

Summary of offer

east
end **HOMES**

**Housing
Choice**



*Formal consultation on the
proposed regeneration
and transfer of the*

**Christchurch, Cubitt Town and
West Ferry estates**

*(collectively known as the
Island Gardens area)*

**to
EastendHomes**



*Housing Choice is the biggest consultation
Tower Hamlets Council has ever carried out
with its tenants and leaseholders.
The Council launched Housing Choice because
it does not have the resources needed to bring
all of its homes up to a decent standard.*

*The Council wants to offer your estate the
option of transferring to another not-for-profit
landlord who does have the resources to
refurbish homes and provide a good
housing service. Transfer can only go ahead if
tenants vote in favour.*

*This pack is not the ballot paper,
but it does set out proposals for what you can
expect if you do vote for transfer.*



TOWER HAMLETS

Your home, your choice

THIS PACK contains important information, which could affect the future of your home and estate. Inside you will find detailed proposals on how your estate would be managed and the improvements you can expect if the Estates transfer to EastendHomes.

Please take time to read through the information and use the reply coupon to let us know what you think. Your views are important. When we have considered the comments received we will decide whether or not to make any changes to the proposals outlined in this pack.

If there are changes these will be set out in writing in a legal notice, before tenants are invited to vote. The proposals in the revised pack will be legally binding – that is what EastendHomes will have to provide to your estate. If you like what's on offer, you can vote to transfer to EastendHomes. If not, you can vote to stay with the council.

These changes can only go ahead if tenants vote to transfer. It's your home and it's your choice. Don't miss out on your chance to have your say on the future of your home and your estate.

The Council believes that everybody in the borough deserves a decent home on a well-run estate. We know that the Island Gardens Estates area needs money spent on it to repair the homes and make it a better place to live. Unfortunately the Council does not have the money needed to do this.

The Council launched Housing Choice in 2001 to see whether residents on each estate wanted the opportunity to work with another landlord who was in a position to raise the money needed to bring the homes up to date.

Estates across the borough set up steering groups of residents to look at the proposals and choose from a list of potential new landlords. After extensive discussion, interviews with various Registered Social Landlords (RSLs) and consultation with residents on the estate, your steering group chose EastendHomes as the landlord that it thought most likely to meet the needs of the estate.

EastendHomes can raise the money needed to bring the homes up to a decent standard and to keep them that way. It will also be able to provide a good quality day-to-day management service. It has the experience and skills to bring a range of other improvements, such as proposals for tackling anti-social behaviour and providing better community facilities. Look inside the offer document to see exactly how EastendHomes would improve your home and estate. And use the reply coupon to let us know what you think of these proposals.



Protecting your rights

During the Housing Choice consultation, many residents have asked whether they would have the same rights as a tenant of an RSL.

The answer is that with a couple of exceptions, your rights with an RSL would be the same as with the Council. As the table opposite demonstrates, in a couple of instances you would gain rights that you don't have with the council.

Your council tenancy is known as a secure tenancy. With EastendHomes you would have an

assured tenancy. In spite of the name, one is not less secure than the other. The difference in name is because the two kinds of tenancy are governed by different laws.

The offer document in the pack gives you more information about your rights, but it is worth pointing out here that EastendHomes will not be able to evict you more easily.

The following chart summarises your rights now as a secure tenant or introductory tenant and shows you the rights you would have with EastendHomes.

	Your rights now as a secure tenant with the council	Rights now as an introductory tenant with the council	Your rights with EastendHomes
Your rights			
The Right to Buy. (This would be known as the "Preserved" Right to Buy, if the transfer took place)	✓	✗	✓
The Right to live in your home without the threat of being evicted without good cause	✓	✓	✓
The Right to pass on your home when you die (succession)	✓	✓	✓
A second right of succession	✓	✗	✓
The Right to make certain improvements and receive compensation for them when the tenancy comes to an end	✓	✗	✓
The Right to have repairs carried out within set timescales	✓	✓	✓
The Right to be given information about the management of your home	✓	✓	✓
The Right to transfer or exchange your home	✓	✗	✓
The Right to Manage	✓	✓	✗
The Right to take in lodgers and (with permission) to sublet part of your home	✓	✗	✓
The new Right to Acquire in certain circumstances	✗	✗	✓
The Right not to have your tenancy agreement changed (except for rent and service charge) without your consent	✗	✗	✓
The right to be consulted	✓	✓	✓

What is EastendHomes?

EASTENDHOMES WILL be an independent, not-for-profit social housing organisation, it is a Registered Social Landlord (RSLs) and a Registered Charity.

