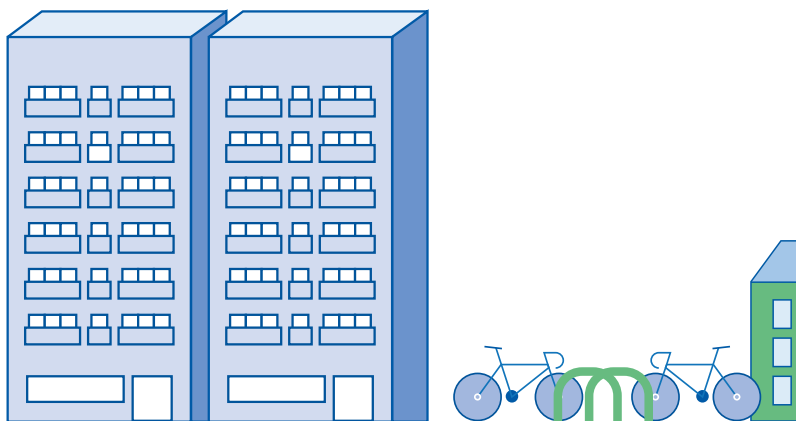


# The future of Harriott, Apsley and Pattison Houses **Landlord offer**



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# Introduction

Since July of last year, the council has been discussing with residents of Harriott, Apsley and Pattison Houses, the Redcoat Community Centre and Mosque and other stakeholders about the potential to regenerate your estate.

We are grateful for the contributions so far and we share your excitement about the positive opportunities – including new housing and a new replacement for the mosque – that redevelopment would offer.

The majority of residents have been able to take part in one or more of the consultation events held in recent months. These helped to shape the vision for a future development and you will have seen the outline proposals which give an indication of what can be achieved.

The proposed new homes will provide a much improved standard of accommodation for existing residents and their families. They will be well designed, built to the highest standards and energy efficient.

A new development will have secure, safe, green play areas and new trees with roadways designed to combat anti-social behaviour. We will ensure existing residents are rehoused in the new development. We will also be able to provide a new mosque.

As you know, we will need to show that a majority of residents are in favour of our plans before we can move forward.

We will be holding a ballot from Wednesday 18th March to Thursday 9th April 2020 where you will be given the chance to vote. It is your decision that counts.

On page 19 of this booklet, we describe how the ballot process will work including details of who is eligible to vote and how it can be done. It is important that anyone who is eligible to vote knows how to take part.

We have also set out what you can expect from the council and how we will continue to work with you to ensure the new development meets your expectations.

This is your chance to have your say. We hope that you will take this opportunity to secure a bright new future for Harriott, Apsley and Pattison Houses. We would of course respect your decision whatever it is.



**John Biggs**  
Executive Mayor of Tower  
Hamlets



# Our promise to residents

- We will keep the community together
- More council homes for social rent
- Reduced crime and anti-social behaviour through better design
- New homes at social rents for all existing council tenants
- Options to suit every leaseholder
- Addressing overcrowding on the estate through the provision of new affordable homes
- One move to a new home, wherever possible
- Financial compensation and all reasonable moving costs paid
- Current street parking permits guaranteed
- Residents' Panel representing residents in decision making and shaping the future of their estate
- Door-to-door moving support for older and vulnerable residents





# What you told us and how we've responded

In putting together our plans for the proposed redevelopment of Harriott, Apsley and Pattison Houses, we've listened carefully to what you have told us about the things you like and dislike about the current estate.

## What you told us about homes in the existing buildings:

- Flats are damp and poorly insulated
- Bin stores are smelly and dirty
- Communal lobbies and stairwells are dingy
- There are concerns about the cost of major repair works
- Homes are overcrowded
- There is no lift access in Apsley and Pattison Houses

## What you have told us about antisocial behaviour:

- Communal areas are poorly lit and laid out
- Drug dealing is taking place
- Bulk rubbish and litter are dumped too often
- Green spaces do not feel safe and secure enough for kids to play



The proposed redevelopment will help to address these concerns by using careful design and making sure that any building work is of the highest standard. We will of course continue to involve residents in our plans to allow you to hold us accountable.

