

Dear resident,

### **Rehousing all Clare House residents**

You will be aware we have been carrying out improvements to Clare House including new sprinklers and alarm systems while we have been undertaking a series of inspections of the building.

The inspections have concluded that Clare House cannot be kept safe without major refurbishment or demolition and rebuilding. Either option will involve several years of construction activity and will cause very significant disruption for anyone living in Clare House.

**For this reason, we have decided the only course of action is to rehouse all Clare House residents permanently in suitable alternative accommodation. We are going to begin this process as soon as possible, without delay.**

In the interim we will need to move everyone into temporary accommodation. This means all households will be found suitable temporary accommodation and will be expected to move into it over the coming week. We will be prioritising moving residents living in the top five floors first.

From today, we will start contacting all residents to discuss your housing needs and work out the most suitable support for you. We will do our best to keep disruption to a minimum and find you a new permanent home as quickly as possible.

This is not a decision we have taken lightly but one we have taken to help keep you and your household safe and housed appropriately. We will do everything in our power to help you with the move, minimise disruption and find you a suitable new permanent home.

### **Support**

Housing staff will be onsite between now and Monday 4<sup>th</sup> October 2021. We will be door knocking and will be available at the desk at the front of the building until 8pm on Wednesday and Thursday and 10am - 4pm on Friday and 10am - 2pm on Saturday and Sunday. From Tuesday 5<sup>th</sup> October 2021, we will be available for all questions and comments in the coming months.

Over the next few days, housing staff will be in contact with you to make sure our records are up to date and to discuss what type of accommodation we can offer you on a temporary basis. In addition to this letter we have included a Frequently Asked Questions sheet – please read this and then speak with staff for further information.

## Staying in touch

We have set up a special email address [ClareHouse@clarionhg.com](mailto:ClareHouse@clarionhg.com) for your questions, which will go directly to the Clarion staff working on this project and a dedicated phone line, which will be in use from Monday 4<sup>th</sup> October: **0300 456 0616**.

We will also be holding an in-person drop-in session to take your queries at the Francis Lee Community Centre, 10 Hawthorn Avenue, E3 5PY, from 5-7pm on Monday 4<sup>th</sup> October and a virtual session on Zoom at 6.30pm on Tuesday 5<sup>th</sup> October. If you wish to attend the Zoom meeting, please contact [ClareHouse@clarionhg.com](mailto:ClareHouse@clarionhg.com) and you will be sent the joining details.

Over the next week there will be a continuous presence of Clarion staff on hand to take your questions and provide support with your move. If you are not at home and would like to speak to a neighbourhood officer please call **0300 500 8000** or email [ClareHouse@clarionhg.com](mailto:ClareHouse@clarionhg.com).

## **Clare House Frequently Asked Questions for tenants**

### **INTRODUCTION**

We will support you through the moving process. Our team will keep you informed and here you will find answers to some questions you might have.

### **THE BUILDING**

#### **Why am I having to move?**

We have been undertaking a series of inspections at Clare House as part of our national building safety programme that have concluded remedial work is required to bring the building up to the latest required government standards for Large Panel System (LPS) buildings.

To ensure the safety of our residents while we assessed the extent of the previous work and considered our remedial options we have put in place a number of interim measures to mitigate against any increased risk a fire could create, including fitting sprinklers in every flat and a new alarm system. We apologise that the interim measures have been disruptive and appreciate the cooperation you have provided in enabling these works to happen.

Whichever option we choose for the long-term future of the building will mean significant disruption for residents and we have decided permanent rehousing for every household is the only course of action. We will initially move you to temporary accommodation and then work with you to find a permanent home. Whilst we move you to temporary accommodation the building remains safe.

### **TEMPORARY ACCOMMODATION**

#### **What sort of accommodation will I be staying in?**

Where possible we will place you in an apartment. This will most likely be a serviced apartment and so it will be cleaned and linen provided. Apartments usually come with a kitchenette and small living space. Where an apartment is not possible we will place you in a hotel. If you are placed in a hotel this will be for one month only, while we source an apartment for you.

#### **Will the accommodation be local to Clare House?**

We will try our very best to keep you in the same area. Priority will be given to families with children at nursery or school in the area, and those who need care packages or have other additional requirements.

**Can I choose to stay with family while you find me a permanent home?**

You are very welcome to stay with family while we work with you to identify a suitable alternative home. While you are staying with them, you can still contact us at any time if your circumstances change and you would like us to arrange temporary accommodation for you.

**How long do I have before I move?**

We will be decanting the top five floors over the next couple of days, and starting to work with everyone else during this time. The aim is for all residents to have moved to their temporary accommodation by Tuesday 5<sup>th</sup> October 2021.

**What can I take with me?**

We suggest taking a suitcase, or bag, of clothes and personal items to start, along with any prescribed medication. You may also want to take a box of items that are special to you. We have bags and boxes at the entrance to the building.

**Can I return for my belongings?**

Yes, you can return by appointment. Please email [ClareHouse@clarionhg.com](mailto:ClareHouse@clarionhg.com) to book an appointment. We will allow people to return for at least a month. We may need to place your items into storage, and we will notify you if this needs to happen. We will also work with you to make sure your items can be safely stored and you have everything you need with you.

