

WENDLING & ST STEPHEN'S CLOSE

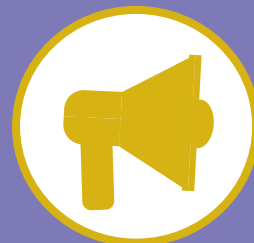
Resident Survey 2020



Survey Introduction

You will find enclosed our Resident Survey which we are asking all households to complete across the estate and return to us by 14th August 2020. There are two simple questions included alongside a short section about you. We would be grateful if you could return your completed form using the pre-paid envelope also included within this pack.

The collection of the information is being supported by an external organisation (Meeting Place Communications - MPC), on behalf of Camden Council. Follow up calls will be made to residents across the estate who the Council have relevant contact details for. The Council's local team will seek to confirm whether you have returned the completed form and will ask to verify answers provided. We would be grateful if you could spare the time to talk with the team and provide your feedback.



We want to hear from you

Introduction from Cllr Beales & Cllr Revah

The past few months have been tough for us all. The Coronavirus outbreak has had a huge impact on our lives and we will have to change the way we live and work for the foreseeable future.

Unfortunately, this has delayed the work we are doing to develop plans for your new homes and there may also be financial impacts that add further delays to the project. We are also aware that some residents are unhappy with our proposals, and so we are now looking to hear from you in a new survey so that we can understand whether you would like us to continue working to develop your new estate or not.

This pack includes lots of information to help you respond to the survey, including answers to key questions about the development that residents from the estate have raised over the past few months. Your responses are really important as they will directly impact on you and where you live. This survey is anonymous and carried out by an external company called Meeting Place Communications (MPC). It is also quick and easy to do.

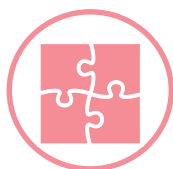
If you would like to complete this survey online rather than returning this form, you can do so at wendlingandststephenestate.co.uk



Cllr. Danny Beales
Cabinet Member for Investing in
Communities and an Inclusive Economy



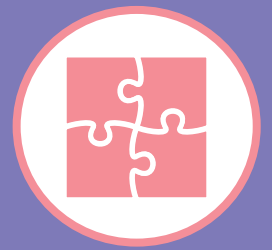
Cllr. Lorraine Revah
Gospel Oak ward member



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The Wendling & St Stephen's Close Resident Survey 2020



YOUR HOME, YOUR SAY

Last year we heard from many residents on the estate about problems with heating flats, as well as with drainage and flooding. We also heard about issues with crime and anti-social behaviour which you told us were caused by the layout of the estate.

The majority of estate residents who gave us their views said that they were in favour of a new estate. This would mean replacing all existing homes with better quality new homes, improving the estate layout and streets and building new green and community spaces.

Why are we sending you this survey now?

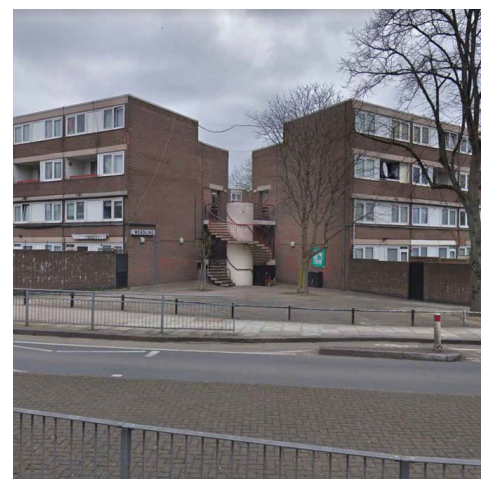
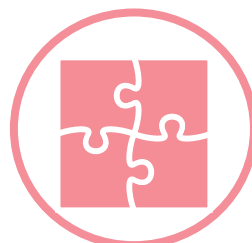
Following discussions with the Resident Steering Group and Wendling TRA, we have agreed to survey all residents so that we can hear what you currently think about the proposals for new homes.