A new development would also meet the significant affordable housing needs of local people, including the needs of current residents.

It would make it easier for residents to enjoy the green space in their community, recognising that the way the existing blocks are organised makes that difficult.

We know that you like the sense of community the area offers, the spacious homes with good storage and having separate kitchens. We will try to keep these features, wherever possible, in any new development.

## Your ambitions for a new development

These are the things you told us you would like to see as part of a new development:

### Design:

Safe and secure open spaces

Enclosed green courtyards

Lift access for all above-ground properties

Play areas

Brick built buildings

Separate kitchens in larger units

Clear separation between ground floor homes and public areas

Dual aspect homes (windows on two sides)

Preference for individual recessed balconies

Improved communal areas

High levels of sound insulation

Good storage

Parking provision

More homes for social rent

Secure cycle storage

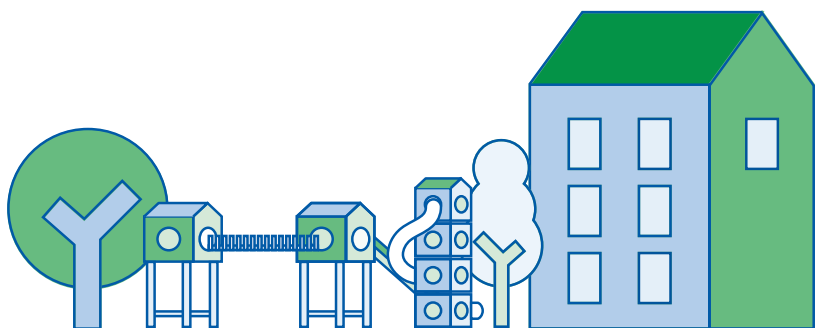
### Community:

A homely feel with a good sense of community

A new mosque

Quiet streets that discourage dangerous car use such as joy riding or rat running

An artist's impression showing what a new mosque as part of the proposed development could look like



# Design principles

The council is committed to providing high quality, well-designed homes and surroundings to create healthy and sustainable environments where people want to live.

We will deliver a mix of home sizes to meet the local housing need, with a combination of flats and duplexes and a mix of tenures for families with children and for small and single person households.

Landscaped spaces will include trees, planting, grassed areas and children's play areas. Biodiversity will be key in planning planting, buildings will be laid out to maximise daylight and sunlight, while homes will be energy efficient.

Developments will be well connected, with safe and active streets designed to reduce anti-social behaviour.

We will enhance and continue to build a strong sense of community and belonging in any development.

## What regeneration will deliver:

- A mixed, cohesive and sustainable community
- Good quality and well-designed homes that will meet residents housing needs
- More social rented homes
- More family sized homes

- Private amenity space to all properties with gap between homes and public areas to provide privacy for ground floor properties
- Safer streets and homes through good design and improved lighting
- New, usable secure open communal spaces creating a network of private green spaces for residents
- Energy efficient homes
- Homes built to minimise noise nuisance
- Improved and secure provision for bins and bike stores
- Maximised green space by keeping car use to a minimum
- A home adapted to your needs, if you have a disability.
- All homes will benefit from at least the national standard required for storage.
- Family units with three or more bedrooms will have separate kitchens.
- Wherever possible, two bedroom homes will have options for separate or open plan kitchens and living space.





### How many new homes will be built?

The proposed redevelopment will provide approximately 450 homes, of which 79 will be replacement homes for existing tenants and resident leaseholders.

In line with our Local Plan, the additional homes created will provide at least 35 per cent genuinely affordable housing and contribute to an overall target for 50 per cent of all new homes to be affordable. The council will prioritise and maximise the development of genuinely affordable homes where feasible. The remainder will be developed for market rent or sale and will help to fund the construction of the affordable homes.