**How will I get to my temporary accommodation?**

We will organise taxis and pay the costs.

**What other costs will you cover while I'm in temporary accommodation?**

If you are staying with family, you will receive an allowance of £30 per day per household.

If the family or friends you are staying with are not in the local area, we will also consider paying reasonable travel costs for you to stay with them in addition to the daily allowance.

We will reimburse up to £15 for each adult and £10 for each child, per day for households who have to stay in a hotel or bed and breakfast and do not have access to cooking facilities, or a meal included with the accommodation provided.

**How will I get my post?**

If you arrange the re-direction of mail, we will reimburse the cost for all household members for up to six months.

**How will I wash my clothes?**

We will reimburse laundry costs of up to £10 per week, where you have no access to laundry facilities.

**How will I get my children to school while I'm in temporary accommodation?**

Where reasonable, we will cover the costs of a taxi to drop off and collect your children from school while you are in temporary accommodation.

**I need to take time off work to move to my temporary accommodation, what can be done to cover my wages?**

At our discretion, we will reimburse you for loss of wages or income where time off is unavoidable due to displacement. We will require written confirmation from your employer of any loss of wages.

**How will I get my medication?**

Please let staff know if you have medication delivered to your home, or pick up from a nearby pharmacy. We will work with you to make sure it is redirected to your temporary accommodation or that it can be collected from another pharmacy.

**How will my carers/support workers know where to find me?**

Please let staff know if you have carers or support workers. We will work with you to make sure your accommodation is suitable and will meet your needs.

**What about my pets?**

Where possible we will try to place you in pet friendly accommodation. If this is not possible we will work with you to find suitable boarding arrangements for your pets and we will pay the costs.

**What about my utilities?**

On the day you leave your property you will need to let your utility providers and Thames Water know that you are leaving the property and will not be returning. You will be able to provide the Clare House email address - [ClareHouse@clarionhg.com](mailto:ClareHouse@clarionhg.com).

The company can then email us and we will take on payment of the utilities.

**Will I be able to access the internet at my temporary accommodation?**

We will cover reasonable costs for internet access if it is not provided at your hotel or apartment.

**I feel I may need additional support, where can I get help?**

It is a difficult time for everyone, and even more so if you have vulnerabilities. Please do contact [ClareHouse@clarionhg.com](mailto:ClareHouse@clarionhg.com) and let us know if you need additional assistance. We have a Tenancy Sustainment Team that can help and Clarion Futures, our charitable foundation, can provide advice and guidance on a range of matters.

## **PERMANENT MOVE**

### **Will I have to move from Clare House permanently?**

Yes. Clarion will need to find you a new, permanent home that is suitable for your family, including taking account of any health or mobility needs you or a family member may have.

### **Will I be able to return to Clare House in the future?**

The future of Clare House has not yet been decided. If the building is refurbished existing tenants will be the first to be offered the opportunity to return.

If the building is demolished and replaced, subject to the availability of suitable homes in the new building, former Clare House tenants will be the first to be offered the new homes.

## **HELP TO MOVE**

### **Will I get any help with my move?**

Yes. Clarion will pay for and arrange removals including providing you with packing materials.

A full packing service will be available if you need it. For older and vulnerable residents, we will offer help with things like re-hanging curtains and fitting lightbulbs.

If you have any extra needs connected with your move, we can offer support or refer you to specialist services. Extra help could include:

- help with claiming benefits at your new address
- help with changing utility suppliers
- advice about home aids and adaptations.

If you are moving to temporary accommodation first, we will provide the same help again when you move to your permanent home.

## **FINANCIAL SUPPORT**

### **Will I receive compensation?**

You will be entitled to a Home Loss Payment. This is currently worth £6,500 per home. We will give you this payment once you move to your permanent home.

If you owe rent or other money to Clarion Housing, this will be deducted from your Home Loss payment.

In addition we will offer you a Disturbance Payment of £3,000. You will be paid this before you move. This is to cover the costs of moving home such as:

- redirecting mail
- altering or replacing carpets and curtains
- disconnecting and reconnecting appliances.

On top of this, Clarion will arrange and pay for removals and any necessary storage of your household items.

## **MY TENANCY**

### **Will I keep the same tenancy rights?**

Yes. Your tenancy will not change. You will keep the same tenancy rights that you have now. For example, if you have the Right to Buy now, you will keep that right in your new home.

### **Will my rent be calculated in the same way?**

Your rent will depend upon the property you move into. You will pay the appropriate rent for that property e.g. one bedroomed flat, three bedroomed maisonette, etc.

### **Will I need to continue to pay my rent while I'm in temporary accommodation?**

Yes, you should continue to pay your rent in the usual way while you are in temporary accommodation. You will not be expected to increase the rent you pay to cover the cost of the temporary accommodation. If you are claiming Housing Benefit or Universal Credit, we will assist with any issues that you may have for the period where you are in temporary accommodation

## **YOUR NEW HOME**

### **How will you decide what kind of home I need?**

Everyone will be rehoused according to their housing need. So if you are currently overcrowded, we will rehouse you in a more suitable property. If you have mobility or health issues which mean you need an adapted or a ground floor property, we will take that into account, including arranging for an independent Occupational Therapy assessment.

