

# FUTURE OF TUSTIN ESTATE

Options  
Information  
Pack

Thursday 10 September 2020 to Thursday 1st October

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## FOREWORD

Welcome to the next stage of consultation on the options for the future of the Tustin Estate. Firstly, I would like to take this opportunity to thank everyone who has taken part in the discussions on the future of your estate, particularly the Resident Project Group and the Tustin Community Association.

After many months of fruitful and inspiring discussions, we have been developing different options of how your estate could look. We are now moving towards holding a ballot next February when residents will get a chance to vote 'yes' or 'no' to the proposed redevelop option.

Before we hold the ballot we want to hear your views on what the 'redevelop' option should look like. Our architects have worked with residents to come up with a five options which are set out in this booklet. We want to hear your views on which two you would like to see on the ballot paper.

Option 1 is effectively the 'do nothing' option and will be the 'no' vote on the ballot paper. Options 2 to 5 show you how the estate could look if you choose partial or full redevelopment. The plans include different options for how new blocks could be laid out, but also a new Pilgrims' School, and improvements for businesses and green spaces on and around the estate. All the options include the same number or an increase in council homes at council rent on the estate. We are asking you to rank each option, from your favourite to your least favourite.

Whichever option you choose we are committed to keeping the Tustin community together. Current council tenants and resident homeowners will have the right to stay on the estate in their current or a new home depending on which option is chosen.

We really hope you will get involved in this consultation as it is so important to us that residents shape the future of the Tustin. Thank you and we look forward to hearing your thoughts.

Cllr Kieron Williams,  
Cabinet Member for Housing Management and Modernisation

It has been great working so closely with council officers and residents from the estate to get to this point. We believe the Tustin Estate has a bright future and we are very excited to see what our residents think of the options we have helped create. We look forward to continuing our work with Southwark Council and making the Tustin an even better place to live.

Andrew Eke,  
Chair of Tustin Community Association (TCA)  
andyeke2000@yahoo.co.uk

# INTRODUCTION

Back in 2019, Southwark Council re-started conversations with residents on the Tustin Estate about proposals to make changes on the estate. With plans already in place to refurbish the towers and bring them up to the recognised 'Decent Homes' Standard, the council was now looking at the future of the rest of the estate.

Southwark Council is committed to making sure all tenants, leaseholders and freeholders on our estates and in our council homes have the best quality housing. That means not just housing that is warm, dry and safe, but also homes that are big enough for our larger families, accessible for people with disabilities and affordable for the majority of our residents. We want to improve homes on the estate, enhance the surrounding green spaces and shared buildings like the school and – where possible and with agreement from the residents – build new homes to increase council housing and help local residents who are in unsuitable properties, for example families living in overcrowded flats.

We have been working closely with the Tustin Community Association, the Resident Projects Group and residents from across the estate to find out what people want to see happen on the estate. For several months the council, through the design team, Common Grounds, has carried out extensive consultation on the estate through drop in sessions, exhibitions, public meetings, home visits and, more recently, telephone calls among other activities.

The outcome of these conversations is the 5 Options that we are putting forward to you in this pack and we are asking for you to rank in order of your favourite.

Whatever the future of the estate is, the council is committed to keeping the existing Tustin community together and ensuring that council tenants, leaseholders and freeholders all have the opportunity and the ability to stay on the estate. Each of the options we are considering ensures that all council tenants, resident leaseholders and resident freeholders can continue have a home on the estate, be it maintained to decent homes standards, refurbished or newly built.

Our commitments to you, and the details of how each option will work, are laid out in this booklet.

Thank you for your participation.

# TUSTIN ESTATE: OPTIONS INFORMATION

This booklet shows the final options for the future of Tustin Estate. The design team, Common Grounds, has developed these options based on the Residents' Manifesto and feedback received during engagement events between October 2019 to March 2020.

<b>Option 1</b>	Maintain Tustin
<b>Option 2</b>	Refurbish Tustin With New Infill Homes
<b>Option 3</b>	Partial Refurbishment And Partial Redevelopment
<b>Option 4</b>	Redevelop Tustin
<b>Option 5</b>	Redevelop Tustin And Maintain Manor Grove With New Infill Homes

All options will retain the towers, with no further works to the towers.

Ullswater House is used as a hostel for those in need of temporary accommodation. The accommodation is not self contained and needs a drastic overhaul, and it means that residents cannot socially distance in light of COVID-19. The council will therefore consider whether Ullswater should be demolished in 2021 and replaced with new homes, even if the rest of the estate is retained and refurbished.

**The decision will be made in two stages.**

## Stage 1: Ranking the Options

The council has shared its vision with you to improve the quality of homes and build new council homes on the Tustin Estate. We are now asking you to tell us what your favourite option is from Options 1 to 5. The results will be analysed and shared with you. The results will show how residents in each block have ranked the options. This understanding of how residents of each block view the options is critical in deciding what goes forward to the next stage. This consultation exercise will be carried out independently by Open Communities.

The council has not made any decisions on the options and so the option that goes forward for the resident's ballot will be based on how residents rank the options.

We will send a newsletter to share the results with you.

## Stage 2: Residents' Ballot

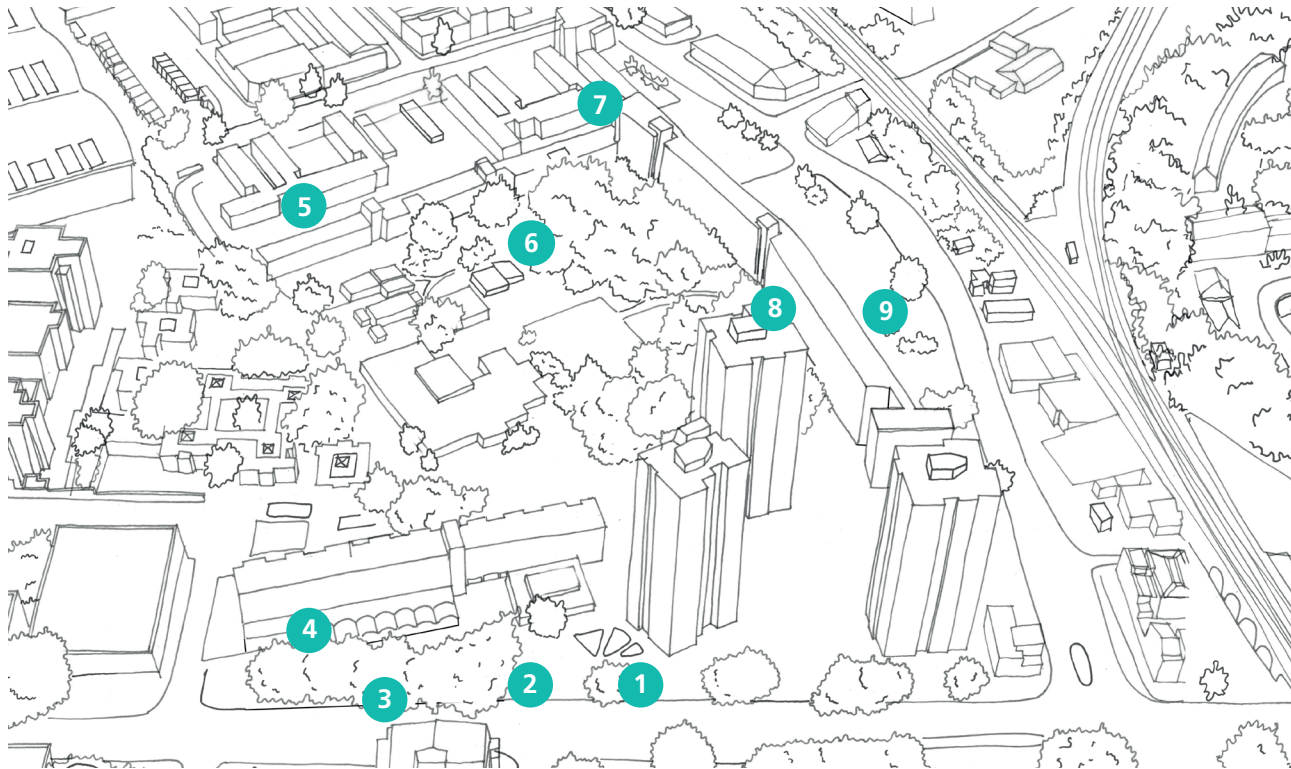
In February 2021, residents will be asked to vote 'yes' in favour of the favourite option or 'no' against the favourite option. If residents vote against the final Option, then Option 1 will be taken forward by the council, ensuring we meet our commitments to maintain the estate. The Residents Ballot will also be carried out independently.

## Who is eligible to vote?

- Council tenants and any joint tenant who has been named on the secure tenancy agreement.
- Resident leaseholders who are named on the lease and have resided in their home for at least a year prior to the Residents' Ballot.
- Resident freeholders who are named on the deed and have resided in their home for at least a year prior to the Residents' Ballot.
- Residents who have been on the council's housing register for at least a year.

# RESIDENTS' FEEDBACK: SITE OBSERVATIONS

You have told us you like:



1. "It's a nice spot for people to sit and gather"
2. "Trees in OKR should be retained"
3. "I love the shops in OKR" (Old Kent Road)
4. "The flats are good size and it's good to have balconies"
5. "It feels safe and quiet"
6. "The back gardens and roof terraces are nice"
7. "It's great to have private gardens"
8. "I love the view of mature trees from my window"
9. "The flats are good size and it's good to have balconies"



26 November 2019 Initial  
Ideas Consultation



5 February 2020  
Latest Ideas Consultation



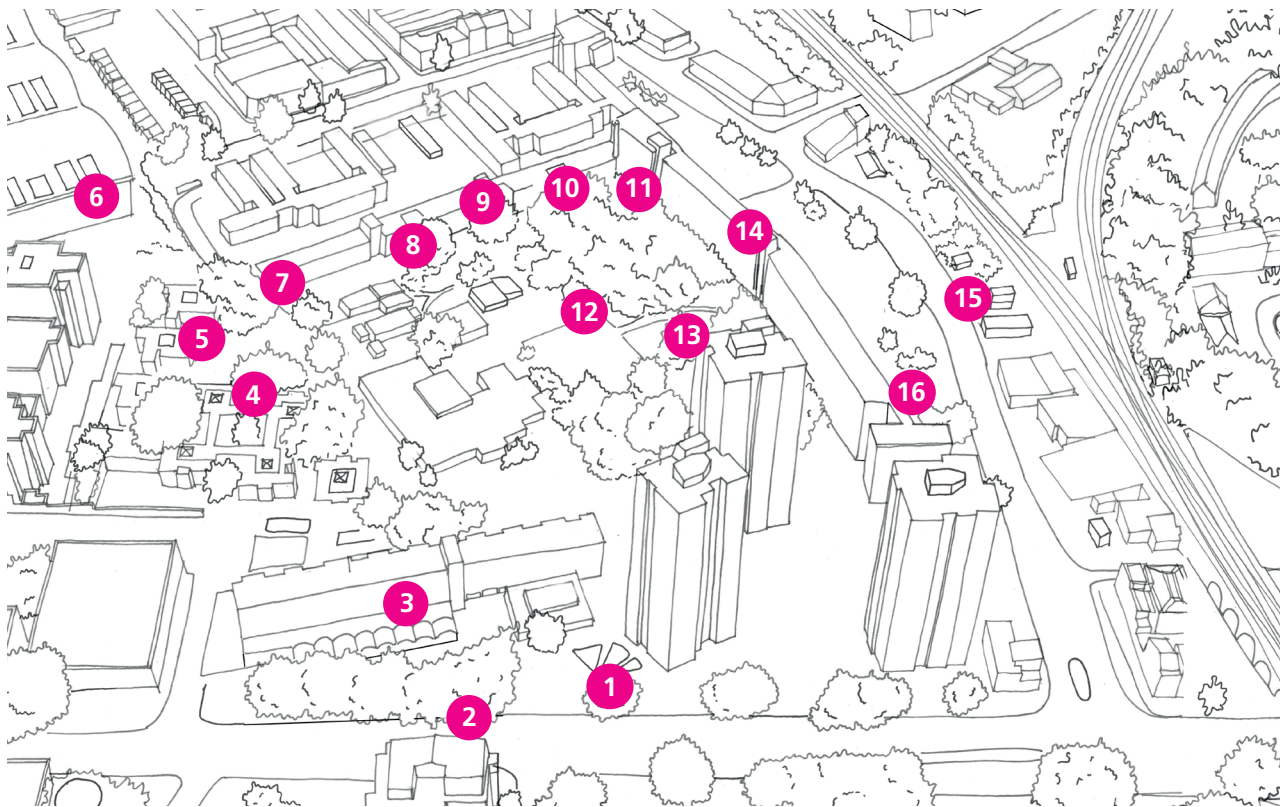
Weekly Drop-in Sessions



Common Grounds Coffee  
Mornings

## RESIDENTS' FEEDBACK: SITE OBSERVATIONS

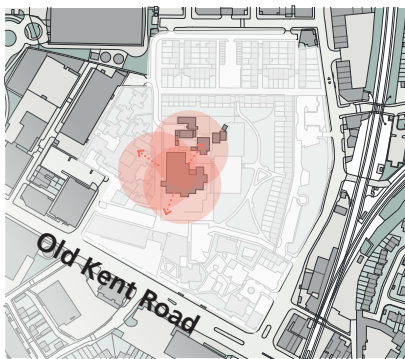
You have told us you do not like:



- |  |   |
|--|---|
| 1. "The covered area doesn't feel safe. Non residents get into the building" | 9. "Parking is an issue, specially on weekends"                                     |
| 2. "Noise from people hanging out in OKR" (Old Kent Road)                    | 10. "The footpath in front of Kentmere House is used for motorcycles as a shortcut" |
| 3. "Smells from back of retail units"  | 11. "The flats are too small"   |
| 4. "The access to the building doesn't feel safe "                           | 12. "Only dog owners use the green space"   |
| 5. "Flats are too small"   | 13. "There is no play areas for kids or a place for youths from the estate"         |
| 6. "Very bad smells from recycling plant"                                    | 14. "The entrances are damp and dirty"  |
| 7. "Poor lighting "  | 15. "The green area off Ilderton Road doesn't get used"                             |
| 8. "There is not enough lighting"  | 16. "The bin stores are disgusting and lead to fly-tipping and mice infestation"    |

# RESIDENTS' FEEDBACK: DESIGN PRINCIPLES

The designs have been based on 5 agreed principles developed through the Residents' Manifesto and from working with residents on the estate.



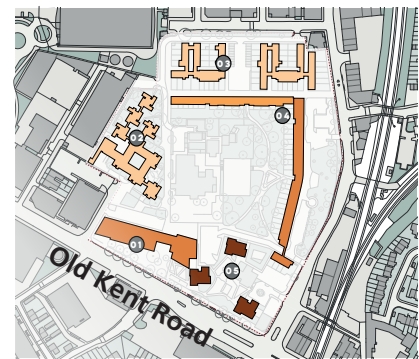
## PILGRIMS' WAY SCHOOL

The school remains at the heart of Tustin.



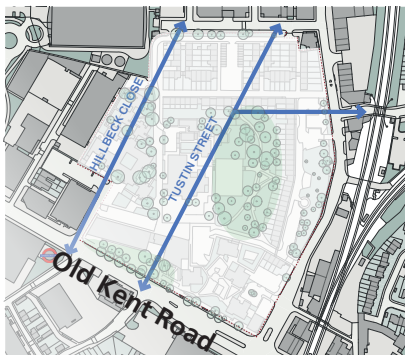
## EXISTING GREEN AREAS

Protect existing ecology and encourage biodiversity.



## TUSTIN ESTATE BLOCKS

Keep a range of housing types such as houses, flats and maisonettes.



## STREETS AND CONNECTIONS

Clear street connections making it easier for people to walk through the estate and into surrounding areas and new developments - but without affecting the existing green spaces.









## PEDESTRIAN MOVEMENT

Safer, greener and healthier pathways through the estate for walkers, keeping them away from the busy Old Kent Road when traveling east to west and surrounded by nature.

## RESIDENTS' MANIFESTO

Southwark Council wants the estate to be improved; to be a better place to live with a strong sense of community, throughout the regeneration process and into the future. The Residents' Manifesto sets out what the Tustin Community Association sees as necessary to make sure residents benefit from changes proposed. The summary below explains how some of these priorities are answered in each of the options.

	Option 01	Option 02	Option 03	Option 04	Option 05
<b>New Additional Homes</b> 	No new homes are built in this option	Total Homes: 375 - 425  Total additional homes (not including replacement homes): 50 - 100  Total additional council homes: 25 - 50	Total homes: 600 - 650  Total additional homes (not including replacement homes) 320 - 370  Total additional council homes (not replacement homes) 160 - 210	Total homes: 800 - 850  Total additional homes (not including replacement homes): 475 - 525  Total additional council homes (not including replacement homes): 235 - 285	Total homes: 770 - 820  Total additional homes (not replacement homes): 460 - 510  Total additional council homes (not replacement homes): 230 - 280
<b>Over over 55s housing</b> 	Options 1 and 2 do not include any housing reserved for over 55s.		Options 3 - 5 include housing reserved for over 55s without children.  These are located in blocks that are easily accessible from Old Kent Road and among the estates central green spaces. Over 55s housing will include a community space.		
<b>Green Space</b> 	All trees will be protected		Options 4 and 5 provide new and improved green space at the heart of the community with landscaping, planting and new trees.  All trees will be protected including trees at Manor Grove and where trees need to be replaced to due to the health of the trees or development considerations, these will be replaced.		
<b>Heating and Sustainability</b> 	All options will connect to a new district heating network, except freeholders in Manor Grove who can choose to connect.			Options 4 and 5 will include electric vehicle charging points.	
	All new homes will achieve net zero carbon. (This applies to options 2 to 5).				
<b>Pilgrims' Way School</b> 	Options 1 to 2 keep the existing school at the heart of the estate.		In options 3 to 5 a modern new building for the existing school is built and it will remain at the heart of the estate and in its core.		
<b>Car Parking</b> 	Residents with a parking permit will continue to be able to park their car on the estate.				



# THE OPTIONS

As everyone will be aware, the COVID-19 pandemic and lockdown has meant we haven't been able to offer face to face meetings during the last few months. However we have remained on track through telephone conversations and will continue with the preferred options survey and final vote as planned.

## Have the options changed during the lockdown?

No, the options have not changed during lockdown. We want you to give us your view on the options that have been developed using your feedback.

However, the need for the council to consider its response to temporary accommodation and finance has changed. The council will therefore scrutinise the financial plans in great detail to ensure we can obtain the funding for the option that residents choose.

It has also meant that we need to consider our approach to Ullswater House, which is currently used as a hostel for those in need of temporary accommodation. The accommodation is not self contained and so needs a drastic overhaul as residents cannot socially distance. The council will therefore consider whether Ullswater should be demolished in 2021 and replaced with new homes, even if the rest of the estate is retained and refurbished.

## What is the Options Pack for?

The council is committed to improving the quality of residents' homes, making our estates great and delivering more council housing. The council wants to hear residents' opinions of the five options and what they want for the future of their homes and their estate. We want you to choose your favourite option. We also want to hear about your least favourite option. This way, decision making on the future of the estate can continue to be led by residents.

## What should I do if I don't know how to choose?

Please consider the option that best suits you and your household and if you would like advice and support, the council suggests talking to the Independent Tenant and Homeowners Advisor, Neal Purvis, who can be contacted on Freephone **0800 073 1051** or at **neal.purvis1@btinternet.com**

Please also get in touch with the council if you have questions that you would like an answer to via email at **Tustin@southwark.gov.uk** or on the telephone **020 7732 2757**.

The council would like you to tell us your favourite option by **Thursday 1 October**.

For further information, please see the consultant studies, including the Stock Condition Survey, at **www.southwark.gov.uk/tustin**

## What do I need to do?

In this Options Information Pack you will have received a 'Favourite Option Voting Paper'. You will need to complete this. This paper asks you to pick for your favourite option from the 5 options.

- 1 (favourite option)
- 2 (second favourite option)
- 3 (third favourite option)
- 4 (fourth favourite option)
- 5 (least favourite option)

It is important that you rank the 5 options, because if the option you prefer is the least popular, your second preference is then taken into account.

When the preferences are counted, to get to the favoured option, all the second preference votes for the option that gets the least number of votes will be apportioned to the remaining 3 options. This will be repeated until an option gets 50% of the preferences.

## How do I return my 'Favourite Option consultation Paper'?

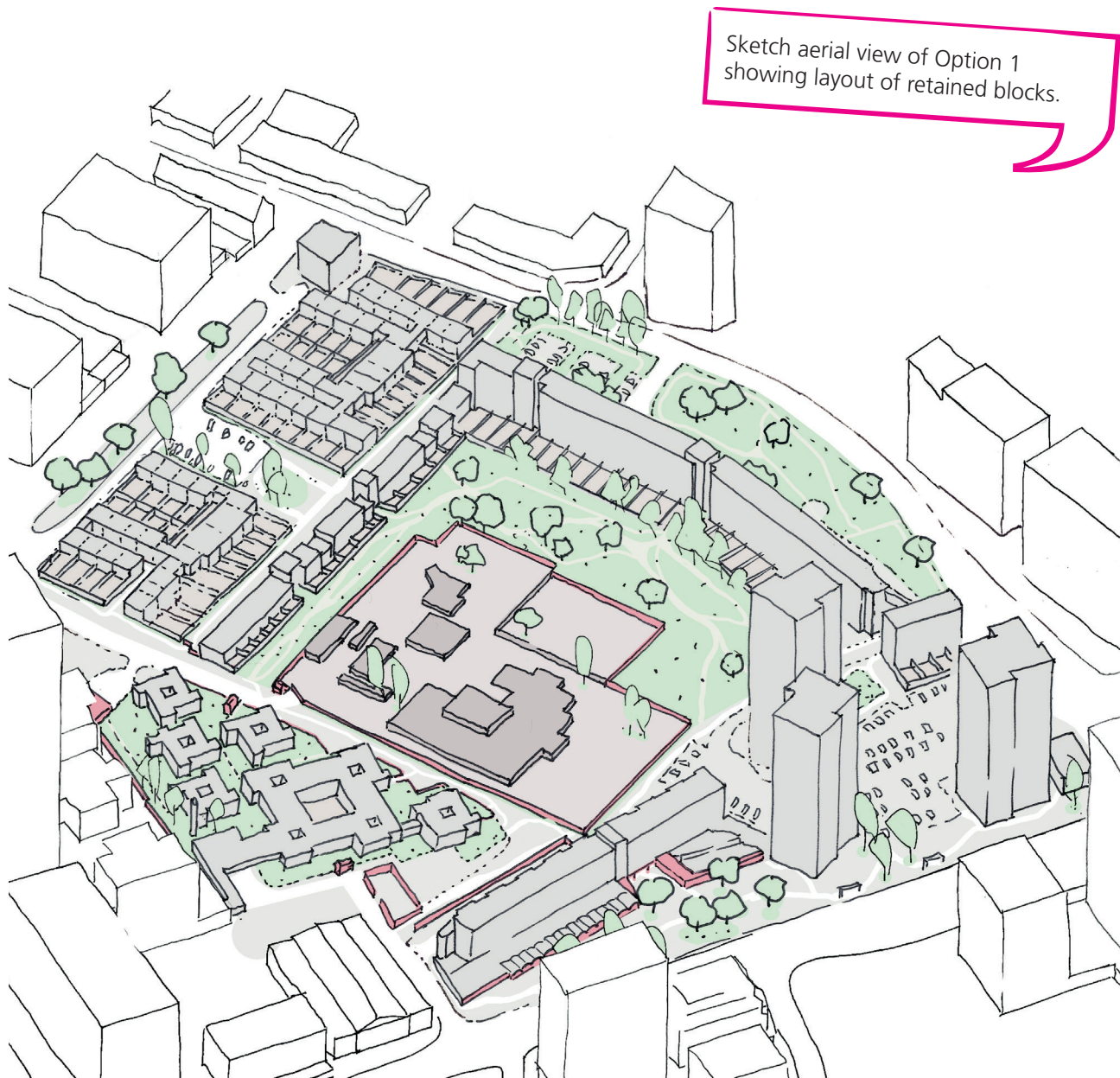
Please see the covering letter included with this Information Pack. It explains the multiple methods of returning your paper including postal, online and via a ballot box on the estate.