New homes will be a mix of one, two, three and four bedroom properties. They will be both flats and duplexes. The new development will meet the needs of existing residents by providing more new family sized homes as well as smaller sized homes for the adult children of existing residents who are both on the housing register and in housing need.

Map showing the boundary of the existing estate



Map showing the proposed boundary for the new development





### Designing the look of your new home:

Current secure tenants and resident leaseholders, in conjunction with the Residents' Panel, will be given the opportunity to choose from a range of selected materials and colours including:

- Kitchen units (door fronts, worktops and handles)
- Floor coverings
- Paint colour for walls in selected rooms

### Other practical features:

- Homes will deliver a high level of noise insulation to avoid noise nuisance issues.
- Security will be provided through secure courtyards and video entry systems with fob access.
- Lifts will be provided in all buildings with level access to all properties.

### Heating and hot water:

A sustainable, energy efficient heating system will be installed in the development. Properties will be thermally insulated. Further details will be provided during the design consultation process.

### Community infrastructure:

Green spaces will be designed into any new development. Play facilities will be provided close to

homes for families to enjoy.

A significant number of existing residents currently worship at Redcoat Community Centre and Mosque. The existing facility is housed in temporary structures. A new mosque would be larger than the current building and would have homes on upper floors allowing it to meet the needs of a growing community. It will be re-provided in the north-east corner of the estate and this part of the project will go ahead whether or not there is a majority for regeneration in the ballot.

### Parking:

The new development will be 'car free', which is part of the council's planning policy.

Parking spaces will be available for adapted/wheelchair accessible homes only. This will allow us to create more enjoyable and practical green and open spaces.

If you are an existing resident living in Harriott, Apsley or Pattison House, you will be able to retain your rights to apply for a parking permit after moving into one of the new homes in the development but this will be for general on-street parking.

### Engagement:

Our commitment to ongoing open and transparent consultation and engagement:

We are committed to involving residents at all stages of the regeneration process:

- We will meet regularly with the Residents' Panel and with other residents on a one to one basis if required.
- We will publish regular newsletters and maintain a dedicated project webpage.
- We will continue to hold open days and consultation events.
- We will set up a design panel and organise visits to other successful regeneration schemes.
- PPCR (the Independent Residents' Advisor) will be on hand throughout the regeneration process to provide independent advice and support.
- PPCR will provide capacity building – such as training and workshop sessions – to resident and design panel members to prepare them in their scrutiny role.

### Was regeneration the only option?

Like many urban areas, Tower Hamlets is experiencing a housing crisis. The council has committed to having 2,000 new council homes in delivery by 2022. We're making the most of land that we already own, including buildings no longer used as they once were, as well as buying additional homes. But that isn't enough. We also need to look closely at whether there is room for us to increase the number of

homes on existing estates. During the consultation events, we gave examples of how we increase the number of homes on the estate by both regeneration and infill schemes.

Infill would involve new buildings being built in unused spaces on the estate, with existing buildings staying where they are.

In addition to the regeneration and infill options shown to residents, the council also looked at refurbishing the existing

buildings. Most residents told us that refurbishment would only provide a temporary solution as it could not effectively address issues such as damp, poorly laid out communal areas and limited accessibility within the blocks.

There would also be a substantial cost for leaseholders to meet if this option was chosen.

The Residents' Panel met to discuss all these issues and indicated infill/refurbishment would not meet their aspirations

for the estate. They were happy for officers to move forward with exploring the regeneration option. It is important to note that because we must take action to tackle the housing crisis, if residents decided not to support the regeneration proposals in the upcoming ballot, one of the infill options would likely be chosen instead.

We strongly believe that regeneration is the best option, but we need your support to make it a reality.

An artist's impression of what the new development might look like



# The new homes

All new homes will meet minimum space standards set out by the Greater London Authority. Below are some examples of the sort of layouts that would be available on the new development. These plans are indicative and could change either as a result of the detailed design consultation process and/or any revision that is required as part of the planning approval process.