### **Will I be able to choose where I move to?**

We will, of course, do our best to match you with the area you prefer, though that will depend upon availability. Our staff will work closely with you to find the best outcome.

We will offer you a home that has been assessed as suitable for you and your household. We will make you a maximum of three formal offers of suitable homes.

## CONTACT US

If you have any questions, please contact **0300 500 8000** or email [ClareHouse@myclarionhousing.com](mailto:ClareHouse@myclarionhousing.com). From Monday 4<sup>th</sup> October, you can contact a dedicated phone line: **0300 456 0616**.

If you need a copy of this booklet in large print, Braille or any other format or language please call **0300 500 8000**.

We welcome calls from Text Relay. If calling from a textphone, please dial **18001** and the number you wish to connect.



## Clarion Updates for Members and Officers:

### Update No 1:

Tuesday 28<sup>th</sup> October

- We briefed Mayor John Biggs and Cllr Danny Hassell (Cabinet Member for Housing) from LBTH @ 5:15pm
- Mayor John Biggs briefed senior officers of LBTH
- Clarion & LBTH communications teams were put in contact immediately following this meeting.
- Insurance brokers were notified.
- A letter was sent to RSH.

Wednesday 29<sup>th</sup> October

- Karen Swift (Divisional Director for Housing & Regen @ LBTH) notified DLUHC first thing.
- Helen Wilson, Alex Willey & Lucy Pond briefed Clare House decant project team @ 9am.
- Shani Denham briefed Chris Hope and all non-urgent repairs were cancelled @9am.
- Ward Cllrs Marc Francis, Rachel Blake & Amina Ali, Mayor John Biggs, Cllr Danny Hassell, Karen Swift, Jen Pepper (Affordable Housing Partnership Manager) and Will Tuckley (CEO) were briefed @ 9:30am
- A letter was sent to Tom Copley (Deputy Mayor of London for Housing) from London Assembly.
- A letter was sent to Rushanara Ali MP (MP for Bethnal Green & Bow) and followed up with calls to case officers.
- **Clare House decant project team began their door knocking @ 10:30am – Around 40 households were spoken to by 13:30. 55 Households by 5pm (15 in process of allocation) – (Further update below).**
- Dan Hollas met [REDACTED] Director of Assets to brief about Clare House and other similar buildings in TH.
- Catherine sent the resident comms packs to LBTH Cllrs & Officers @ 11:55.
- Clare Miller circulated a written briefing (Leadership Update) to all Clarion Directors @ 12:06
- Dave Gould verbally updated LFB and has followed up with a letter @ 12:45.
- Letters have been sent to other landlords with similar LPS construction buildings in TH.
- Dan Hollas has met and explained the issues at Clare House to both [REDACTED] and [REDACTED] Asset Team. They are both considering the issues and how they relate to their own stock.
- Dan Hollas has emailed G15 Building Safety Directors and NHF Building Safety Lead.
- Catherine Kyne gained approval from the Chair of the Common Housing Register to use our voids for decant and for permanent rehousing @ 15:05
- Lucy Pond worked with an Inside Housing journalist on their balanced story about Clare House safety issues and decant. We are in the process of responding to further question from Inside Housing which will be shared with the TH comms team.
- Lucy shared media statement with DLUHC which will be shared as part of a briefing for Ministers.
- Dan Hollas notified Jonathan Zokay (Building Safety Lead) at DLUHC, follow up information was requested and it was noted there was interest in this situation.

### **Clare House Decant Project Team Update**

Although the intention was to focus on the top 5 floors today, we also wanted to make sure everyone was notified around the same time which meant that prioritisation has been challenging in terms of

getting and passing on info; we are now able to put in place a more targeted system to get the top 5 floors moved first.

Emotions were understandably high among a number of residents but staff are dealing with everyone on a case by case basis, speaking to them for as long as they need to and we are planning further tenancy sustainment and Clarion Futures support in the coming days.

We have collected a lot of information on the households so far that will help us ensure we can house them appropriately and support them in their move; this has included finding some residents who we will now actively be looking for LiveSmart accommodation for. It has worked well having two senior staff (one head of service and one director) and one manager on site at all times along with the staff team, we will be continuing this until the end of Monday with at least 2 x heads of service if no Directors are available.

We have been rightly focused on notifying people today and starting the moving process with them; there will be a Clarion technical expert on hand for the appointments on Monday evening and the zoom call on Tuesday evening if residents have specific questions.

Leaseholders in particular have been enquiring about the technical issues and reasons they have to move; we are focusing them on moving for now while we develop a detailed guidance booklet for leaseholders to answer their queries which we are intending to be ready early next week.

We have had queries about the length of time people will have to stay in temporary accommodation with residents of Grenfell tower who were in temp accommodation for years being referenced; we have reassured that although this has been a very quick decant we are very experienced in re-housing people permanently where this is needed and have a dedicated and experienced team to do this also noting it is also in our interests to find them permanent homes.