Unfortunately, because of COVID-19, discussions with residents of Wendling and St Stephen's Close have been temporarily put on hold. You will also have heard about the financial impacts of COVID-19 and the uncertainty this is causing across the country. Though we cannot predict the full extent of these financial impacts on Camden, it is possible they will add further delays and disruption to the estate redevelopment process.

With this mind, and with feedback from some residents that they are unhappy with our proposals, we are asking you to answer this survey and let us know what you think before we undertake costly work taking plans for a new estate further.

What is the difference between this survey and the ballot?

This survey is **NOT** the formal estate redevelopment ballot, it is an opportunity to have your say on the plans as they are now, so that we can do more work on them before a resident ballot. We want to do the survey now before we continue with more expensive work as we know some residents are not happy and we know it will take longer to develop the estate because of COVID-19.





April 2019 public exhibition boards

Please find below information from public exhibition boards presented to the community in April 2019 outlining the redevelopment proposal.

i KEY INFORMATION

- Full demolition and integration with the neighbourhood
- Between 650 to 750 new homes
- New public route and community heart
- New high quality public realm
- Health centre and crèche to be integrated in a prime location
- * All residents will need to move out to allow for redevelopment

*see question 2 on page 4



- New pedestrianised routes, cycle routes and landscape interventions would discourage rat running and anti-social behaviour.
- Reconnects Lismore Circus to Southampton Road, Malden Road and Haverstock Road along main green space which will unify the development
- Resident-only communal courtyards would be sage overlooked places for small children to play in
- Health centre and nursery could be located here at ground floor.
- The proposal connects to existing streets making navigation easier and walking around safer
- Similar scale to the Bacton Estate, with distinctive courtyard blocks splitting the estate into smaller areas



Is the Landlord Offer legally binding at the point of ballot?

No. The Landlord Offer is not a legal document, it is Camden's offer to residents. It sets out what you can expect to happen if there is a 'Yes' vote in the estate ballot.

Where we can make promises, the Landlord offer will clearly outline our commitments to you - for example, every tenant on the estate will receive a new home that meets their housing needs. However, there will be other parts of the Landlord Offer that need to be developed after the ballot with your help, for example the timings of new blocks being built.

Will works take ten years? What is your plan? When will works start?

Building a new estate takes a long time. It is likely to take at least two years from the ballot to agree a detailed plan for the whole area and get planning permission. It is likely to take at least ten years to build your new estate, however we cannot be sure until we fully understand the financial impacts of COVID-19 or any further delays caused by future waves or localised lockdowns.

This does not necessarily mean you would have to wait ten years to move into your new home. We hope to build your new estate in 'phases' - this means that construction of the estate would be split into a number of smaller building projects each delivering a percentage of the planned new homes at a time.

However, we expect each phase would take around two to three years. In addition, phases would be completed one at a time allowing many residents to move just the once, straight out of their old home and into a brand new one.

We know that the estimated construction times will cause uncertainty and that the length of the building works will cause ongoing disruption. However, we believe that the benefits of a new home built to modern standards with improved streets and outdoor spaces make the disruption and uncertainty worthwhile, but we want to be certain that residents agree, which is why we're giving you the final say in a ballot.

What happens if residents vote 'No' in the ballot?

If the majority vote 'No', we will stop the plans and there will be no new homes built on your estate.

What happens if residents vote 'Yes' in the ballot?

If residents vote 'Yes' the Council will continue to work with you, your neighbours and with the Steering Group to design and build your new estate.

How many votes are needed for the ballot to be passed?

The Mayor of London's guidance for estate ballots says that a simple majority is needed. That means if 51% of voting residents vote 'Yes' then plans will move ahead. To make sure the ballot is fair and independent, it will be run by an organisation separate to the Council.



If there is a 'No' vote, what are plans for future estate maintenance?

If there is a 'No' vote the current plans for new homes will not go ahead. There are no major maintenance works planned for Wendling and St Stephen's Close for the next four years, at which point the Council will review its works programme. However, essential maintenance to ensure safety will continue throughout this period.