## Two bed flat with separate kitchen

Floorspace:  
Existing homes 72.2 sqm  
New homes 72.2 sqm

Balcony:  
Existing homes 2.8 sqm  
New homes 7 sqm



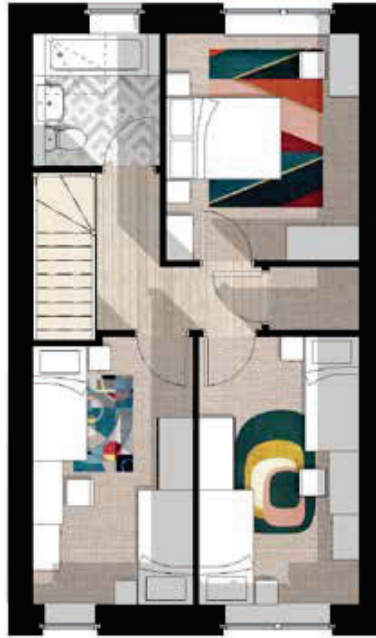
## Two bed flat open plan

Floorspace:  
Existing homes 72.2 sqm  
New homes 72.2 sqm

Balcony:  
Existing homes 2.8 sqm  
New homes 7 sqm



Ground floor



First floor

### Three bed duplex flat with separate kitchen

Floorspace:  
Existing homes 83.3 sqm  
New homes 102 sqm

Balcony:  
Existing homes have no balcony  
New homes 9 sqm

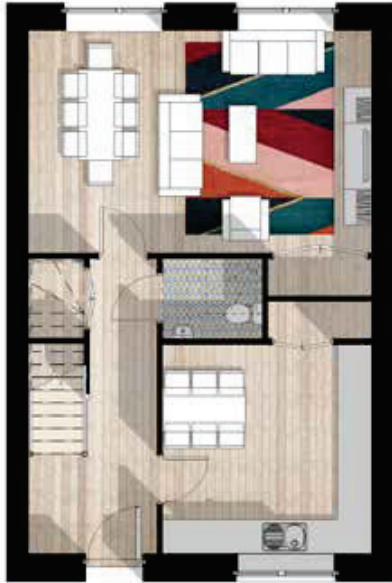


### Three bed flat

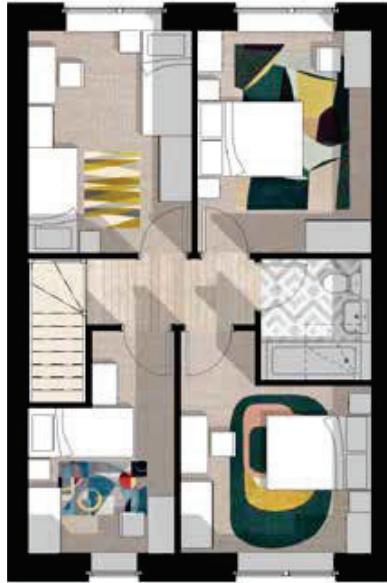
Floorspace:  
Existing homes 76.5 sqm  
New homes 86 sqm

Balcony:  
Existing homes 2.8 sqm  
New homes 9 sqm





Ground floor



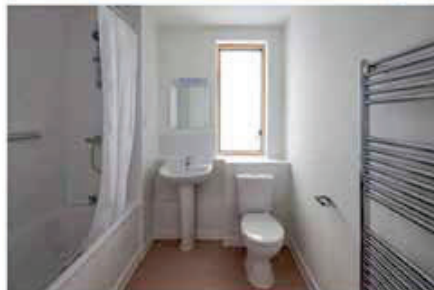
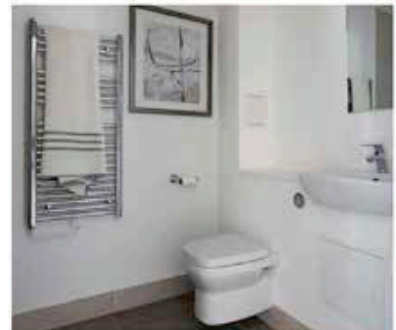
First floor

### Four bed duplex flat

Existing homes 94.4 sqm  
New homes 108 sqm

Balcony:  
Existing homes 2.4 sqm  
New homes 9 sqm

The design team working on this development have carried out similar projects in the past. The images below show some examples of the homes they have designed.