Some non-resident stakeholders have implied the focus will soon be on the Options appraisal and what we do with the building and we are prepared for this

#### Update No 2

Thursday 30<sup>th</sup> October

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Dear XXXXXXXX,

### **Decanting our Large Panel System (LPS) building Clare House, Tower Hamlets**

I understand you have an LPS building in your portfolio and so I thought it would be useful to update you on the outcome of our inspections of our 22-storey LPS building in Tower Hamlets, Clare House. The latest advice we have received has concluded that it cannot be kept safe without major refurbishment or demolition and rebuilding. Either option will involve several years of construction activity and will cause very significant disruption for anyone living in the building.

For this reason, we have decided the only course of action is to rehouse all Clare House residents permanently in suitable alternative accommodation. We are going to begin this process as soon as possible, without delay. We are contacting all residents to make arrangements and support them with the move.

This is not a decision we have taken lightly but one we have taken to help keep Clare House residents safe and housed appropriately. It will mean a period of significant change, but we will do everything in our power to minimise the impact on the lives of Clare House residents.

### **Remedial work**

We have been undertaking a series of inspections at Clare House as part of our national building safety programme. It was clear initially that strengthening work had been carried out in some parts of the building prior to Clarion's ownership, but for completeness, we wanted to inspect all parts of the building so that we could be entirely satisfied it met the latest required government standards for Large Panel System (LPS) buildings. We established the work in the past to strengthen the building only went some way to meeting these standards and remedial work is required.

To ensure the safety of our residents while we assessed the extent of the previous work and considered our remedial options we have put in place a number of interim measures to mitigate against any increased risk a fire could create, including a waking watch, fitting sprinklers in every flat and a new alarm system.

### **Finding suitable homes for Clarion tenants**

We will need to move everybody into temporary accommodation initially. We will do our best to keep disruption to a minimum and find Clarion tenants a new permanent home as quickly as possible. We will be prioritising moving households living in the top five floors first.

Our team will be in contact with all Clarion tenants to discuss what type of home they will need, their preferred area to live and other requirements. Tenants will be given up to three formal offers of a suitable permanent home.

### **Leaseholders**

Clarion will purchase all the remaining apartments from homeowners. A full package of compensation and disturbance payments will be provided. Leaseholders will be offered temporary accommodation whilst we make arrangements to buy back their flats and where they do not live in the property, we will offer their tenants temporary accommodation for a maximum of four weeks.

### **Staying in touch with residents**

To stay in touch with residents we have set up a special email address: [ClareHouse@clarionhg.com](mailto:ClareHouse@clarionhg.com) for their questions, which will go directly to the Clarion staff working on this project, and a dedicated phone line which will be in use from Monday 4<sup>th</sup> October: 0300 456 0616.

We will also be holding an in-person drop-in session to take any queries at the Francis Lee Community Centre, 10 Hawthorn Avenue, E3 5PY, from 5-7pm on Monday 4th October and a virtual session on Zoom at 6.30 pm on Tuesday 5th October.

**Further information**

If you have any further queries, or would like to arrange to discuss this further, please do not hesitate to contact me. Alternatively, I am happy to put a member of your team in touch with my Project Fire Director, Dan Hollas. Dan can be reached at [REDACTED]

Yours sincerely,

[REDACTED]

Clare Miller

Group Chief Executive

## **Clare House Frequently Asked Questions for leaseholders**

### **INTRODUCTION**

We will support you through the process of selling your flat back to us. Our team will keep you informed and here you will find answers to some questions you might have.

### **THE BUILDING**

#### **Why do I have to sell back my flat?**

We have been undertaking a series of inspections at Clare House as part of our national building safety programme that have concluded remedial work is required to bring the building up to the latest required government standards for Large Panel System (LPS) buildings.

To ensure the safety of our residents while we assessed the building and considered our remedial options we have put in place a number of interim measures to mitigate against any increased risk a fire could create, including fitting sprinklers in every flat and a new alarm system.

Whichever option we choose for the long term future of the building will mean significant disruption for residents and we have decided permanent rehousing for every household is the only course of action.

### **TEMPORARY ACCOMMODATION**

#### **What sort of accommodation will I be staying in?**

Where possible we will house you in an apartment, this will most likely be a serviced apartment and so it will be cleaned and linen provided. Apartments usually come with a kitchenette and small living space. Where an apartment is not possible we will place you in a hotel.

#### **Will the accommodation be local to Clare House?**

We will try our very best to keep you in the same area. Priority will be given to families with children at nursery or school in the area, and those who need care packages or have other additional requirements.

#### **Can I choose to stay with family?**

You are very welcome to stay with family. While you are staying with them, you can still contact us at any time if your circumstances change and you would like us to arrange temporary accommodation for you.

**How long do I have before I move?**

We will be rehousing the top five floors over the next couple of days, and starting to work with everyone else during this time. The aim is for all residents to have moved to their temporary accommodation by Tuesday 5<sup>th</sup> October 2021.

**What can I take with me?**

We suggest taking a suitcase, or bag, of clothes and personal items to start, along with any prescribed medication. You may also want to take a box of items that are special to you. We have bags and boxes at the entrance to the building.

**Can I return for my belongings?**

Yes, you can return by appointment. Please email [ClareHouse@clarionhg.com](mailto:ClareHouse@clarionhg.com) to book an appointment. We will allow people to return for at least a month. We may need to place your items into storage, and we will notify you if this needs to happen. We will also work with you to make sure your items can be safely stored and you have everything you need with you.