Will I be able to stay in the area?

Yes, that's why we guarantee you a new home on your estate if you want it. We also aim to build the new homes in phases, meaning you only have to move once - straight into your new home. If we can't do this, we promise to find you a home near your area where you can live until your new home is ready.

Will I be eligible for decant points? How will they be allocated and when will you offer to buy out leasehold properties?

Decant points will only be awarded to tenants who hold a secure tenancy. They can only be made available once there has been a 'Yes' vote in the ballot and Cabinet have agreed a business case and phasing plan for Wendling and St Stephen's Close.

The phasing plan must be agreed before decant points are awarded, because the decant of residents and the buy back from leaseholders is of significant cost to the Council, therefore we can only agree this once we are absolutely sure we can afford to develop each phase or block.

The decant points will be added to housing applications of those tenants who wish to move away from the estate; the decant points are a set number of points regardless of the size home the tenant has been assessed as needing.

Will the new homes be more expensive than the sale price for leaseholders?

It is likely that newly built homes will cost more than the sale price of your current property, however, there are financial options to support you. If you are a resident leaseholder then you will be entitled to statutory home loss payment which would be 10% of the sale price. Non-resident leaseholders will be entitled to statutory Basic Loss Payment of 7.5% of the sale price. This compensation can be put towards the cost of a new build property. Resident leaseholders are also entitled to claim for any reasonable pre-agreed costs associated with moving such as removal expenses, legal fees and stamp duty.

In addition, you may be eligible for shared equity ownership, this means that the difference in value between your current home and your new home will be retained by the Council. The Council would then register a charge on the unsold share of the property but you would not need to pay additional rent or interest payments on the share you didn't buy. This share would not need to be repaid in full until you choose to sell your home at a later date. Eligibility for shared equity ownership will be assessed on a case by case basis.



How many family homes will be built on the new estate?

We are still in the early stages of planning and the number of family homes has not yet been decided.

If residents vote 'Yes' for new homes then architects and designers will draw up more detailed plans. We want residents to help us design the homes they want, so your feedback will be important in making sure we get that right.

We can, at this stage, give an early indication based on draft estate designs (see exhibition boards page) that were approved by Cabinet in July 2019 – in Option 3 ('full redevelopment') we expect to include around 130 three- and four-bedroom family homes. However, this is subject to change based on the recommendations of the architects, designers and residents. What we can say with certainty is that all existing tenants on the estate will be offered a new home that meets their needs.

What is the housing register? How do adult children qualify for a new home?

The housing register holds information about residents that have applied for council housing. The register lists these households by criteria set out in the Council's Housing Allocations Scheme, we also use this information to help understand housing need in the borough.

Any new homes on Wendling and St Stephen's Close would be subject to what is called a Local Lettings Plan. The Local Lettings Plan allows the Council to give priority to residents who live on the estate where there are plans for new homes. Using this process, we can guarantee that all existing tenants will be given a new home if they would like one.

If your adult child or adult non-dependant has lived in your council home for at least 12 months before the ballot, then they can be considered for their own home. Please note, if an adult non-dependant is offered their own home it may affect the number of bedrooms you will be offered.

If you, as the main tenant, choose to move into a new home then your children must move too. This is because no one can be living in a council home without the main tenant. If you would prefer to remain as a family and continue living with your adult children in your new home, then you are able to do so.

What would adult children be entitled to?

Through the Local Lettings Plan, adult children who meet the criteria to be housed separately will be offered their own home, this will be a one bedroom flat or the option of a studio if preferred. The offer will not be one of the new homes but will be either in the same area or elsewhere in Camden. If the Council is housing you in a new home with your adult children, you will be offered housing based on your assessed bed need.



If it takes 10 years for my new homes to be built by which time my kids will be grown up, what will be offered in terms of bedrooms?

You will be offered a new home that meets your assessed needs at the point of allocation and based on what is written in the Allocations Scheme at that time.