# Your rights as a secure tenant

## Remaining and returning:

**All tenants will have the right to a tenancy of a newly built social rented home in the new development. They will continue to be a tenant of Tower Hamlets Council with their existing tenancy rights such as the right to buy and succession rights retained.**

**If tenants don't wish to remain in the new development, they will have a choice of permanent rehousing by bidding through the Choice Based Lettings Scheme for:**

- **An existing council home elsewhere in Tower Hamlets, still as a secure tenant of the council with the same tenancy rights. Those who choose this option will not be able to return to the new development.**
- **A home with a housing association either in Tower Hamlets or another London borough (if available). Existing council tenancy rights would not be protected under this option.**

If a temporary move away from the estate is necessary, residents would still be entitled to a new home once the development has been completed. This is a right to return.

## Rent and service charges

### Rents for your new home:

Existing secure tenants who take

up the offer of a newly built home on the estate with Tower Hamlets Council will be charged 'social rents'.

This means that rents for the new council properties will be comparable with rents for council properties of a similar type and size, but they will reflect the fact that these are new homes. Rent levels may increase slightly and tenants will be made aware of rent levels prior to agreeing on any move.

### Service charges (included in social rent):

Residents can only be recharged for services that they benefit from. The law is clear that only the actual cost of services can be passed on by the landlord. We are committed to making sure any charges are kept as low as possible and carry out regular reviews to ensure value for money.

### Compensation

Council tenants who have been secure tenants for at least 12 months before a decant is agreed are entitled to home loss payments and disturbance allowances.

### Home loss payment:

Tenants will be entitled to a home loss payment which is currently set at £6,400. The amount is set by the government and not by the council.

## Disturbance allowance:

The council will also pay a disturbance allowance to ensure that you are not financially disadvantaged by the regeneration.

The disturbance allowance covers reasonable expenses for items such as removal costs, disconnection and reconnection of services including gas, electricity, telephone and re-direction of posts for three months.

## Hidden households

The redevelopment will also allow the council to identify and rehouse 'hidden households' provided they meet certain criteria. 'Hidden households' are typically considered to be adult children of the tenant who are known by the council to have been living with the tenant or leaseholder for over a year.

Depending on their circumstances, these 'hidden households' will have the option to remain living as part of their parent(s) household, or to be registered independently on the council's housing register with additional priority for their own home as part of the rehousing process.

**It is very important you read the rehousing guide that was sent in December for much more detailed information about your rights and rehousing options.**

# Your options as a leaseholder

## Resident leaseholders:

### Compensation

The council will purchase your property for the full open market value, plus a 10% statutory home loss payment. We will also reimburse you for the reasonable cost of your own independent valuer and their negotiation with the council, legal fees, stamp duty, financial advice and removal costs.

### The council's key commitments include:

- **Resident leaseholders should not be made financially worse off as a result of the scheme.**
- **Resident leaseholders should be able to buy a suitable replacement home (with the same number of bedrooms) in the development, if this is your preference, at no extra cost.**

### As a leaseholder, you will have the following options:

- **Buying a new home on the open market elsewhere**
- **Lease swap**
- **Buying a new home in the new development:**
  - **Outright**
  - **Shared equity**
  - **Part shared equity/part-rent**

### Lease swap:

A leasehold swap is when the council offers you the option to relocate to another council owned property of similar age and value, providing you can acquire the full value of the new home.

### Shared equity:

The option to purchase a new property as part of the redevelopment on a shared equity basis (with no rent payable on the portion of equity retained by the council).