**How will I get to my temporary accommodation?**

We will organise taxis and pay the costs.

**What other costs will you cover while I'm in temporary accommodation?**

If you are staying with family, you will receive an allowance of £30 per day per household.

If the family or friends you are staying with are not in the local area, we will also consider paying reasonable travel costs for you to stay with them in addition to the daily allowance.

We will reimburse up to £15 for each adult and £10 for each child, per day for households who have to stay in a hotel or bed and breakfast and do not have access to cooking facilities, or a meal included with the accommodation provided.

**How will I get my post?**

If you arrange the re-direction of mail, we will reimburse the cost for all household members for up to 6 months.

**How will I wash my clothes?**

We will reimburse laundry costs of up to £10 per week, where there is no access to laundry facilities.

**How will I get my children to school while I'm in temporary accommodation?**

Where reasonable, we will cover the costs of a taxi to drop off and collect your children from school while you are in temporary accommodation.

**I need to take time off work to move to my temporary accommodation, what can be done to cover my wages?**

At our discretion, we will reimburse you for loss of wages or income where time off is unavoidable due to displacement. We will require written confirmation from your employer of any loss of wages.

**How will I get my medication?**

Please let staff know if you have medication delivered to your home, or pick up from a nearby pharmacy. We will work with you to make sure it is redirected to your temporary accommodation or that it can be collected from another pharmacy.

**How will my carers/support workers know where to find me?**

Please let staff know if you have carers or support workers. We will work with you to make sure your accommodation is suitable and will meet your needs.

**What about my pets?**

Where possible we will try to place you in pet friendly accommodation. If this is not possible we will work with you to find suitable boarding arrangements for your pets and we will pay the costs.

**What about my utilities?**

On the day you leave your property you will need to let your utility providers and Thames Water know that you are leaving the property and will not be returning. You will be able to provide the Clare House email address - [ClareHouse@clarionhg.com](mailto:ClareHouse@clarionhg.com).

The company can then email us and we will take on payment of the utilities.

**Will I be able to access the internet at my temporary accommodation?**

We will cover reasonable costs for internet access if it is not provided at your hotel or apartment.

**How long will I be able to stay in the temporary accommodation you provide?**

We will pay for temporary accommodation for you until we have purchased your property up to an initial period of 3 months. Where necessary this timeframe will be reviewed.

**MOVING AWAY PERMANENTLY**

**I am a leaseholder, what will happen to my property?**

The process of buying your home will need to get underway quickly. Someone from Clarion will be in touch to go through the process with you and what you need. You will also be entitled to additional compensation. For more information please see the Compensation section.

### **I have tenants living in my property, where will they move to?**

If you rent your property out or have any other person living in it we will offer your tenants temporary accommodation for an initial period of four weeks. We will be contacting all leaseholders to go through individual circumstances and to start the purchasing process as soon as possible. We will be prioritising moving residents living in the top five floors first.

The property must be empty with no one living there at the point at which you sell it to us.

### **HELP TO MOVE**

#### **Will I get any help with my move?**

Yes. Clarion will pay for and arrange removals including providing you with packing materials.

A full packing service will be available if you need it. For older and vulnerable residents, we will offer help with things like re-hanging curtains and fitting lightbulbs.

If you have any extra needs connected with your move, we can offer support or refer you to specialist services. Extra help could include:

- help with claiming benefits at your new address
- help with changing utility suppliers
- advice about home aids and adaptations.

If you are moving to temporary accommodation first, we will provide the same help again when you move to your permanent home.

#### **What will happen if I refuse to sell?**

Because we are concerned about the long-term future for Clare House and the nature of the works we will need to undertake, there is no option for existing residents to stay.

As a last resort we'll seek to acquire the property through Compulsory Purchase to ensure it is vacated. Compulsory Purchase is the legal right to buy a property without the consent of the owner.

### **COMPENSATION**

#### **What will you offer leaseholders when they sell their property to Clarion?**

We will go through the purchasing process including valuations when we contact you directly about your property. In all cases, if you buy a new property within 12 months of selling your property to us we will reimburse:

- legal conveyancing costs incurred for buying the new property up to a maximum of £750 plus VAT



- disbursements incurred in buying your new property
- mortgage arrangement fees
- Stamp Duty Land Tax at the normal rate on your new property up to a maximum of the market value of the property you are selling to us
- survey costs for either a building or mortgage valuation to buy a new property

### **Contact us**

If you have any questions please contact **0300 500 8000** or email [ClareHouse@myclarionhousing.com](mailto:ClareHouse@myclarionhousing.com). From Monday 4<sup>th</sup> October, there will be a dedicated phone line for queries relating to Clare House: **0300 456 0616**.

If you need a copy of this newsletter in large print, Braille or any other format or language please call **0300 500 8000**.

We welcome calls from Text Relay. If calling from a textphone, please dial **18001** and the number you wish to connect.



Dear leaseholder,

### **Securing vacant possession of Clare House**

You will be aware we have been carrying out improvements to Clare House including new sprinklers and alarm systems while we have been undertaking a series of inspections of the building.

The inspections have concluded that Clare House cannot be kept safe without major refurbishment or demolition and rebuilding. Either option will involve several years of construction activity and will cause very significant disruption for anyone living in Clare House.