Council tenants from larger homes will be able to downsize to a home with one bedroom more than they need, regardless of age, unless the Council is also housing them in their new home with their adult children, in which case you will be offered housing based on your assessed bed need at the time your new home is ready.

If you are receiving benefits and choose to downsize to a property one-bedroom more than your assessed need, you will be subject to the Bedroom Tax and will have to cover the shortfall between Housing Benefits received and your rent

Tenants who choose to move to a smaller home will qualify for a one-off payment from the Tenants Option Fund.

Who will be given the priority on which floor they live on in a high rise block?

If plans for a new estate go ahead and you want to move into a new home then we will ask you to provide four or five preferences based on floor space and floor level. We will try to match your preferences to a new home as far we can.

If the detailed designs for the new estate include a high-rise block then existing tenants with a medical need supported by their GP would get first priority, for example someone with mobility issues could be considered for a home on a lower floor. Once all medical needs have been met, priority will be given to who has lived on the estate longest.

Will there be enough parking on a new estate? Will there be disabled bays?

Local planning guidelines require all new housing developments to be car free, this means any new residents moving into the area will not be offered parking, garages or street permits. This will help reduce the amount of traffic in the area.

We understand some existing residents have cars for work or personal reasons. On other new developments car parking spaces have been re-provided for existing residents who need them and we will work with you to try and guide this through the planning process. Parking spaces for blue badge holders are not covered by these rules and will be provided for.



Will Wendling and St Stephen's Close residents who already have gardens be assured a garden on the new estate?

We cannot guarantee individual residents a garden until more detailed estate designs have been developed. However, planning rules require all new homes to have outdoor space, either as a garden or a balcony. We want to continue working with you as architects draw up the detailed designs, that way we can make sure your priorities are reflected in the final plans. The designs will also include improved green spaces and play areas.

Will the new flats be a mixture of flats, houses and maisonettes?

Though we do not yet have detailed designs for the new estate, we can say that houses were not included in the Option 3 appraisal that residents said that they preferred in 2019. However, local people know what their area needs better than anyone else, which is why we want to keep working with you throughout the design process so that you can let us know the types of home your community needs.

When will open estate meetings resume?

Whilst we had planned a full programme of meetings, we have had difficulties taking these forward and a number have been cancelled. In addition, the social distancing guidelines in place as a result of the Coronavirus pandemic have further delayed these meetings and we would like to apologise for this.

It's really important that local people get the opportunity to tell us what they think about plans that affect their homes. Once the social distancing guidelines have been lifted enough that we can start planning for the ballot, we will hold a number of meetings for the steering group and residents. We welcome any other ideas from you about how we can get in touch under socially distanced conditions, for example holding certain types of meetings online.

Benefits and challenges of redevelopment



Benefits	Challenges
<ul style="list-style-type: none">• New council homes built to modern standards• New Camden Living homes as well as homes for sale to help pay for the development• Bigger flats and better layouts with improved modern kitchens and bathrooms• Local area improvements including streets and routes through the estate• Energy efficiency with better insulated homes and more sustainable forms of energy that will help cut carbon emissions• New green and open spaces with well-designed play and communal areas• Improved security of buildings and your surroundings through Secure by Design plans, ensuring improved safety standards and estate layouts to help prevent crime in the local area• Be part of changes coming to the area through Community Vision and the Community Investment Programme, including improvements to Queen's Crescent and new community facilities• Improved accessibility for older people and those with disabilities, both inside and outside your home	<ul style="list-style-type: none">• Disruption caused by moving into a new homes• Time taken developing a new estate, estimated at over 10 years in total, concern about putting life on hold• Disturbance and potential traffic diversions caused by construction works, which may have a disproportionate effect on the elderly and vulnerable groups• Environmental concerns such as increased noise, dust and construction vehicle emissions• Increased demand on local services from additional households on the estate and other surrounding estates being redeveloped• Leaseholder concerns about affordability of new homes, though shared equity options are available