### Shared equity (Guarantee)

- If you invest the full market value of your existing home (the full amount you agree to sell it to the council for), then the council will guarantee you can use this to purchase one of the new homes (with the same number of bedrooms) and will charge no rent on the remaining share of the property not acquired, regardless of what percentage of the new home this amounts to.
- You are free to decide how to use your home loss payment (either to invest it in the new property or use it for other things).
- Any deductions from the agreed sale value (i.e. for service charge arrears or other personal debts secured against the property) will need to be repaid using either the home loss payment or other savings you may have.

### Shared equity (Flexi)

- If you cannot invest the full market value of your existing home, you will be required to use whatever funds you receive from the sale of your existing property. If this exceeds 50 per cent of the value of the new property, you will not need to pay any rent.

- You will have the choice whether to invest your home loss payment in the home.

### Part shared equity/part rent:

This option allows you to part own and part rent a newly built council home. This option is for homeowners who are unable to invest the full market value of their existing home (perhaps due to not being able to replace a mortgage or having other personal debt secured against the property).

- If the funds you receive from the sale of your existing property (minus deductions and debt repayments), as well as your full home loss payment, do not amount to 50 per cent of the value of a new home, you will be asked to pay rent on the unpurchased portion of the property up to the lower of:

50 per cent of the value of the new property, or

The full market value agreed for your existing property.

- You will be required to invest your full home loss payment, in order to get as close as possible to either of the two above thresholds (whichever is the lower).
- You are required to purchase a minimum of 25 per cent of the value of the new property.

- Rent will be charged at 2.75 per cent on the difference between the share purchase price and the full market value or 50 per cent of the value of the new property, whichever is lower.

### Buying a larger property

Larger or smaller homes than the one you are currently in may be available to buy, but this cannot be guaranteed. These will cost more and you must demonstrate that you are in a position to buy a minimum share of at least 50 per cent of the market value.

### Succession

Following discussion with the Resident's Panel, we have improved this element. Instead of permitting one succession of the shared equity or part shared equity/part rent home to an immediate family member; we will now allow two successions, before the council's share of equity must be repaid.

**It is very important you read the rehousing guide for resident leaseholders that was sent in December for detailed information on your rights and rehousing options. This will be updated to reflect the improved offer after the ballot.**

### Hidden households:

Adult children or anyone living in a leasehold property who has been registered on the housing register for over one year prior to this Landlord Offer being published and who is in housing need (bands 1 & 2) will be offered a new council home in the proposed development at London Affordable Rent levels. This offer is limited to one applicant per property registered on the housing register in priority housing need.





# Your options as a private tenant

Some of the homes in the development are proposed to be for either market rent or sale. If homes for market rent are built, then you would be given priority in the letting of these, subject to being able to pay the market rent and passing credit checks.

If you have been on the council's housing register and living on the estate for over one year prior to the publication of this document then you may be eligible for a direct offer of a new secure council tenancy on the estate at London Affordable Rent level. In order to be eligible for this offer, you will need to be assessed as being in priority housing need (bands 1 or 2). This offer is limited to one applicant per existing property.

If neither of the above solutions is appropriate for you, please speak to a member of the project team or contact the council's Housing Options service. Specialist officers will be able to advise you on your housing situation and any additional options available to you. You can contact the relevant team by calling 020 7364 5000 or by emailing [homeless@towerhamlets.gov.uk](mailto:homeless@towerhamlets.gov.uk)



# Timescales and phasing

|   |                       |
|---|-----------------------|
| <b>Estimated planning submission date</b> | <b>November 2020</b>  |
| <b>Estimated planning decision date</b>   | <b>June/July 2021</b> |
| <b>Estimated start on site date</b>       | <b>April 2022</b>     |

We expect to submit a planning application in November 2020 if residents vote in favour of regeneration. The timeline enables the Project Team to continue to consult and engage residents in the detailed design for the estate. This will be done alongside consulting with the planners. Residents and the wider community will have further opportunities to comment on the proposals once the planning application is submitted

Based on statutory timescales and processes we estimate that planning consent will be issued in summer 2021. The process to procure and appoint a development partner or contractor will start as soon as planning consent is obtained and this could take approximately six months to complete.