## Who counts the results?

The survey will be independent and carried out by Open Communities. Open Communities have been working on the estate as the Independent Tenants and Homeowners Advisors. Open Communities will share the results with the council. The council will not be able to see how individuals have rated the options.

## How will the results be used?

The results will show how each block has voted as well as how council tenants, leaseholders, freeholder and applicants on the housing waiting list have voted. These results will lead decision making as we will be able to see which is the preferred option. We will then have one option and a 'yes' or 'no' vote will take place in a 'Residents' Ballot.



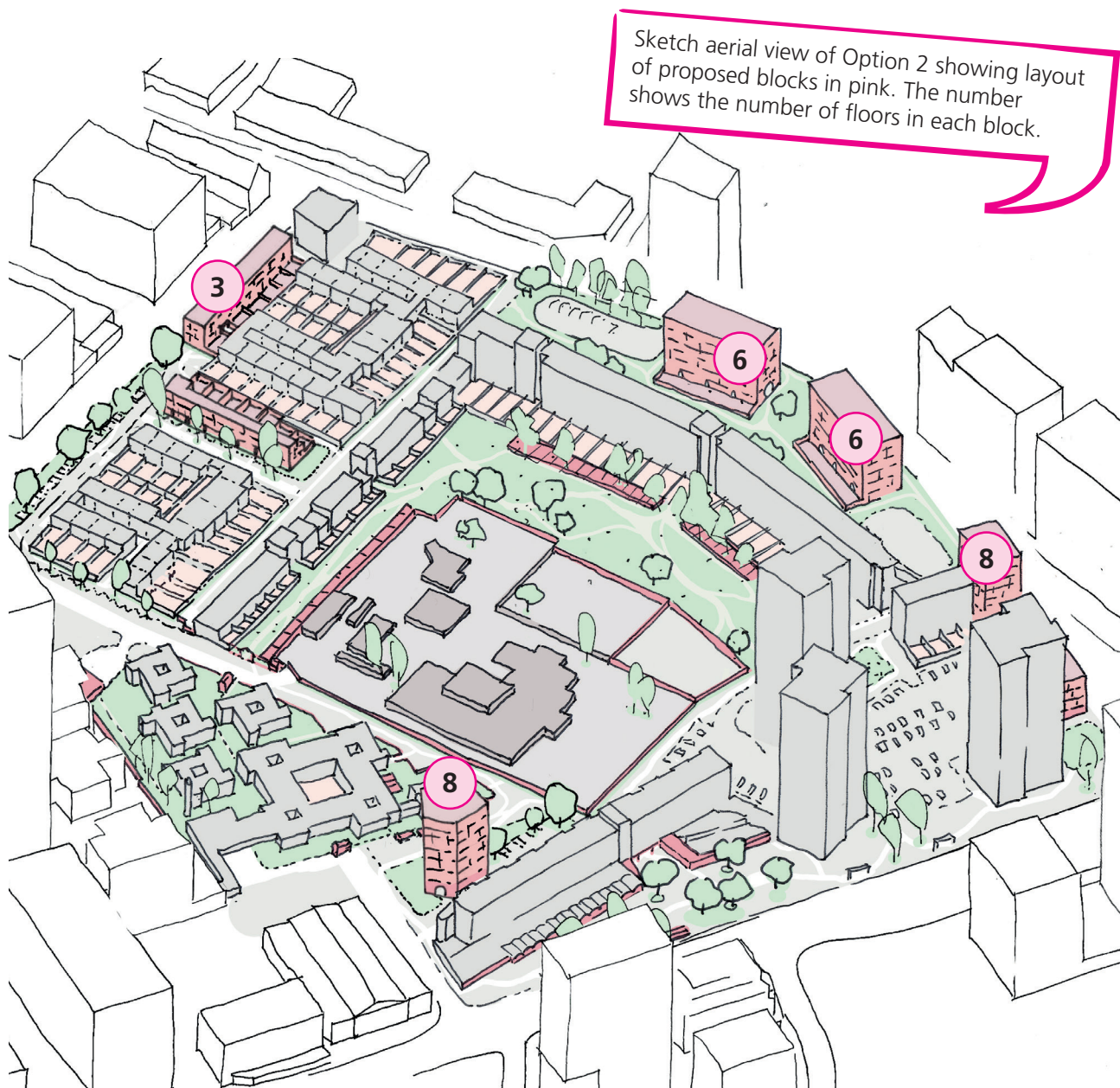
## OPTION 1 - MAINTAIN

If you want things to stay as they are now, with no new homes, then you should choose this option. As part of the council's promise to maintain and provide a decent home we will include new kitchens and bathrooms for council tenants.

The council will have to look at what it can afford to do in order to repair and look after the block and home you have now.

Whatever option is the overall favourite of residents and goes to the February 2021 ballot, Option 1 is what the council will do if people vote NO in that ballot.

Leaseholders and freeholders will have to pay towards the costs of the works as per the conditions of their lease and freehold title.

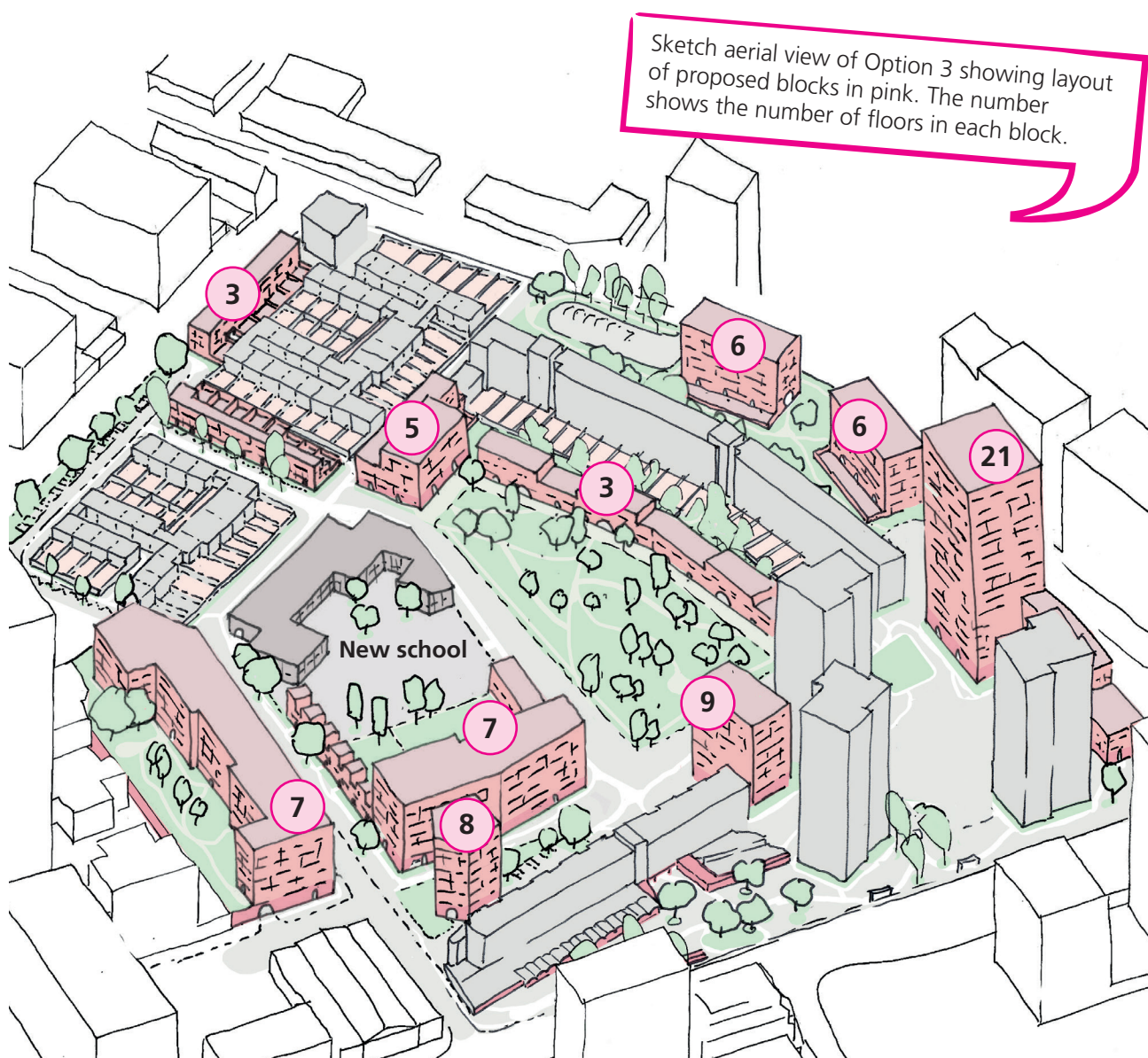


## OPTION 2 - REFURBISHMENT AND SOME NEW HOMES

This option is like Option 1, but the council will raise some money from building new homes on existing empty space on the estate and selling some to pay for small block and estate improvements. Half of the new homes will be council homes and will be for Tustin tenants who need to move for health reasons, or because they want a smaller home, or because they need a bigger home.

Leaseholders and freeholders will have to pay towards the costs of the works as per the conditions of their lease and freehold title.

A detailed financial plan will be worked out when the council knows residents' favoured option, before we go to the final Residents' Ballot in February 2021.



## OPTION 3 - PARTIAL REFURBISHMENT AND MANY NEW HOMES

In this option, the council will keep the maisonettes in 21–98 Heversham House and Bowness, and the houses at Manor Grove and carry out works to maintain and provide a decent home. Tenants in these homes will have a new kitchen and new bathroom.

There will also be some block and estate works and improvements. The council will demolish Kentmere House, Hillbeck Close, Ullswater House and the bedsit flats on the end of Heversham House in order to build replacement homes for the existing residents and between 320 and 370 additional new homes, half of which will be for council tenants.