RSLs :

- provide 'social' housing – affordable housing for people in need
- are registered with the Housing Corporation, a national organisation which monitors them and ensures that they conform to certain standards
- are not established to make a profit. There are no shareholders to answer to. Any extra money they make has to go into improving their homes, and benefiting the community, that they serve.

Registered Social Landlords have an established history of providing affordable homes for rent – some of them have been doing it for longer than the council. They also have a track record in providing more than just the bricks and mortar, working to improve the quality of life for their residents. They are now the country's major provider of new homes for rent.



The improvements you can expect

IF THE transfer goes ahead, your home and your estate will benefit from a massive programme of repairs and improvements. EastendHomes plans to spend over £15 million on the Island Gardens Estates area in the next 5 years.

The main objective will be to bring your home up to the Government's Decent Home Standard. But there will also be other improvements, based on comments made by residents during the consultation carried out on the estate by EastendHomes.

The following table identify by block the refurbishment works proposed in the first 5 years if the transfer goes ahead

Christchurch Estate

	Capstan House	Carvel House	Castleton House	Clipper House	Empire Wharf Rd (flats)	Farnworth House	Frigate House	Galleon House	Glengarnock Ave	Grosvenor Wharf Rd (flats)
Core works										
Structural repairs			✓			✓			✓	
Over-cladding / Thermal improvement					✓				✓	✓
External decorations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Repair / renew roof			✓			✓				✓
New kitchens	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
New bathrooms	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Repair / renew windows			✓		✓	✓		✓		✓
Balcony / walkway repairs			✓			✓				
Repair / renew entrance doors			✓			✓				
Door entry system works			✓			✓		✓		
Communal area improvements	✓	✓	✓	✓		✓	✓	✓	✓	
Essential landlords' services			✓			✓				
Essential internal services			✓			✓				
Repair / renew lift			✓			✓		✓		
Drainage works	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Block entrances	✓	✓		✓			✓	✓	✓	

The following works are subject to resident consultation, planning approval and the development of new homes for rent and sale

Improved refuse disposal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Landlord services improvements	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Internal services improvements	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
External works including security, lighting, community facilities, landscaping, car parking, paving and play areas	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

EastendHomes plans for safer estates

THE COUNCIL and residents agree there is a need for major investment to improve all homes, address security issues and improve the environment and amenities on the Estate. Money is needed to:

- increase security and safety on the Estate
- undertake a major programme of improvement and refurbishment

- deal with anti-social behaviour on the estate through design measures as well as by providing estate wardens
- bring all properties up to Decent Homes standards
- undertake improvements identified as a priority by residents, such as new secure entrance areas
- provide better community facilities

EastendHomes will be able to provide an estate management service tailored to the specific needs of the Island Gardens Estates area, including quicker and better repairs, to ensure that once the estates are improved, they stay improved.

The following table identify by block the refurbishment works proposed in the first 5 years if the transfer goes ahead

Christchurch Estate

	Manchester Rd (flats)	Salford House	Seyssel Street	Stebondale Street	Urmston House	Billson / Kingfield / Parsonage Street	Empire Wharf / Grosvenor Wharf / Saunders Ness Rd houses	Manchester Rd / Manchester Grove (houses)
Core works								
Structural repairs	✓	✓	✓	✓	✓	✓		
Over-cladding / Thermal improvement					✓	✓		
External decorations		✓	✓	✓	✓	✓	✓	✓
Repair / renew roof						✓		
New kitchens	✓	✓	✓	✓	✓	✓	✓	✓
New bathrooms	✓	✓	✓	✓	✓	✓	✓	✓
Repair / renew double glazed windows				✓		✓	✓	✓
Balcony / walkway repairs		✓			✓			
Repair / renew entrance doors						✓		
Door entry system works			✓					
Communal area improvements	✓	✓	✓	✓	✓			
Essential internal services						✓		
Repair / renew lift			✓			✓		✓
Drainage works	✓	✓	✓	✓	✓	✓	✓	✓
Block entrances	✓	✓	✓	✓	✓			
The following works are subject to resident consultation, planning approval and the development of new homes for rent and sale								
Improved refuse disposal	✓	✓	✓	✓	✓	✓	✓	✓
Landlord services improvements	✓	✓	✓	✓	✓	✓	✓	✓
Internal services improvements	✓	✓	✓	✓	✓	✓	✓	✓
External works including security, lighting, community facilities, landscaping, car parking, paving and play areas	✓	✓	✓	✓	✓	✓	✓	✓

The following table identify by block the refurbishment works proposed in the first 5 years if the transfer goes ahead