Once a contractor/partner is on board, we could be on site within three to four months of the appointment. The development is likely to be carried out over three phases to minimise disruption to residents. The phasing plan and decant strategy will be developed further during the detailed design stage.



# Having your say – the ballot process

**The ballot will run from Wednesday 18th March to Thursday 9th April 2020.**

**Residents will be asked the following question:**

**Are you in favour of the proposal for the regeneration of Harriott, Apsley and Pattison Houses?**

Anyone whose home could be affected by the proposals will be eligible to vote as long as they are aged 16 or above and fall into one of the following categories:

- Council tenants (including those with secure or probationary tenancies) named as a tenant on a tenancy agreement dated on or before 28 February 2020 which is the date this booklet was published.
- Resident leaseholders who have been living in their properties as their only or principal home for at least one year prior to 28 February 2020 and are named on the lease for their property.
- Any resident whose principal home is on the estate and who has been on the local authority's housing register for at least one year prior to 28 February 2020, irrespective of their current tenure.

Ballot papers will be posted to residents by Wednesday 18th March and you can vote as soon your voting pack arrives. Voting will close at 5pm on Thursday 9th April 2020.

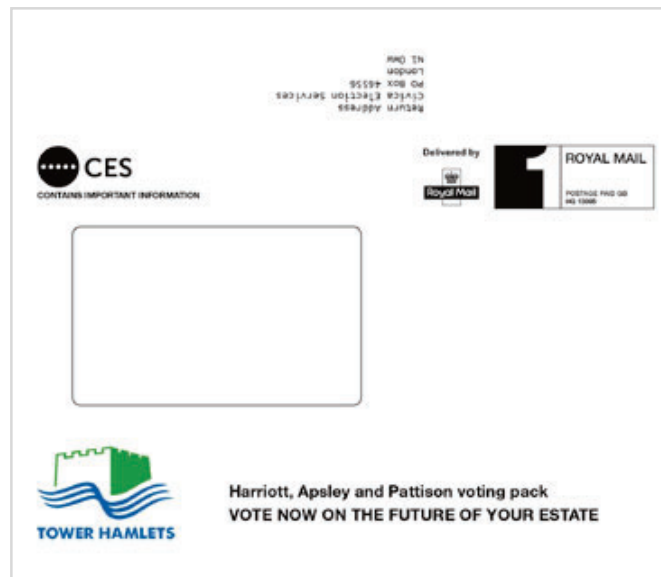
Those eligible to vote can do so by any of the following methods:

- Postal voting using the pre-paid reply envelope which will be provided in your voting pack. You must ensure that your postal vote has arrived before the deadline if it is to be counted.
- Online at [www.CESvotes.com/HAP](http://www.CESvotes.com/HAP)
- Telephone via the secure number listed on your ballot paper

Civica Election Services (CES) is an independent body that will run the ballot in line with guidance set out by the Greater London Authority. CES will issue, collect, verify and count the ballots.

The ballot result will be shared with residents after the 7th May elections, as the council is prohibited from making new announcements in the run-up to an election. CES will also send a confirmatory letter to all residents in the week following the 7th May.

As we get closer to the ballot start date, please look out for an envelope in the post which will look like the image below:



# Contacts

For further information about the ballot or if you have lost/spoiled your ballot paper and require a replacement, please contact CES:

**020 8889 9203**  
(weekdays 9am – 5pm)

**[support@cesvotes.com](mailto:support@cesvotes.com)**

For independent advice for residents, please contact PPCR:

**0800 317 066** (Freephone)  
**[info@ppcr.org.uk](mailto:info@ppcr.org.uk)**

Please contact the regeneration project team if you wish to discuss any aspect of this offer or have any questions:

**020 7364 7799**  
**[housing.regeneration@towerhamlets.gov.uk](mailto:housing.regeneration@towerhamlets.gov.uk)**

Information is also available online at  
**[www.towerhamlets.gov.uk/HAP](http://www.towerhamlets.gov.uk/HAP)**