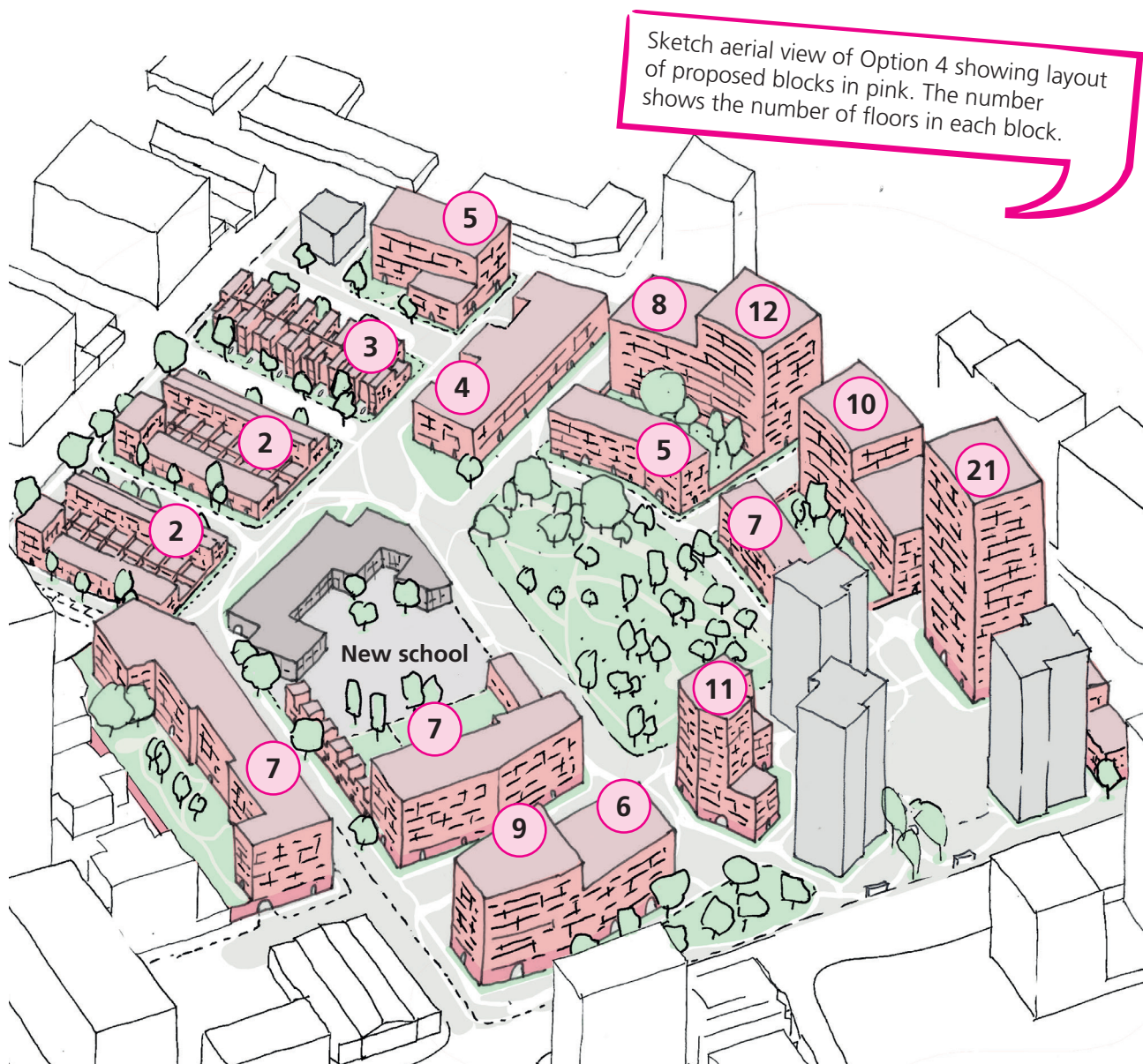
This option will include a newly built school and dedicated housing for the over 55s.

All council homes will be replaced.

In order to pay for refurbishment work and new homes in this option, the council will need to raise extra money. Some of this can come from borrowing and government grant. However much of the money will need to come from the sale of half of the additional new homes as well as the rent from the new council homes.

A detailed financial plan will be worked out when the council knows residents favoured option, before we go to the final Residents' Ballot in February 2021.

Leaseholders and freeholders will have to pay towards the costs of the works as per the conditions of their lease and freehold title.



## OPTION 4 - DEMOLITION AND REBUILD OF THE LOW-RISE HOMES ON THE TUSTIN ESTATE

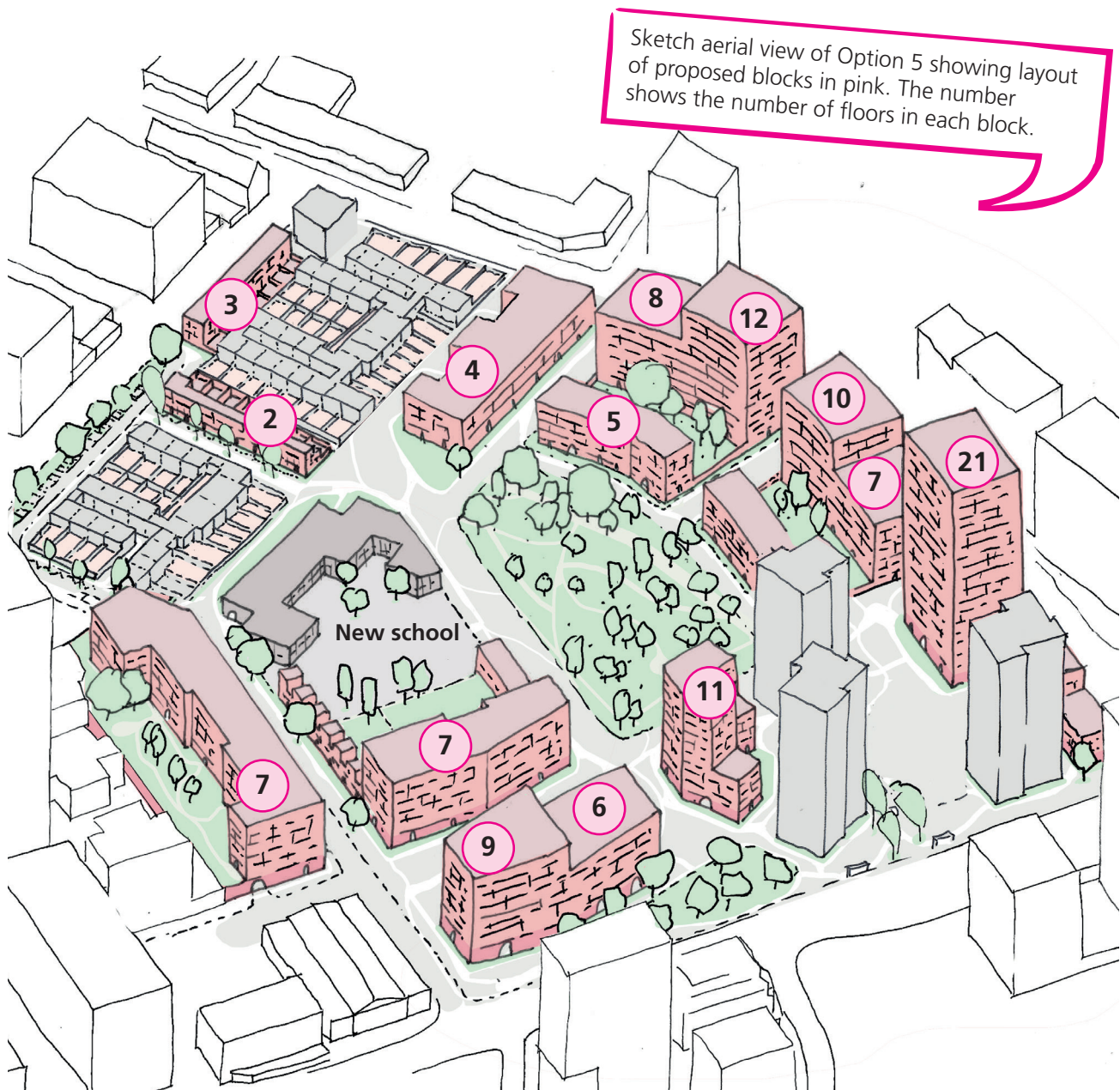
This option means all existing homes on the estate (but not the tower blocks) will be knocked down. The council will do this in a step by step way, building new homes after a block is demolished so that tenants have new homes to move to before the next block is demolished. Overall there will be between 800 and 850 new homes, which include replacement of the existing 298 homes. After replacing existing council homes, half of the additional new homes will be for council tenants.

This option will include a newly built school, dedicated housing for the over 55s and a new park at the centre of the estate.

Where demolition takes place, all council homes will be replaced.

In order to pay for refurbishment work and new homes in this option, the council will need to raise extra money. Some of this can come from borrowing and government grant. However much of the money will need to come from the sale of half of the additional new homes as well as the rent from the new council homes.

A detailed financial plan will be worked out when the council knows residents' favoured option, before we go to the final Residents' Ballot in February 2021.



## OPTION 5 - DEMOLITION AND REBUILD OF THE LOW-RISE HOMES ON THE TUSTIN ESTATE EXCEPT MANOR GROVE

This option is like Option 4, but the council won't demolish any homes in Manor Grove. Overall there will be between 770 and 820 new homes built. As a result there will be fewer new council homes built, although the council will build some new homes on some of the space around Manor Grove.

This option will include a newly built school, dedicated housing for the over 55s and a new park at the centre of the estate.

Where demolition takes place, all council homes will be replaced.

In order to pay for refurbishment work and new homes in this option, the council will need to raise extra money. Some of this can come from borrowing and government grant. However much of the money will need to come from the sale of half of the additional new homes as well as the rent from the new council homes. A detailed financial plan will be worked out when the council knows residents favoured option, before we go to the final Residents' Ballot in February 2021.

Freeholders will have to pay towards the costs of the works as per the conditions of their lease and freehold title.

# THE RESIDENTS' BALLOT

(FEBRUARY / MARCH 2021)

## What is the Residents' Ballot for?

The Residents' Ballot is a 'yes' or 'no' vote to get consent from residents to go ahead with the final option. The final option put to residents will be based on the results of this Options survey. The results from this survey will show how each block has voted as well as how council tenants, leaseholders, freeholder and applicants on the housing list have voted. These results will lead decision making, as we will be able to see which is the preferred option. The favourite option will be further developed in consultation with residents in advance of the Residents' Ballot.

To be eligible for funding new additional council homes, the GLA requires that we ballot residents where we demolish 150 or more homes or build more than 150 or more homes on an estate. We therefore need to carry out the Residents' Ballot in line with GLA requirements regarding the eligibility of voters.

## What happens if the majority vote yes?

If more than 50% vote who vote, vote Yes, Southwark Council will take this option forward.

## What happens if the majority vote no?

If more than 50% vote who vote, vote No, Southwark Council will option 1 forward (maintain the estate).

# HOUSE TYPES AND SPACE STANDARDS

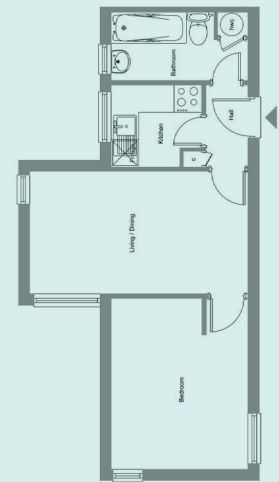
## If I get a new home what size will it be?

If new homes are built on the estate, these homes will be built to current standards. Below are comparisons of how much bigger existing homes and balconies would be if they were built today.

