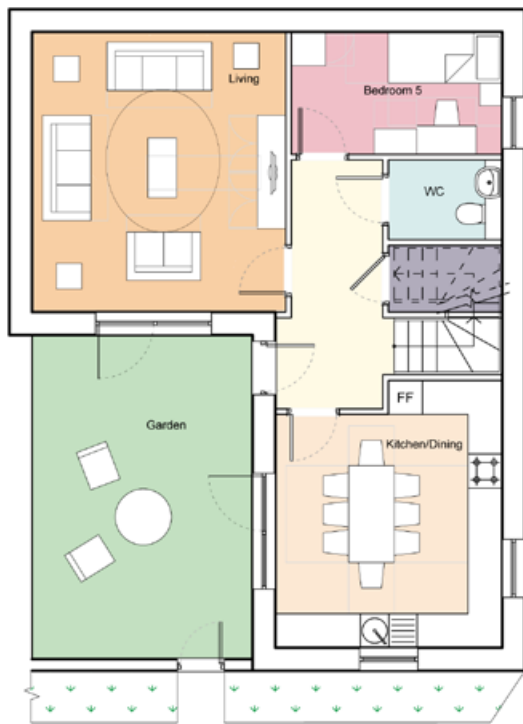
4 Bed 6 Person House Type D

Proposed Area: 127 sq m

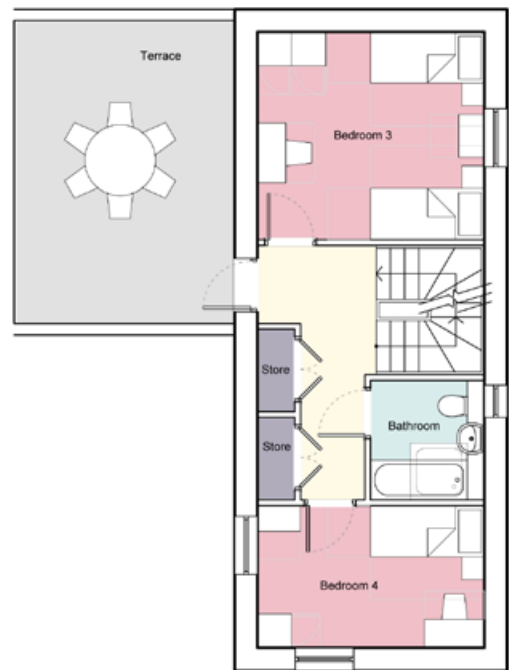
Existing Area: 108 sq m

Please note:

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Ground Floor



First Floor

5 Bed 8 Person House

Proposed Area: 150 sq m



Second Floor

Please note:

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3 Bed 4 Person Wheelchair Accessible Flat

Proposed Area: 100 sq m

Existing Area: 92 sq m

Please note:

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4 Bed 7 Person Wheelchair Accessible Flat

Proposed Area: 125 sq m

Please note:

All new homes will at least meet the GLA minimum space standards. Across the regeneration area sizes may exceed these minimum standards, with layouts designed to respond to residents' feedback. These plans are indicative and could change either as a result of revisions that have to be made to satisfy the Local Planning Authority, or due to construction methodology and detailed design. At all stages compliance with the London Housing SPG will be demonstrated.



Artist's impression

The Ballot Process

As we have explained, we are following guidance from the Greater London Authority and holding a ballot so that you can vote anonymously either in favour of our proposals to regenerate Bellamy Close and Byng Street (with a 'yes' vote) or against our proposals (with a 'no' vote). There is no minimum turnout needed and the result will be based on a simple majority – in other words 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?

We have employed Civica Election Services (CES), an impartial and independent organisation, to manage the registration and ballot process in line with Greater London Authority guidance. CES has been managing ballots for organisations (including the NHS, Trade Unions and Local Authorities) since 1988. 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

What question will be on the ballot paper?

The question is:

“Are you in favour of the proposal for the regeneration of Bellamy Close and Byng Street?”

How do I cast a vote?

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

- Post the completed ballot paper back to CES in the pre-paid envelope provided.
- Vote online at www.ersvotes/..... Using the security codes listed on your ballot paper.

You may only vote once

CES checks and verifies every individual ballot paper and online vote to ensure that eligible residents only vote once. If a resident tries to vote more than once, their vote may not be counted.

When will I receive my ballot paper?

Ballot papers will be sent by first class post to all eligible residents on xx/xx/xxxx

When will the vote take place?

You can cast your vote as soon as your ballot paper arrives. The ballot lasts for 24 days and closes at 5pm on XX/XX/XXXX. If you are voting by post, your ballot paper must have arrived at CES by the deadline to be counted. 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 within five working days of the close of the ballot to confirm the result and the next steps.

Who can I contact for further information about the ballot?

For more information, or if you have not received your ballot paper or if you lose or damage it, please call CES on 020 8889 9203 or email them on Support@CESvotes.com

What happens after the ballot?

A 'Yes' vote

If the ballot result is in favour of regeneration, we will seek approval from Tower Hamlets Council to begin the decant process and progress the agreed scheme through to the planning application stage.

A 'No' vote

If the ballot result is against the regeneration proposals, we will continue to manage and maintain the existing homes and the estate.

Notes

Handwriting practice lines consisting of 28 horizontal dotted lines.

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