**For this reason, we have decided the only course of action is to rehouse all Clare House residents permanently in suitable alternative accommodation. We are going to begin this process as soon as possible, without delay.**

We will need to secure vacant possession of the whole building. As a result it will be our responsibility to find accommodation for all Clare House residents, not just Clarion tenants. If you are a leaseholder and you live in your home, you will be offered temporary accommodation whilst we make arrangements to buy back your flat.

In recognition of the urgent nature of this situation, if you are a leaseholder that lets out your property we will offer your tenants temporary accommodation for an initial period of four weeks.

We will be contacting all leaseholders to go through individual circumstances and to start the purchasing process as soon as possible. We will be prioritising moving residents living in the top five floors first.

We will do everything in our power to help you with the move and the sale of your home.

### **Buying Back your Home**

The process of buying your home will need to get underway quickly. Clarion will contact you to go through the process and answer any questions you may have. Further details can be found in the Frequently Asked Questions enclosed.

### **Support**

Housing staff will be onsite between now and Monday 4<sup>th</sup> October 2021. We will be door knocking and will be available at the desk at the front of the building until 8pm on Wednesday and Thursday and 10am - 4pm on Friday and 10am - 2pm on Saturday and Sunday. Please see 'Staying in touch' section below for how to contact us after this. .

Over the next few days, housing staff will be in contact with you to make sure our records are up to date and to discuss what type of accommodation we can offer you on a temporary basis. In addition to this letter we have included a Frequently Asked Questions sheet – please read this and then speak with staff for further information

### **Staying in touch**

We will also be holding an in-person drop-in session to take your queries at the Francis Lee Community Centre, 10 Hawthorn Avenue, E3 5PY, from 5-7pm on Monday 4th October and a virtual session on Zoom at 6.30 pm on Tuesday 5th October. If you wish to attend the Zoom meeting, please contact [ClareHouse@clarionhq.com](mailto:ClareHouse@clarionhq.com) and you will be sent the joining details.

If you are not at home and would like to speak to a neighbourhood officer please call **0300 500 8000** or email [ClareHouse@clarionhq.com](mailto:ClareHouse@clarionhq.com). From Monday 4<sup>th</sup> October, you will be able to call a dedicated phone line: **0300 456 0616**.

## Clarion Updates for Members and Officers:

### Update No 15:

Thursday 22 October 2021

4pm 21/10	Cases
Moved	
Not Moved	
<b>Grand Total</b>	

<b>Total remaining.</b>	
Waiting confirmation / assistance	
Refused & Not engaging/To escalate	
Booked	

<b>General</b>
<ul style="list-style-type: none"><li>• We continue to work the remaining ■ cases where bookings have not been made.</li><li>• New Security Company 'Parkguard' are now in place. The block now has 5 guards on shift at times. All 3 exits are monitored.</li><li>• The Waking Watch, Concierge &amp; Security teams work together to ensure residents entering the block encounter a smooth and responsive process</li></ul>
<b>Building safety plan</b>
<ul style="list-style-type: none"><li>• LFB were not able to make meeting on Weds 20<sup>th</sup> October 2021 and this has been rescheduled for the end of next week</li></ul>
<b>Tenants belongings &amp; Storage</b>
<ul style="list-style-type: none"><li>• All removals are on hold due to the faulty lifts however residents are continuing to move small items and pack.</li><li>• We are hoping the second lift will be repaired next week</li></ul>
<b>Resident engagement plan</b>
<ul style="list-style-type: none"><li>• Updated FAQs will be circulated 22.10.21</li></ul>
<b>CHR</b>
<ul style="list-style-type: none"><li>• We have received approval to use our own voids to offer Clare house residents</li><li>• We have provided a report to the CHR requested decant status 1B which is required to facilitate the offers of our internal void units and offers of specialist home available in Gateway and Extra Care schemes</li></ul>
<b>Options appraisal</b>
<ul style="list-style-type: none"><li>• We will be presenting our approach to OAs and resident involvement at next week's meeting</li><li>• We have meet the with LBTH regeneration team this week which was helpful</li></ul>
<b>Leaseholders</b>
<ul style="list-style-type: none"><li>• All ■ Valuations have been complete.</li></ul>



## Clarion Update for Members and Officers:

### Update No 4:

Saturday 2<sup>nd</sup> October

- The project team were on site from 9am – 6pm.
- There was support from Red Cross and Communities First (who provide independent advocacy). Residents were receptive to the support. Communities First will be onsite again tomorrow, and we are awaiting confirmation from the Red Cross.
- The site now has security support.
- To date we have now seen 114 households. (Out of 130, there are 120 occupied.)
- To date we have carried out 112 booking appointments (for the temporary accommodation).
- Following the booking appointments, the accommodation is confirmed (by phone followed by an email). We have 44 flats with confirmed temporary accommodation.
- We have been advised by our accommodation provider that there are two issues:
  - In some cases the provider has double booked the accommodation and so we are having to find alternatives.
  - In some cases residents have been declining the bookings.
- To provide a wider choice of accommodation we are now also using 'booking.com'.
- [REDACTED]
- We are expecting the majority of households to move to their temporary accommodation on Monday and Tuesday.
- We have booked in, for tomorrow, a further two appointments for temporary accommodation.
- We have three households left to contact.
- Catherine provided a response to Ward Cllrs additional questions.