### Hillbeck Close – 1 bedroom

Existing size of home	35m <sup>2</sup>
Additional space to meet current housing standards	+ 15m <sup>2</sup>
<b>Total new home size</b>	<b>50m<sup>2</sup></b>

Existing Floor Plan



Additional Internal Space

**15M<sup>2</sup>**  
**160FT<sup>2</sup>**

### Private outdoor space

Existing size of balcony	0m <sup>2</sup>
Additional space to meet current housing standards	+ 5m <sup>2</sup>
<b>Total new balcony size</b>	<b>5m<sup>2</sup></b>

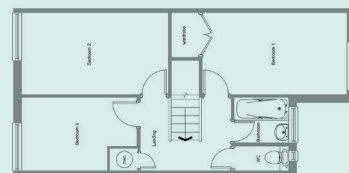
Additional Private outdoor space

**5M<sup>2</sup>**  
**50FT<sup>2</sup>**

### Heversham House – 3 bedroom / 5 person

Existing size of home	78m <sup>2</sup>
Additional space to meet current housing standards	+ 15m <sup>2</sup>
<b>Total new home size</b>	<b>92m<sup>2</sup></b>

Existing Floor Plan



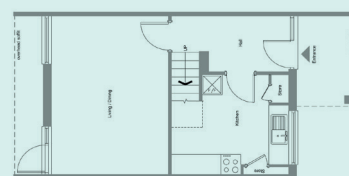
Upper Floor

Additional Internal Space

**15M<sup>2</sup>**  
**160FT<sup>2</sup>**

### Private outdoor space

Existing size of balcony	4m <sup>2</sup>
Additional space to meet current housing standards	+ 4m <sup>2</sup>
<b>Total new balcony size</b>	<b>8m<sup>2</sup></b>



Lower floor

Additional Private outdoor space

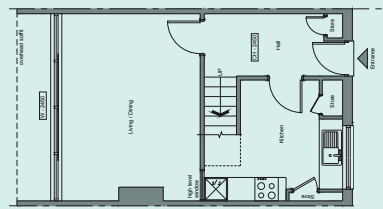
**4M<sup>2</sup>**  
**40FT<sup>2</sup>**



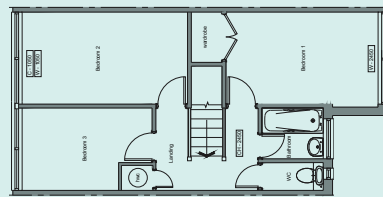
### Bowness House – 3 bedroom / 4 person maisonette

Existing size of home	73m <sup>2</sup>
Additional space to meet current housing standards	+ 11m <sup>2</sup>
<b>Total new home size</b>	<b>84m<sup>2</sup></b>

Existing Floor Plan

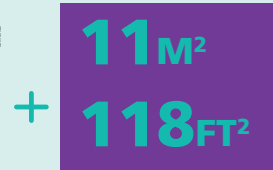


Upper Floor

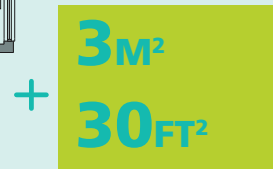


Lower floor

Additional Internal Space



Additional Outdoor Space



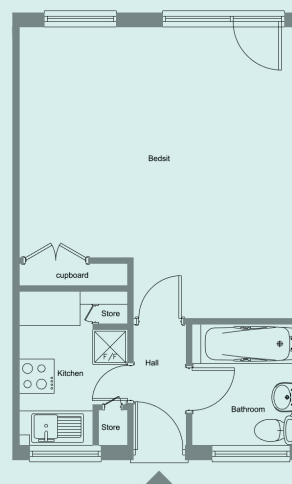
### Private outdoor space

Existing size of balcony	4m <sup>2</sup>
Additional space to meet current housing standards	+ 3m <sup>2</sup>
<b>Total new balcony size</b>	<b>7m<sup>2</sup></b>

### Kentmere House – 1B Bedsit

Existing size of home	35m <sup>2</sup>
Additional space to meet current housing standards	+ 15m <sup>2</sup>
<b>Total new home size</b>	<b>50m<sup>2</sup></b>

Existing Floor Plan



Additional Internal Space



Additional Outdoor Space



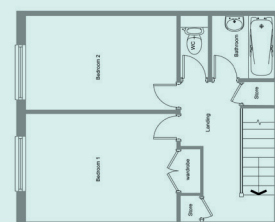
### Private outdoor space

Existing size of balcony	0m <sup>2</sup>
Additional space to meet current housing standards	+ 5m <sup>2</sup>
<b>Total new balcony size</b>	<b>5m<sup>2</sup></b>

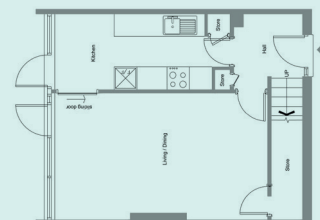
### Manor Grove – 2B/4P House

Existing size of home	71m <sup>2</sup>
Additional space to meet current housing standards	+ 8m <sup>2</sup>
<b>Total new home size</b>	<b>79m<sup>2</sup></b>

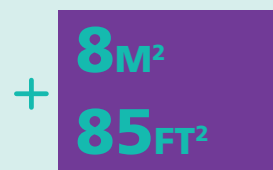
Existing Floor Plan



Upper Floor



Additional Internal Space



### Private outdoor space

Existing size of balcony	0m <sup>2</sup>
Additional space to meet current housing standards	+ 5m <sup>2</sup>
<b>Total new balcony size</b>	<b>5m<sup>2</sup></b>

# PILGRIMS' WAY SCHOOL

## What do the options for the estate mean for the school?

Pilgrims' Way Primary School has been consulted on how the school fits within the different options for the estate and where works might be done to the school building and to the school site with each option.

A condition survey of the school building has been carried out. This survey has indicated where works will be required to the school, children's centre, nursery buildings and to the external areas over the next 30 years to keep them operational. The council and Common Grounds have also met with the school to understand what they feel works well with their building and where it might be improved.

**Options 1 and 2:** Refurbish the existing school premises to make it more energy efficient and create a better learning environment for the children.

**Options 3, 4, and 5:** Build a new school building at the heart of the Estate, next to the new park, and the shape of the school site may change. Some of the things we will need to consider with the school and residents include:

- How should a new school relate to the new and existing homes?
- How big is the site and where should the entrance to the new school be?
- How many floors should a new school have?
- Could a new school building have spaces that can be used by the community?

### Next Steps

Common Grounds and the council will continue to develop options with feedback from the school. The next steps in the development of the options will be to engage the school in:

- Discussions on the options for the estate and how the school sits within these
- Discussions on the findings of the condition survey of the existing school building
- Determine what finance is available to upgrade the existing school building or to rebuild a new school

### Examples of new school buildings



**Tidemill Academy  
Deptford**

Could a new school building also house community spaces?



**Michael Faraday School**

Could the entrance to a new school create a warm welcome to visitors?



**Tiger Way,  
Hackney Downs**

Could new housing be built over a new school?



Could school spaces be created that have views out to public green spaces?

# BUSINESSES

## What do the options for the estate mean for the businesses?

### Option 1:

Existing premises retained and essential maintenance work carried out.

### Option 2:

Existing premises retained with shopfront enhancements and essential maintenance work carried out.

### Option 3:

Existing premises retained with shopfront enhancements and essential maintenance work carried out.

Potential for new commercial space on the Ilderton Road.

### Option 4 and 5:

New shop units provided with improved public green space on Old Kent Road and new commercial spaces on Ilderton Road, provide a more successful setting for businesses in the area. Southwark will protect existing businesses and work with them to minimise any disruption to their trading. Businesses will be offered space to continue to operate either on Tustin Estate or in close proximity based on their preference, both during the construction period and on a permanent basis.

### Next Steps

To date we have discussed the five options with commercial leaseholders and discussed the impacts of the options and how we will work with them to minimise disruption to their businesses. Once residents have voted on a preferred option the council will speak to businesses further to discuss the next steps.



Existing shop fronts on Tustin Estate beneath Bowness House.



An example of on-site temporary business premises at Finsbury Square, by DSDHA.

# COUNCIL COMMITMENTS

## To Council Tenants for All Options

1. **Ensuring standards** – the council is committed to maintain the estate in line with the council's Great Estates Programme.
2. **Minimising disruption** – we will make every effort to limit disruption to you and your household.
3. **Protect your tenancy** – your tenancy rights will remain the same in existing or new homes.

### Where demolition and rebuild applies:

4. **Right to return** – all tenants have a guaranteed option to return to a new home on Tustin Estate if you have to move temporarily off the estate.
5. **Commitment to quality** – all new homes will be built to the latest standards and building regulations.
6. **Dedicated support** – a team will be created to communicate and support residents with the works programme as well as bidding.
7. **One move** – we will ensure that as many residents as possible will not need to move off the estate before moving into their new home.
8. **Option to move off the Estate** – if you want to move off the estate, we will support you to find a home from the council's existing properties in Southwark.
9. **Prioritising those in housing need** – Existing tenants on Tustin Estate will receive first priority for the new homes on the estate.
10. **Receive compensation** – a home loss payment for the loss of your home (currently £6,400, and increased annually in line with inflation) and actual costs incurred as a result of moving will be paid. For example removals, disconnection and re-connection, installation of TV and phone.
11. **Create a Tustin estate local lettings policy** – The council will create a local lettings policy for Tustin Estate with a dedicated team to support residents with identifying a new home and moving.

## Council Commitments to applicants on Southwark's housing register for a year prior to the residents' ballot for Options 3 to 5

### Where demolition and rebuild applies:

1. **Offer you a council tenancy** – you will be prioritised for a tenancy in one of the homes on the Tustin Estate.
2. **Commitment to quality** – all new homes will be built to the latest standards and building regulations.
3. **Creating a Tustin Estate local lettings policy**  
The council will create a local lettings policy for Tustin Estate with a dedicated team to support residents with identifying a new home and moving.

## Council commitments to resident leaseholders for all options

1. **Offer of a home on the estate** – this could be a shared ownership, shared equity, an equity loan or a council tenancy.
2. **Ensuring Standards** – the council is committed to maintaining the estate in line with the council's Great Estates Programme.
3. **Minimising Disruption** – the council will make every effort to limit disruption to you and your household.

### Where demolition and rebuild applies:

3. **Commitment to quality** – all new homes will be built to the latest standards and building regulations.
4. **Dedicated support** – a team will be created to communicate and support residents with the works programme as well as rehousing.
5. **Receive compensation package** – a home loss payment of 10% of the market value of your home, plus costs incurred as a result of moving.
6. **Independent market valuation** – the independent surveyor will be able to advise you and negotiate with the council's surveyor on your behalf.
7. **Commitment to ensuring you and your household are no worse off** – the council will work with you to ensure we keep to this commitment.

### Council Commitments to resident freeholders for All Options:

1. **Offer of a home on the estate** – this could be a shared ownership, shared equity, an equity loan or a council tenancy.
2. **Ensuring Standards** – the council is committed to maintain the estate in line with the council's Great Estates Programme.
3. **Minimising Disruption** – the council will make every effort to limit disruption to you and your household.

### Where demolition and rebuild applies:

3. **Commitment to quality** – all new homes will be built to the latest standards and building regulations.
4. **Dedicated Support** – a team will be created to communicate and support residents with the works programme as well as rehousing.
5. **Receive compensation package** – a home loss payment of 10% of the market value of your home, plus costs incurred as a result of moving.
6. **Independent market valuation** – the independent surveyor will be able to advise you and negotiate with the council's surveyor on your behalf.
7. **Commitment to ensuring you and your household are no worse off** – the council will work with you to ensure we keep to this commitment.

### Council Commitments to residents in the Towers for all the options

No works are proposed to your homes.

1. **Minimising disruption** – we will make every effort to limit disruption to you and your household.
2. **Tustin Estate local lettings policy** – using the local lettings policy for Tustin Estate, there will be an opportunity for those in housing need, or want to move to a smaller home, to move to the additional new homes built in options 2 to 5.
3. **Dedicated support** – a team will be created to communicate and support residents with the works programme.



# FAQS - MY ESTATE FOR ALL RESIDENTS

## Option 1

**How will the estate change?** The estate will not change. We will repair the estate as necessary.

**How long will works take?** It is estimated that works will take between 1 and 2 years.

**How many new homes will there be?** No new homes will be built.

**What will happen to the green spaces?** Trees will be protected. There are no proposals to change the green spaces.

**What will happen to the school?** The school will remain as it currently is and be refurbished.

**What will happen to the businesses?** Shopfronts will be repaired as necessary.

**What will be done to improve the energy performance of the estate?** We will meet Fuel Poverty Regulations 2030 which require all tenanted homes to meet Energy Performance Certificate, Level C. It will also be feasible to connect to the South East London Combined Heat & Power (SELCHP) District Heating Network.