West Ferry Estate

	Arethusa House	Akbar House	Conway House	Exmouth House	Rodney House	Triton House	Warspite House	Brassey House
Core works								
External decorations	✓	✓	✓	✓	✓	✓	✓	✓
Communal area improvements	✓	✓	✓	✓	✓	✓	✓	✓
New kitchens	✓	✓	✓	✓	✓	✓	✓	✓
New bathrooms	✓	✓	✓	✓	✓	✓	✓	✓
Balcony / walkway repairs	✓	✓	✓	✓	✓	✓	✓	✓
Essential internal services	✓	✓	✓	✓	✓	✓	✓	✓
Drainage works	✓	✓	✓	✓	✓	✓	✓	✓
Block entrances	✓	✓	✓	✓	✓	✓	✓	✓

The following works are subject to resident consultation, planning approval and the development of new homes for rent and sale

Improved refuse disposal	✓	✓	✓	✓	✓	✓	✓	✓
Landlord services improvements	✓	✓	✓	✓	✓	✓	✓	✓
Internal services improvements	✓	✓	✓	✓	✓	✓	✓	✓
External works including security, lighting, community facilities, landscaping, car parking, paving and play areas	✓	✓	✓	✓	✓	✓	✓	✓

The following table identify by block the refurbishment works proposed in the first 5 years if the transfer goes ahead

Cubitt Town Estate

Cahir St / Chapel House St /
East Ferry Rd / Harbinger Rd
/ Hesperus Cres / Macquarie
Way / Spindrift Ave /
Thermopylae Gate / West
Ferry Rd

Harbinger Rd flats

Julian Place flats

Thermopylae Gate flats

Core works				
Structural repairs	✓			✓
Repair / renew roof	✓	✓		✓
External decorations				✓
Repair / renew double glazed windows	✓	✓	✓	✓
Communal area improvements				✓
New kitchens	✓	✓	✓	✓
New bathrooms	✓	✓	✓	✓
Balcony / walkway repairs		✓		
Repair / renew entrance doors	✓		✓	✓
Door entry system works			✓	
Essential landlords' services	✓			✓
Essential internal services	✓			✓
Drainage works	✓	✓	✓	✓

The following works are subject to resident consultation, planning approval and the development of new homes for rent and sale

Improved refuse disposal	✓	✓	✓	✓
Landlord services improvements	✓	✓	✓	✓
Internal services improvements	✓	✓	✓	✓
External works including security, lighting, community facilities, landscaping, car parking, paving and play areas	✓	✓	✓	✓



What happens next?



Keeping rents affordable

Tenants will want to know if transfer will mean that their rents go up quicker than they would with the council. The answer is no.

The government is concerned about the different rent levels in some parts of the country between the rents charged by RSLs and councils for similar sized properties, so it has introduced a new policy to restructure the rents of all social landlords.

a target rent according to a Government formula and over a 10-year period each RSL and Council must change its rents to meet this (maximum) rent target. Some Councils and RSLs will have to reduce their rents to meet this target, some will have to increase them, but in the end rents in social housing in any one area will be the same.

This means that each home is set

Below is a table setting out what your rent levels will be if you transfer to EastendHomes:

Average weekly rent excluding service charge, water rates and the effect of inflation	Property size				
	Bedsit	1 Bed	2 Bed	3 Bed	4 Bed
2004/5	£50.15	£60.96	£73.32	£84.10	£99.16
2005/6	£52.40	£63.26	£75.68	£86.52	£98.02
2006/7	£54.66	£65.57	£78.05	£87.58	£98.51
2007/8	£56.93	£67.89	£80.41	£88.01	£99.00
2008/9	£59.21	£70.22	£80.81	£88.45	£99.50
2009/10	£61.50	£71.42	£81.21	£88.90	£99.99
2010/11	£62.35	£71.77	£81.62	£89.34	£100.49
2011/12	£62.66	£72.13	£82.03	£89.79	£101.00

NB. After the target rent is reached your rent will increase by no more than the rate of inflation plus 0.5% under current government guidelines.

The above table excludes the proportion of your rent that goes towards services. This is approximately between £4.50 and £5 at present. Your landlord, whether it is the Council or EastendHomes will continue to separate out the amount that is charged for services from the amount charged as rent.

THE DECISION to consult you has been reached after careful consideration of the options available.

The Council will take into account tenants' initial views on the proposals in this pack before deciding whether to hold a formal ballot.

If we do decide to go ahead to a ballot, you will receive notice of any changes to the proposal and a ballot form.

The transfer to EastendHomes will only go ahead if the majority of tenants who vote in the ballot agree to a transfer.

Find out more...

If you have any questions or need any more information contact the council on Freephone 0800 783 6845, or your independent residents' advisor on 0800 317 066.

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