## Clarion Update for Members and Officers:

### Update No 5:

Sunday 3<sup>rd</sup> October

- The project team were on site from 10am – 6pm (open to residents until 4pm).
- There was support from Communities First, who are now going to be on site every day from 10am-2pm.
- Red Cross were unable to provide volunteers today.
- The numbers seen and confirmed remain the same:
  - To date we have now seen 114 households. (Out of 130, there are 120 occupied.)
  - To date we have carried out 112 booking appointments (for the temporary accommodation).
  - Following the booking appointments, the accommodation is confirmed (by phone which is followed by an email). We have [REDACTED] flats with confirmed temporary accommodation.
- We have had [REDACTED] flats move out to their temporary accommodation [REDACTED] today).
- We dealt with a number of queries today that covered:
  - Resistance to vacating the building in cases where residents needed to stay in hotels prior to moving to the apartments. A few residents are beginning to think there is no urgent reason to move and we will further address this at Monday evening's residents meeting.
  - Queries about the accommodation and whether it is suitable.
  - General enquiries about the process for finding permanent accommodation.
- A number of enquiries are from the same residents and we are looking at ways to provide further support to them.
- We are still having issues that cover:
  - The provider has double booked the accommodation and so we are having to find alternatives.
  - Residents declining the bookings.



## Fire Strategy

Clarion have taken professional advice from a leading specialist engineering consultancy, regarding the ongoing safety of residents at Clare House, Hawthorn Avenue, E3. Their advice states their, 'initial, but nevertheless strong, opinion is that the property should be put out of service and all the occupants should be relocated to alternative accommodation as soon as possible and without delay'. This advice has been the result of extensive investigations into the structural robustness, and ability of the building to withstand a significant fire event and the consequences of the inter-relationship between these risks.

We have taken immediate action and commenced decanting of our residents, with a comprehensive support package addressing the needs of our tenants, leaseholders and also tenants of leaseholders. We began our plans for decanting on Wednesday 29<sup>th</sup> September 2021, with an initial period of registration of housing needs and allocation of temporary accommodation. Our focus has been on prioritising by 'risk' with those located in the top 5 floors and also vulnerable households. Our target is to clear the whole building and we have made good progress (see table).

### Progress on Top Five Floors

1. Moved out to temporary accommodation: ■
2. Residents confirmed to move out today/tomorrow: ■
3. Resident engaged in the moving process: 15
4. Residents agreed temporary accommodation but need to move to hotel first ■
5. Residents not wanting to move: ■ (Follow up action in place for tomorrow).

We have mitigation to protect our residents with an experienced and well-trained waking watch / fire warden service in place who have been supporting the fire safety of the building for the past 12 months. They continue to support our work, liaising closely with the local fire service and making sure fire safety is managed effectively during this difficult period.

Our risk based approach uses the ALARP principles (As Low As Reasonably Practicable) noting the challenges we have finding suitable temporary accommodation. We are also in dialogue with the LFB Borough Commander for Tower Hamlets and LFB Fire Engineering Division to keep them informed of developments. In conjunction with LFB all the local fire service watches have undertaken familiarisation visits to Clare House and linked in with our fire warden service. The LFB have updated their Operational Intelligence Systems so that firefighting information on Clare House can be accessed via the fire appliance Mobile Data Terminals giving real time information. We are seeking to meet the LFB to provide them with the full details of the safety issues and latest detailed report of the structural and fire engineering investigations for further consideration.



## Clarion Updates for Members and Officers:

### Update No 7:

Tuesday 5<sup>th</sup> October

- Progress on site:
  - [REDACTED] moved today
  - [REDACTED] moved in total
  - [REDACTED] vulnerable households have moved out in total
  - [REDACTED] vulnerable households remain
  - Remaining [REDACTED] in contact with us about the moving process
- We have been focussed on the top five floors with progress as follows:
  - Moved out to temporary accommodation [REDACTED]
  - Residents confirmed to move out later today/tomorrow: [REDACTED]
  - Residents engaged in the moving process: [REDACTED]
  - Residents agreed temporary accommodation but need to move to hotel first [REDACTED]
  - Residents not wanting to move: 3 (Follow up action in place for tomorrow).
- Catherine met Officers and Councillors on site and explained the operational set up to those that have not visited
- Tighter arrangements put in place for bulk refuse removal - waste removed twice daily AM and PM
- Additional internal cleaning has been arranged for the whole block
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Stage two allocations: Of the 129 units in the block 26 are removed due to being void at the time (9) or LH stock [REDACTED]. Units requiring allocation 96.
- [REDACTED]
- [REDACTED]
- [REDACTED]
- We continue discussion with fellow RPs on SO and intermediated and market rents.
- We are 80% complete on completing family need requirements for permanent allocation purposes.