**Will I be able to park my car?** Parking arrangements will remain as they currently are.

**How will the council afford to do these works?** These works will be paid for through the rents that tenants pay and recharges to leaseholders for communal costs.

## Option 2

**How will the estate change?** The estate will not be subject to any demolition but will change with the 'infill' or building of new housing blocks to the rear of Bowness House, between the houses on Manor Grove and in blocks along Ilderton Road. We will repair the estate and make modest improvements such as more benches, better lighting and removing fencing where appropriate.

**How long will works take?** It is estimated that works will take between 2 and 4 years.

**How many new homes will there be?** There will be between 50 and 100 new homes, behind Bowness House, between Manor Grove and along Ilderton Road. 50% of these new homes will be Council Homes. We can re-house some of those living in overcrowded homes in the estate and support downsizing.

**What will happen to the green spaces?** Trees will be protected. There will not be any significant changes to the green spaces however they may have modest improvements.

**What will happen to the school?** The school will remain as it currently is and be refurbished.

**What will happen to the businesses?** Shopfronts will be repaired as necessary with modest improvements.

**What will be done to improve the energy performance of the estate?** In all options, council homes will meet Fuel Poverty Regulations 2030, where technically possible, requiring these homes to meet Energy Performance Certificate Level C.

All options will connect to a new district heating network, except freeholders in Manor Grove who can choose to connect.

New homes will achieve net zero carbon targets.

**Will I be able to park my car?** Residents with a parking permit will continue to be able to park their car on the estate.

## Option 3

**How will the estate change?** The estate will change significantly. 1-20 Heversham, Kentmere, Ullswater and Hillbeck will come down. New blocks of flats will be built behind and in front of Heversham on the green space. Another block with homes and a community space for the over 55s will be built. New houses will be built between the existing Manor Grove blocks. A new school would be built.

**How long will works take?** It is estimated that works will take between 8 and 10 years. Works would be carried out in phases. This means some parts of the estate will be subject to works first, with others to follow. We will work with residents to ensure the safety of the estate during this time as well as minimising disruption including the ability to continue to walk through the estate.

**How many homes will there be?** There will be between 320 and 370 new homes built. Half of the new homes will be council homes. These new homes will be in addition to replacing the demolished homes. This will result in an increase in council homes on the estate and so will be able to tackle overcrowding on the estate, support downsizing and support adult children finding a home on the estate (where registered on the housing list).

**What will happen to the green spaces?** Trees will be protected or replaced. Some of the existing park would remain at the centre of the estate, next to a new Pilgrims' Way Primary School. The space in front of Bowness House on Old Kent Road will be improved. The former green space on Ilderton Road (now a temporary car park whilst the works are ongoing on the Towers) in front of Heversham will be used for new housing blocks.

**What will happen to the school?** The school will remain at the heart of the estate, in the centre, and be rebuilt.

**What will happen to the businesses?** Shopfronts will be improved and the space in front of Bowness House will be improved.

**What will be done to improve the energy performance of the estate?** In all options, council homes will meet Fuel Poverty Regulations 2030, where technically possible, requiring these homes to meet Energy Performance Certificate Level C.

All options will connect to a new district heating network, except freeholders in Manor Grove who can choose to connect.

All new homes will move towards achieving net zero carbon.

**Will I be able to park my car?** Residents with a parking permit will continue to be able to park their car on the estate.

## Option 4

**How will the estate change?** The estate will change significantly with all the low rise blocks coming down (in phases and not all at once). A new school would be built at the heart of the estate and complemented by a green park, the lungs of the estate, for play and relaxation.

**How long will works take?** It is estimated that works will take between 8 and 10 years. As works are carried out in phases some parts of the estate will be subject to works first, with others to follow. We will work with residents to ensure the safety of the estate during this time as well as minimising disruption including the ability to continue to walk through the estate.

**How many new homes will there be?** There will be between 800 and 850 new homes. We will replace all existing homes and half of additional new homes will be council homes. This will result in an increase in council homes on the estate and so will be able to tackle overcrowding on the estate, and help those who wish to move to smaller homes and adult children finding a home on the estate (where registered on the housing list).

**How will the green spaces change?** Trees will be protected and/or replaced. A park will be created next to Pilgrims' Way Primary School. The area in front of Bowness House with trees will be enhanced.

**What will happen to businesses?** Business and retail space will be re-provided on Old Kent Road and Ilderton Road. We will work with businesses to ensure their continued operation. Businesses will move to a new home on the estate or nearby on the Old Kent Road on a temporary or permanent basis.

**What will happen to the school?** The school will remain at the heart of the estate, in the centre, and be rebuilt.

**What will be done to improve the energy performance of the estate?** New homes will meet latest energy standards and achieve net zero carbon targets. It will also be feasible to connect to the South East London Combined Heat & Power (SELCHP) District Heating Network also.

**Will I be able to park my car?** Residents with a parking permit will continue to be able to park their car on the estate.

## Option 5

**How will the estate change?** The estate will change significantly with all blocks except for the towers and Manor Grove coming down (in phases and not all at once). New houses will be built between the existing houses at Manor Grove. A new school would be built at the heart of the estate and complemented by a green park, the lungs of the estate, for play and relaxation.

**How long will works take?** It is estimated that works will take between 8 and 10 years. Works would be carried out in phases. This means some parts of the estate will be subject to works first, with others to follow. We will work with residents to ensure the safety of the estate during this time as well as minimising disruption including the ability to continue to walk through the estate.

**How many new homes will there be?** Between 770 and 820 new homes will be built. We will replace all existing homes and half of the additional new homes will be council homes. This will result in an increase in council home on the estate and so will be able to tackle overcrowding on the estate, support downsizing and support adult children finding a home on the estate (where registered on the housing list).

**How will the green spaces change?** Trees will be protected and /or replaced. A park will be created at the heart of the estate, next to Pilgrims' Way Primary School. The area in front of Bowness House with trees will be enhanced for relaxation.

**What will happen to businesses?** Business and retail space will be re-provided on Old Kent Road and Ilderton Road. We will work with businesses to ensure their continued operation. Businesses will move to a new home on the estate or nearby on the Old Kent Road on a temporary or permanent basis.

**What will happen to the school?** The school will remain at the heart of the estate, in the centre, and be rebuilt.

**What will be done to improve the energy performance of the estate?** New homes will meet latest energy standards and move towards achieving net-zero carbon targets. New homes will connect to the South East London Combined Heat & Power (SELCHP) District Heating Network also.

**Will I be able to park my car?** Residents with a parking permit will continue to be able to park their car on the estate.





# FAQS - MY HOME AND MY FINANCES

## COUNCIL TENANTS IN THE LOW RISE HOMES

### Option 1

#### My Home

1. **Will my tenancy change?** No, your tenancy will remain the same.
2. **Will I have to move?** No, residents would stay in their homes whilst work is carried out.
3. **Will there be an opportunity to move to another property?** No, not as a result of these works. No new council homes will be built as part of this option. There will no opportunities to move or deal with overcrowding on the estate beyond what the council currently does.
4. **Will I have the opportunity to use my right to buy?** Council tenants will continue to be able to exercise the right to buy their home.

#### My finances

5. **Will my rent change?** There will not be a change to rents as a result of the works.
6. **Will my service charge change?** There will not be changes to service charges as a result of the works.
7. **Will my Council Tax charges change?** There will not be any changes to the Council Tax charges as a result of the works.
8. **Will my household bills change?** Household bills will not change as a consequence of these works.
9. **How will the council afford to do these works?** These works will be paid for through the rents that tenants pay and recharges to leaseholders for communal works.

### Option 2

#### My Home

1. **Will my tenancy change?** No, your tenancy will remain the same. If you move to a new property your tenancy rights will remain the same.
2. **Will I have to move?** No, residents would stay in their homes whilst work is carried out.

3. **Will there be an opportunity to move to another property?** Between 50 and 100 new council homes will be built as part of this option. 50% of new homes will be Council Homes and so there will be an opportunities to move in line with housing need and the local lettings policy for Tustin Estate.
4. **How has housing need been worked out?** Priority for the new homes will be given to existing tenants on the Tustin Estate who need to move on medical grounds; or they are overcrowded or they want to move to smaller accommodation.
5. **Will I have the opportunity to use my right to buy?** Council tenants will continue to be able to exercise the right to buy their home.
6. **When can I bid for a new home?** You can register on the Housing Register at any time but you would only get priority for a move if a decision is made to demolish your block.

#### My Finances

7. **Will my rent change?** There will be no change to rents as a result of the works. If you move to a new home, council rent levels for new build properties will apply. As new build homes are normally bigger than existing homes and built to a much higher standard, rents are usually higher as they are based on values. However this could be partially off set by them having lower heating costs as a result of better insulation.
8. **Will my service charge change?** Charges are based on the cost of providing services that are delivered. If additional services are provided additional service charges may apply. We are committed to making sure service charges are kept as low as possible. In new homes, if there are increases in service charge amounts we would agree a phased introduction of the increase over a period of five years.
9. **Will my Council Tax charges change?** Council tax will not change in existing properties. Council tax bands are established by the value of the home, and new build homes will be of a higher value than its existing. This may therefore increase the council tax burden on residents, resulting in a cost of the option.

10. **Will my household bills change?** Household bills will not change as a consequence of these works. In all new homes your water will be metered. This is a requirement by law.
11. **Will I get financial help if I move?** Tenants have the right to a home loss payment. This is a statutory payment that is set out in law and cannot be changed. Tenants get a payment of £6,400 (this is reviewed on 1st October each year). Other costs such as removal vans, disconnection and reconnection of services, phone and TV installation, redirection of post and adjustments to carpets and curtains will be paid.

## Option 3

### My Home & My Finances

**I am in Bowness or 21- 98 Heversham** - Please see the response to Option 2.

**I am in Hillbeck, Kentmere, 1-20 Heverham** - Please see the response to Option 4.

## Option 4

### My Home

1. **Will I have to move?** Yes, however not all homes will come down at the same time. We will build new homes first so that the majority of residents can make one move from their existing home to their new home. A Tustin Estate Local Lettings policy would manage the prioritising system for these moves. Those in overcrowding on the estate or those who would like to downsize would be prioritised first. Those currently in houses will have the opportunity to a new house. Those residents in ground floor properties will have the opportunity to move to ground floor properties. If you want to return to the site of your original home, you can do so and we will rehouse you temporarily on the estate whilst your new home is built.
2. **Will my tenancy change?** When you move to a new property your tenancy rights will remain the same.
3. **What size home will I be eligible for?** You will be entitled to a new home that is appropriate to the size of your family. Therefore if you are currently overcrowded you will get a larger home. If you are living in a home with more bedrooms than you currently need you are allowed to move to a new home with one extra bedroom than you need.

4. **Are new homes bigger than existing homes?** All new homes will be based on new space standards and building regulations. Flats or houses with the same number of bedrooms will be bigger than you currently have and include private outdoor space.
5. **Will I have the opportunity to use my right to buy?** Right to Buy will no longer apply when a decision has been taken to demolish homes but it will once again apply when tenants move into their new homes.
6. **When can I bid for a new home?** You can register on the Housing Register at any time but you would only get priority for a move if a decision is made to demolish your block.
7. **What if I don't like any of the new homes?** We will arrange for you to be rehoused temporarily on the estate until a suitable property is identified.

### My Finances

1. **Will my rent change?** Council rent levels for new build properties will apply. As new build homes are normally bigger than existing homes and built to a much higher standard, rents are usually higher as they are based on values. However this could be partially off set by them having lower heating costs as a result of better insulation.
2. **Will my service charge change?** Charges are based on the cost of providing services that are delivered. If additional services are provided within existing and new blocks service charges may change. 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.
3. **Will my Council Tax charges change?** Council tax will not change in existing properties. Council tax bands are established by the value of the home, and new build homes will be of a higher value than its existing. This may therefore increase the council tax burden on residents, resulting in a cost of the option.
4. **Will my household bills change?** In all new homes your water will be metered. This is a requirement by law. It is reasonable to suggest that homes connected to the new district heating system and built to new building standards will have lower energy bills.

5. **Will I get financial help if I move?** Tenants have the right to a home loss payment. This is a statutory payment that is set out in law and cannot be changed. Tenants get a payment of £6,400 (this is reviewed on 1st October each year). Other costs such as removal vans, disconnection and reconnection of services, phone and TV installation, redirection of post and adjustments to carpets and curtains will be paid.
6. **How will the council afford to do these works?** The council will use multiple methods to finance works including borrowing money from Central Government; investing rents we receive from homes and commercial properties; sales receipts from new private homes; and grant payments from the Greater London Authority to put towards the cost of building additional council homes.
5. **Will I have the opportunity to use my right to buy?** Right to Buy will no longer apply when a decision has been taken to demolish homes but it will once again apply when tenants move into their new homes.
6. **When can I bid for a new home?** You can register on the Housing Register at any time but you would only get priority for a move if a decision is made to demolish your block.
7. **What if I don't like any of the new homes?** We will arrange for you to be rehoused temporarily on the estate until a suitable property is identified.

### My Finances

## Option 5

### My Home

1. **Will my tenancy change?** Your tenancy rights will remain the same in a new home and if you stay in your existing home in Manor Grove.
2. **Will I have to move?** All tenants except those in Manor Grove will have to move. Tenants in Manor Grove will have the option to move to a new flat if they wish to. Not all homes will come down at the same time. We will build new homes first so that the majority of residents can make one move from their existing home to their new home. A Tustin Estate Local Lettings policy would manage the prioritising system for these moves. Those residents in ground floor properties will have the opportunity to move to ground floor properties. Those in overcrowding on the estate or those who would like to downsize would be prioritised first. If you want to return to the site of your original home, you can do so and we will rehouse you temporarily on the estate whilst your new home is built.
3. **What size home will I be eligible for?** You will be entitled to a new home that is appropriate to the size of your family. Therefore if you are currently overcrowded you will get a larger home. If you are living in a home with more bedrooms than you currently need you are allowed to move to a new home with one extra bedroom.
4. **Are new homes bigger than existing homes?** All new homes will be based on new space standards and building regulations. Flats or houses with the same number of bedrooms will be bigger than you currently have and include private outdoor space.
8. **Will my rent change?** Council rent levels for new build properties will apply. As new build homes are normally bigger than existing homes and built to a much higher standard, rents are usually higher as they are based on values. However this could be partially off set by them having lower heating costs as a result of better insulation.
9. **Will my service charge change?** Charges are based on the cost of providing services that are delivered. If additional services are provided, additional service charges may apply. 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.
10. **Will my Council Tax charges change?** Council tax will not change in existing properties. Council tax bands are established by the value of the home, and new build homes will be of a higher value than its existing. This may therefore increase the council tax burden on residents, resulting in a cost of the option.
11. **Will my household bills change?** In all new homes your water meter will be metered. This is a requirement by law. It is reasonable to suggest that homes connected to the new district heating system and built to new building standards will have lower energy bills.
12. **Will I get financial help if I move?** Tenants have the right to a home loss payment. This is a statutory payment that is set out in law and cannot be changed. Tenants get a payment of £6,400 (this is reviewed on 1st October each year). Other costs such as removal vans, disconnection and reconnection of services, phone and tv installation, redirection of post and adjustments to carpets and curtains will be paid.
13. **How will the council afford to do these works?** The council will use multiple methods to finance works including borrowing money from Central Government; investing rents we receive from homes and commercial properties; sales receipts from new private homes; and grant payments from the Greater London Authority to put towards the cost of building additional council homes.

# FAQS - MY HOME AND MY FINANCES

## COUNCIL TENANTS IN THE TOWERS

### Option 1

#### My Home

1. **What do the options mean for me as a council tenant in the towers?**
  - Option 1 does not have any significant impacts for you. You will benefit to repairs to the estate. Works will be taking place on the estate and so construction will continue elsewhere on the estate for an estimated 1 to 2 years.
  - Option 2 means that you may have an opportunity to move into a new home if you are living in an overcrowded home, and wish to move to a smaller home. Adult children may have an opportunity to move to a new home if they are on the housing register for 12+ months before the ballot. You will benefit from some repairs and works to the estate.
  - Option 3 means that you will have an opportunity to move into a new home if you are living overcrowded home or wish to move to a smaller home. Adult children will have an opportunity to move to a new home if they are on the housing register for 12+ months before the ballot. Pilgrims' Way will be rebuilt at the heart of the estate and some green space next to the school will be retained.
  - Option 4 means that you will have an opportunity to move into a new home if you are living overcrowded home, wish to move to a smaller home. Adult children will have an opportunity to move to a new home if they are on the housing register for 12+ months before the ballot. There will be limited opportunities for residents to move to a house. Pilgrims' Way will be rebuilt at the heart of the estate and a new park will be created next to the school for relaxation and play.
- Option 5 means that you will have an opportunity to move into a new home if you are living overcrowded home, wish to move to a smaller home. Adult children will have an opportunity to move to a new home if they are on the housing register for 12+ months before the ballot. Pilgrims' Way will be rebuilt at the heart of the estate and a new park will be created next to the school for relaxation and play.
2. **Are there any financial impacts for me?** If you stay in your existing home, there are not financial impacts. If you move to a new property new council rents will be applied. As new build homes are normally bigger than existing homes and built to a much higher standard, rents are usually higher as they are based on values. However this could be partially off set by them having lower heating costs as a result of better insulation.
3. **If a demolition option is chosen and we are living in overcrowded accommodation, want to move to a smaller home or have adult children, what should we do?** Residents on the estate will receive first priority for new homes on the estate. We will create a Tustin Estate local lettings system and policy for Tustin Estate with a dedicated team to support you with this process.

## FAQS - MY HOME AND MY FINANCES

### PRIVATE TENANTS WHO HAVE BEEN ON SOUTHWARK'S HOUSING REGISTER 12 MONTHS PRIOR TO THE RESIDENTS' BALLOT

#### Option 1 & Option 2

##### My Home

**Will I have to move?** No, residents can stay in their homes whilst work is carried out.

#### Option 3

**I live in Bowness or 21-98 Heversham** – Please see the response to Option 2.

**I live in Hillbeck, Kentmere, 1-20 Heverham** - Please see the response to Option 4.

#### Option 4

##### My Home

1. **Will I have to move?** Yes, however not all homes will come down at the same time. You will have to speak to your landlord/lady about your tenancy.
2. **Can I get a council tenancy?** Anyone who has been on the housing register for more than 12 months who is residing on the Tustin Estate you will be prioritised for a tenancy in one of the homes on the Tustin Estate.
3. **What size of home will I be eligible for?** Your housing need will be assessed and you would be allocated a home based on your need. For example if you have one child, you would be eligible for a 2-bed room property.
4. **Will new homes be bigger?** Flats or houses with the same number of bedrooms will be bigger than you currently have and include private outdoor space.

##### My Finances

5. **What will the rent be?** Council rent levels will apply for both existing and new build homes. As new build homes are normally bigger than existing homes and built to a much higher standard, rents are usually higher as they are based on values. However this could be partially off set by them having lower heating costs as a result of better insulation.
6. **Will I get financial help if I move?** No, only Council Tenants have the right to a home loss payment.
7. **How will the council afford to do these works?** The council will use multiple methods to finance works including borrowing money from Central Government; investing rents we receive from homes and commercial properties; sales receipts from new private homes; and grant payments from the Greater London Authority to put towards the cost of building additional council homes.

#### Option 5

**I live in Manor Grove** – Please see the response to Option 2.

**I live in Hillbeck, Kentmere, Bowness, Heversham** – Please see the response to Option 4.

# FAQS - MY HOME AND MY FINANCES

## RESIDENT LEASEHOLDERS

### Option 1

#### My Home

1. **Will I have to move?** No, residents would stay in their homes whilst work is carried out.
2. **What works will be carried out to my home?** As a leaseholder the council will not be carrying out any internal works at your home.
3. **What works will be carried out to my block?** Communal works identified in the Stock Condition Survey will be carried out. These include walls, doors, roof edge protection; cold bridging; extending the local South East London Combined Heat and Power (SELCHP) heating system to provide renewable energy to homes across the estate, removal and management of existing asbestos, void maintenance as well as estate wide works.
4. **What works will be done to improve the sustainability performance of my home?** Homes will be connected to the South East London Combined Heat & Power (SELCHP) District Heating Network. Other works and improvements will be the responsibility of the leaseholder.

#### My Finances

5. **How much will I be asked to pay?** Estimated costs on a block by block basis are as below. These costs would be subject to clarification of section 20 apportionment by the council over a 30 year period. You would not be expected to pay the whole sum of money but a significant proportion of the costs will be required in years 1 to 5 and then years 5 to 10. An option to put a charge on your property will be available where resident leaseholders are not able to pay this Section 20 costs. This means the payment will be made on sale of your property.

Block	Estimated Costs, 1- 30 years (taken from Stock Condition Survey)
Heversham	£92,587
Bowness	£119,665
Hillbeck	£95,857 - £96,687
Kentmere	£85,282

6. **What are these costs for?** You will be paying for repairs and maintenance to give the blocks an additional 30 year lifespan as identified in the Stock Condition Survey. These are estimated costs and include repair and maintenance of block assets such as windows, doors, electrics and mechanical and estate works such as lighting. Estimated costs are as below but exclude Southwark Council management costs (10%); professional fees (typically 6-8%); equality act adaptations; and ongoing investigations such as drainage and structure. Cyclical and responsive.
7. **What about costs related to daily repair and maintenance (cyclical and responsive)?** Daily repair costs are recovered through the annual service charge and if applicable Section 20 costs. These charges may be adjusted due to investment as a result of the major works.
8. **Will there be any additional charges?** The estimated costs exclude Southwark Council management costs (10%); professional fees (typically 6-8%); equality act adaptations; and ongoing investigations such as drainage and structure.
9. **When will I have to pay?** You will need to pay after the major works Section 20 consultation and when the estimated charges bill is received after the section 20 consultation.
10. **Is there an interest-free period?** The interest free period applies throughout for resident leaseholders.
11. **How long do I have to pay for them?** Resident leaseholders pay over 12 to 36 or in exceptional circumstances over 48 months, all interest free.
12. **Will my service charge change?** There will not be changes to service charges as a result of the works.
13. **Will my Council Tax charges change?** There will not be any changes to the Council Tax charges as a result of the works.
14. **How will the council afford to do these works?** These works will be paid for through the rents that tenants pay and recharges to leaseholders.

## Option 2

### My Home

1. **Will I have to move?** No, residents would stay in their homes whilst work is carried out.
2. **What works will be carried out to my home?** See answer to Option 1.
3. **What works will be carried out to my block?** In addition to works carried out to your block under option 1, there will be the option for additional block changes and enhancement. These additional changes and enhancements will depend on resident wishes. These will be consulted on and costed as part of the refining the preferred option process. Works could include improvements to bin stores and communal entrances.