### Operational leads

- We have reviewed our delivery structures and introduced a stakeholder and conflict resolution team
- We have reviewed key tasks and allocated the lead for each area to Heads of Service. This is to ensure a balance of activity, parallel working and ease of contact, efficient responses and conflict management.
  - Helen Wilson, Head of Service East: Resident support, Taxi booking, Vulnerable resident support, Utility management, Conflict management and the Moving out process.
  - Hilary Mc Sweeney, Customer Team Leader: All temp accommodation booking processes, Hotel booking referencing confirmation.
  - Shani Denham, Head of Service, Available Homes – Sourcing and Allocation of interim and permanent homes.

- Sue Stavers, Head of Service (New team as per the discussion this morning) - Stakeholder correspondence, complaints and follow up enquiries from residents in hotels.
  - Paul Quinn, Director of Regeneration - Leasehold Issues and buy backs.
  - Phil Miles, Director Clarion Futures – Resident welfare and wellbeing.
  - Dan Hollis, Project Fire Director and Ian Morrison, Director of Property Services – lead on Health and Safety and Fire risks.
  - Jak Pugh, Head of Estate services- Clare House security, Cleaning and Bulk refuse removal.
- All the above teams are inter linked. We have committed to ensuring a Director (usually two) are on site every day to support the teams, talk to residents and trouble shoot. These are Catherine Kyne, Vicky Bonner, Richard Pettifar, and Alex Willey.
  - Michelle Reynolds and Rob Lane are the Executive leads and also rotate attendance.
  - To improve sound disturbance and provide more privacy for residents in addition to providing home visits, we are installing privacy desk screens.
  - The dedicated Leasehold Team has now contacted all leaseholders and invited them to an evening meeting tomorrow to answer leasehold-specific questions. An updated version of the Leaseholder FAQs will also be issued.

## Clarion Updates for Members and Officers:

Update No 17:

Tuesday 26 October 2021

4pm 26/10	Cases
Moved	
Not Moved	
<b>Grand Total</b>	

<b>Total remaining.</b>	
Waiting confirmation / assistance	
Refused & Not engaging/To escalate	

<b>General</b>
<ul style="list-style-type: none"><li>• of the remaining households we are working closely with to move; are still not engaging</li></ul>
<b>Building safety plan</b>
<ul style="list-style-type: none"><li>• No further update</li></ul>
<b>Tenants belongings &amp; Storage</b>
<ul style="list-style-type: none"><li>• The lift is now working again so we will be contacting removals companies and residents from tomorrow to start booking in removals again</li></ul>
<b>Advocacy and Legal Advise</b>
<ul style="list-style-type: none"><li>• We have agreed a referral system for complex legal cases with Communities First and the Tower Hamlets Voluntary Sector Partnership.</li><li>• We will update our details of the available support to include all services available: Communities First, Mind, Talking Therapy, Red Cross, Tower Hamlets Voluntary Sector Partnership and internal services offered by our tenancy support and sustainment teams. This will ensure residents have choice about who they wish to support them.</li></ul>
<b>Lettings</b>
<ul style="list-style-type: none"><li>• We will provide an update in the meeting with councillors and officers tomorrow</li></ul>
<b>Options appraisal</b>
<ul style="list-style-type: none"><li>• A summary of our process and timelines will be provided in the meeting tomorrow</li></ul>
<b>Leaseholders</b>
<ul style="list-style-type: none"><li>• The valuation inspections are complete on all leaseholder properties and the reports are due in the next few weeks</li></ul>





## Clare House Frequently Asked Questions:

Updated 22 October 2021

### Arabic

إذا كنت بحاجة إلى تنسيقات بديلة أو نسخ مترجمة من هذا الكتيب، فيرجى الاتصال بنا على الرقم 0300 500 8000

### Hindi

यदि आपको इस पुस्तिका के वैकल्पिक प्रारूपों या अनुवादित संस्करणों की ज़रूरत है, तो कृपया हमसे 0300 500 8000 पर संपर्क करें

### Urdu

اگر آپ کو اس کتابچہ کے متبادل فارمیٹس یا ترجمہ شدہ ورژنز درکار ہوں تو براہ کرم 0300 500 8000 پر ہم سے رابطہ کریں

### Simplified Chinese

如果您需要本手册的其他格式或翻译版本，请致电 0300 500 8000 与我们联系

### Bengali

আপনার যদি এই পুস্তিকাটির বৈকল্পিক কোনো ফরম্যাট বা অনুবাদিত সংস্করণের প্রয়োজন হয়, তাহলে 0300 500 8000 নম্বরে আমাদের সাথে যোগাযোগ করুন

**This booklet contains frequently asked questions about the Clare House project. Many of these questions have been raised by residents both at the resident meetings and in person during the moving process.**

**Contact details:**

Clare House email address: **ClareHouse@clarionhg.com**. We will aim to respond to your email within 24 hours.

There are four phone numbers you can use to contact us about Clare House. Each number will be answered by a member of staff from the project team:

- Housing / Regeneration queries      **07842 320110**
- Housing / Regeneration queries      **07842320101**
- Accommodation queries                **07824 320096**
- Accommodation queries                **07842 201102**

You can also still use the phone line dedicated to the project which is: **0300 456 0616**.

**Contact number opening times:**

Mon-Fri:                      7.30am - 8pm

Sat and Sunday:          9am - 5pm

If you need to contact us outside of these times please call **0300 500 8000** and your call will be directed to our Out of Hours service.

If these opening times change we will let residents know.