### My Finances

4. **What will I be asked to pay for?** Estimated costs will be higher than the costs in Option 1 should residents choose additional works and improvements such as changes to communal entrances, improvements to bin stores, energy performance enhancements or new lighting. Any additional charges to leaseholders would be based on apportioned in accordance with your lease. It is difficult to provide reliable estimates of costs for this without detailed work on design as this impacts how leasehold charges are applied. Any works or improvements to the estate would be shared across all households on the estate. Any works to the block would be applied to all households in the block. An option to put a charge on your property will be available where resident leaseholders are not able to pay this Section 20 costs. This means the payment will be made on sale of your property.
5. **Are there any additional costs?** If residents choose additional works for the block such as improvements to bin stores, additional charges may apply in line with the lease you have with the council.
6. **When will I have to pay?** You will need to pay after the major works Section 20 consultation and when the estimated charges bill is received after the Major Works Section 20 consultation.
7. **How long do I have to pay for them?** Resident leaseholders pay over 12 to 36 or in exceptional circumstances over 48 months, all interest free.
8. **Will my service charge change?** There will not be changes to service charges as a result of the works.

9. **Will my Council Tax charges change?** There will not be any changes to the Council Tax charges as a result of the works.
10. **How will the council afford to do these works?** These works will be paid for through the rents that tenants pay and recharges to leaseholders for the communal works.

## Option 3

### My Home

**I live in Bowness or 21- 98 Heversham** – Please see the response to Option 2.

**I live in Hillbeck, Kentmere, 1-20 Heverham** – Please see the response to Option 4.

## Option 4 and 5

1. **Will I have to move?** Yes, all leaseholders will be required to move.
2. **Will I be offered an alternative home on the Estate?** Resident homeowners will be able to buy a property in the new development, and will be offered other options if they cannot purchase outright. These include shared equity, shared ownership with the council or an equity loan with the council.
3. **What happens if I don't want to move?** We aim to negotiate the buy back of your property by agreement, but if this is not possible the council have the ability to purchase your home under a Compulsory Purchase Order (CPO) subject to confirmation by the Minister for Housing, Communities and Local Government.
4. **When can I sell my home to the council?** You can sell your home to the Council in early 2021.

### My Finances.

5. **What costs am I entitled to?** You will be entitled to a home loss payment equivalent to 10% of the value of your property as well as disturbance payments intended to compensate you for certain costs that you may incur as a result of having to move home. The include: legal, stamp duty tax, surveyors fees, removal costs, specialist adaptation costs, altering soft furnishings and moveable fittings and fixtures, disconnection and reconnection of services and appliances, re-direction of post and their expenses that may be considered appropriate and agreed with the council.

6. **How will the value of my property be agreed?** An independent chartered surveyor will carry out a market evaluation of behalf of you for your property. Your independent surveyor will then discuss with the council. The market valuation offered to homeowners is based "upon what the land might be expected to realise if sold in the open market by a willing seller. In assessing the open market value of your land you are assumed to be a willing seller. However, it is assumed that you would only be willing to sell at the best price which you could reasonably achieve in the open market.
7. **Am I entitled to my own surveyor?** Homeowners are encouraged to obtain their own valuation completed by a chartered surveyor who will act for you. The council will pay for the surveyor, where costs are reasonable.
8. **What happens if I cannot come to an agreement with the council?** If the valuations of the independent and council surveyors differ significantly and there is no prospect of reaching an agreement, then with the agreement of all owners of the property, and the council, the parties can seek to resolve the dispute through alternative dispute resolution (ADR).
9. **What if I can't afford a new property or don't have enough equity to buy a new home on the estate?** We will conduct a financial appraisal and will work with you to find a solution that enables you to stay on the estate and in homeownership and/or offer of a council tenancy where this is your preference.
10. **Will my service charge change?** With all parts of homes, blocks and estate being new costs associated with repairs or works to the roof, lifts or other parts being in good condition, service charges could be expected to be lower than they currently are.





# FAQS - MY HOME AND MY FINANCES

## RESIDENT LEASEHOLDERS IN THE TOWERS

### 1. I am a leaseholder in the Towers what do the options mean for me?

- Option 1 does not have any significant impacts for you. You will benefit to repairs to the estate. Works will be taking place on the estate and so construction will continue elsewhere on the estate for an estimated 1 to 2 years.
- Option 2 means that you may have an opportunity to move into a new home if you are living in an overcrowded home, wish to move to a smaller home. Adult children may have an opportunity to move to a new home if they are on the housing register for 12+ months before the ballot. You will benefit from some repairs and works to the estate.
- Option 3 means that you will have an opportunity to move into a new home if you are living overcrowded home, wish to move to a smaller home. Adult children will have an opportunity to move to a new home if they are on the housing register for 12+ months before the ballot. Pilgrims' Way will be rebuilt at the heart of the estate and some green space next to the school will be retained.
- Option 4 means that you will have an opportunity to move into a new home if you are living overcrowded home, wish to move to a smaller home. Adult children will have an opportunity to move to a new home if they are on the housing register for 12+ months before the ballot. There will be limited Pilgrims' Way will be rebuilt at the heart of the estate and a new park will be created next to the school for relaxation and play.
- Option 5 means that you will have an opportunity to move into a new home if you are living overcrowded home, wish to move to a smaller home. Adult children will have an opportunity to move to a new home if they are on the housing register for 12+ months before the ballot. Pilgrims' Way will be rebuilt at the heart of the estate and a new park will be created next to the school for relaxation and play.

### 2. Are there any financial impacts for me?

The options have the following impacts for leaseholders in the towers.

Option 1 costs associated with repairs on the estate are estimated at £843.71.

- 3. Option 2 and 3 costs associated with repairs on the estate are estimated at £843.71 and any other chargeable works and improvements residents choose as part of the next stage of the design refinement. Costs for this have not been estimated but would not be expected to vary significantly from those outlined in Option 1 as the costs of chargeable works and improvements would be shared across the estate.
- Option 4 and 5 – with the wider estate being renewed service charge costs would vary in line with the services provided. With the condition of the estate being good estate based service charges may be lower.

# FAQS - MY HOME AND MY FINANCES

## RESIDENT FREEHOLDERS

### Option 1

#### My Home

1. **Will I have to move?** No, freehold residents would stay in their homes whilst work is carried out.
2. **What works will be carried out to my home?** As a freeholder, the council will not carry out works to your homes.
3. **Will the area around my home change?** No, repairs to the estate will be carried out only.
4. **What works will be done to improve the sustainability performance of my home?** Homes may have the opportunity to connect to the South East London Combined Heat & Power (SELCHP) District Heating Network. Other works and improvements will be the responsibility of the freeholder.

#### My Finances

5. **How much will I be asked to pay for?** Estimated costs for Manor Grove freeholders are £3,064. These costs would be subject to a Section 20 consultation and the terms of your freehold title.
6. **What will I be paying for?** You will be paying for repairs and maintenance to the estate that have been identified in the Stock Condition Survey. These are estimated costs and will be applied in accordance with your freehold title.
7. **When will I have to pay?** You will need to pay after the Section 20 consultation and when the estimated charges bill is received after this consultation.
8. **How long do I have to pay for them?** Resident freeholders pay over 12 to 36 months or in exceptional circumstances over 48 months, all interest free.
9. **Will my service charge change?** There will not be changes to service charges as a result of the works.

10. **Will my Council Tax charges change?** There will not be any changes to the Council Tax charges as a result of the works.

11. **How will the council afford to do these works?** These works will be paid for through the rents that tenants pay and recharges to leaseholders.

### Option 2, 3 and 5

#### My Home

1. **Will I have to move?** No, residents would stay in their homes whilst work is carried out.
2. **What works will be carried out to my home?** No works will be carried out to your home.
3. **Will the area around my home change?** Yes, new infill houses will be built in the existing area of hardstanding where there are garages and parking spaces. Parking spaces will be re-provided on street.
4. **What works will be done to improve the sustainability performance of my home?** Homes will be connected to the South East London Combined Heat & Power (SELCHP) District Heating Network. Other works and improvements will be the responsibility of the freeholder.

#### My Finances

5. **What will I be asked to pay for?** You will be paying for repairs and maintenance to the estate as well as any chargeable works and improvements residents choose as part of the next stage of the design refinement. Costs for this have not been estimated but would not be expected to vary significantly from those outlined in Option 1 as the costs of chargeable works and improvements would be shared across the estate.
6. **Are there any additional costs?** If residents choose additional estate works when refining the preferred option, additional charges may apply in line with the freehold title you have with the council.

7. **When will I have to pay?** You will need to pay after the Section 20 consultation and when the estimated charges bill is received after this consultation.
8. **How long do I have to pay for them?** Resident freeholders pay over 12 to 36 months or in exceptional circumstances over 48 months, all interest free.
9. **Will my service charge change?** There will not be changes to service charges as a result of the works.
10. **Will my council Tax charges change?** There will not be any changes to the council Tax charges as a result of the works.
11. **How will the council afford to do these works?** These works will be paid for through the rents that tenants pay and recharges to leaseholders.
12. **Can I sell my home to the council?** Yes, under all options we would offer buy backs.
13. **When can I sell my home to the Council?** We are able to offer buy backs if residents vote in favour of the preferred option in the residents ballot in February 2021.
4. **What will the sustainability performance of a new home be?** If you decide to stay on the estate and move into a new home you will move into a home that achieves net zero carbon targets.
5. **When can I sell my home to the Council?** We are able to offer buy backs if residents vote in favour of the preferred option in the residents ballot in February 2021.

### My Finances

## Option 4 - All the low rise homes, including the houses in Manor Grove, are demolished and rebuilt with new homes, including houses around a new common.

### My Home

6. **What costs am I entitled to?** You will be entitled to a home loss payment equivalent to 10% of the value of your property as well as disturbance payments intended to compensate you for certain costs that you may incur as a result of having to move home. They include: legal, stamp duty tax, surveyors fees, removal costs, specialist adaptation costs, altering soft furnishings and moveable fittings and fixtures, disconnection and reconnection of services and appliances, re-direction of post and expenses that may be considered appropriate and agreed with the council.
7. **How will the value of my property be agreed?** An independent chartered surveyor will carry out a market evaluation of behalf of you for your property. Your independent surveyor will then discuss with the council. The market valuation offered to homeowners is based "upon what the land might be expected to realise if sold in the open market by a willing seller. In assessing the open market value of your land you are assumed to be a willing seller. However, it is assumed that you would only be willing to sell at the best price which you could reasonably achieve in the open market. .
8. **Am I entitled to my own surveyor?** Homeowners are encouraged to obtain their own valuation completed by a chartered surveyor who will act for you. The council will pay for the surveyor, where costs are reasonable.
9. **What happens if I cannot come to an agreement with the council?** If the valuations of the independent and council surveyors differ significantly and there is no prospect of reaching an agreement, then with the agreement of all owners of the property, and the council, the parties can seek to resolve the dispute through alternative dispute resolution (ADR).
10. **What if I can't afford a new property or don't have enough equity to buy a new home on the estate?** We will conduct a financial appraisal and will work with you to find a solution that enables you to stay on the estate and in homeownership and/or offer of a council tenancy where this is your preference.
1. **Will I have to move?** Yes, all freeholders will be required to move at the point when.
2. **Will I be offered an alternative home on the Estate?** Resident homeowners will offered a new house, or if they request it a new flat in the new development, and will be offered a range of homeownership options if they cannot purchase outright. These include shared equity, shared ownership with the council or an equity loan with the council.
3. **What happens if I don't want to move?** We will aim to negotiate the buy back of your property by agreement, but if this is not possible the council have the ability to purchase your home under a Compulsory Purchase Order (CPO) subject to confirmation by the Minister for Housing, Communities and Local Government.

### **What should I do if I don't know how to vote?**

Please consider the option that best suits you and your household and if you would like advice and support, the council suggests talking to the Independent Tenant and Homeowners Advisor, Neal Purvis, who can be contacted on Freephone **0800 073 1051** or at **neal.purvis1@btinternet.com**

Please also get in touch with the council if you have questions that you would like an answer to via email at **Tustin@southwark.gov.uk** or on the telephone at **020 7732 2757**.

**For more information including  
the consultants studies, please see  
[www.southwark.gov.uk/tustin](http://www.southwark.gov.uk/tustin)**