

# The Future of Elm Grove Estate Landlord Offer

January 2022



**Better homes and places for  
existing residents and Sutton's  
growing community**



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## Difficulty reading this document?

If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call Sabrina on 020 8770 5012 or ask someone to call on your behalf.



# INTRODUCTION



**Our ambition is to make Elm Grove a better place to live.**

Regeneration presents a unique and exciting opportunity to raise the standard of housing, deliver more affordable homes and improve the local environment for everyone to enjoy.

Working closely with residents close to five years has demonstrated a willingness to dream big, meet the challenges and maximise the opportunities this unique location has. If residents vote Yes for regeneration in the Residents Ballot, then the regeneration of Elm Grove Estate will...

- Deliver the shared vision of modern high-quality homes in a safe and secure environment that we can all feel proud of;
- Tackle many of the long-standing issues affecting the lives of residents;
- Increase the amount of affordable housing available for local families; and
- Support the wider transformation of Sutton Town Centre.

The new estate will have a better layout that improves safety and security for residents, designs out crime and anti-social behaviour. It will have new green spaces and play areas, and deliver more, genuinely affordable homes for local people.

The new homes will be designed for modern living with well-proportioned rooms and storage, have private outdoor space, be energy efficient, accessible, and secure.

The regeneration of Elm Grove Estate will also provide the opportunity for us to help overcrowded families and provide more Council homes for local people.

There is still much work to be done and we look forward to continuing to work with residents throughout the ongoing process.

This document is our Landlord Offer to existing residents. It sets out our promises and commitments to residents, rehousing options, and design principles for the new homes and estate.

**This is your chance to have your say and use your vote.**

# WORKING WITH YOU

## **Thank you to everyone who has given us their time over the past four years.**

The Council with architects Levitt Bernstein, have been working with residents to develop the ambitious plans for the estate, setting up a Resident Steering Group and hosting resident design workshops, meetings, visits and drop-in consultations.

We have worked with you to appoint PPCR, your Independent Tenant and Homeowner Adviser, to give you access to independent advice and support, and make sure the voices of everyone living on the estate are heard.

Consultation with residents has assessed the benefits of different options, agreed a preferred option (full redevelopment) and informed the emerging designs for the new homes and estate.

We have worked collaboratively with you to produce a Community Charter to agree local priorities and a shared vision for the area, and a Residents' Charter to establish the Council's rehousing and compensation commitments to residents living on the estate.

Residents have told us that they like living on the estate, its location close to the town centre and the sense of community.

However, some residents have also told us that there are problems with the homes and estate

that continue to affect their quality of life and that of the local community; in particular:

- There is a lot of anti-social behaviour, such as loitering in and around the estate, substance misuse and drug dealing
- Shared entrance doors are frequently vandalised or broken
- Alleyways leading to the high street are poorly lit and feel unsafe
- Many households are overcrowded
- Windows in the flats are small, reducing the amount of daylight in homes
- Homes are poorly insulated for sound and you can hear your neighbours
- There is a lack of usable outdoor space and flats don't have a balcony
- There is a lack of places for children to play, or for the community to enjoy
- Fly tipping is a major problem, as are bin stores and waste management
- There is a lack of privacy, with members of the public using the estate as a cut through
- There is illegal car parking on the estate and residents' parking bays frequently blocked by visitors to the town centre
- Blocks have no lifts or step free access meaning homes are not very accessible for elderly residents, those with mobility issues or families with young children

We have been talking to you about these issues and the possible design solutions to create a better estate for the community.

**Your feedback has shaped the proposals presented here for better homes and an improved environment on Elm Grove Estate set out in this document.**

# YOUR COMMUNITY CHARTER



**The Community Charter sets out the shared priorities, as agreed in consultation with the residents of the estate. These priorities inform the vision for the area and are based on two key ambitions: 'Better homes' and 'An improved environment'.**

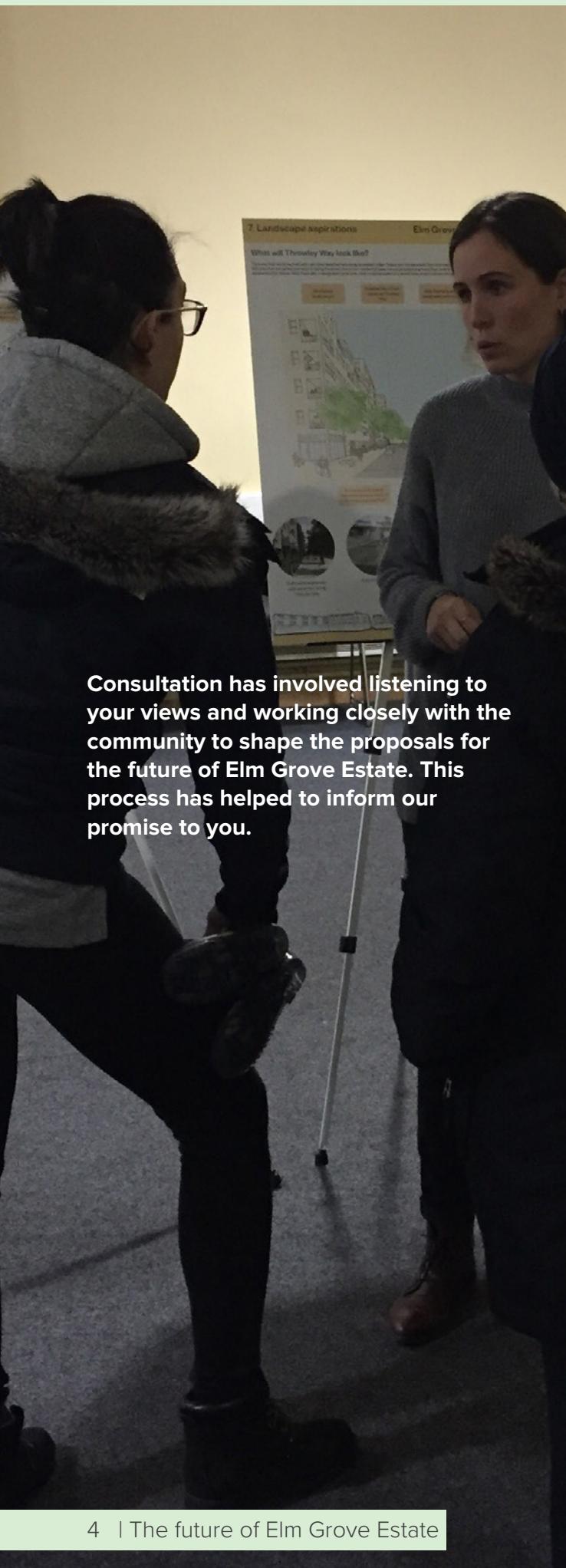
## Better homes

- Better quality homes that are well insulated, sound proofed and energy efficient
- Homes that are accessible and able to adapt to changing circumstances
- Larger homes with better layouts and storage
- Homes that meet or exceed modern standards
- Private outdoor space for every home - a balcony, terrace or a garden
- A mix of one, two and three bedroom homes to meet the needs of residents
- Options to rent and buy
- More genuinely affordable homes for local families

## An improved environment

- A safe and well-maintained neighbourhood
- Spaces for the community to enjoy helping retain and enhance the strong sense of community spirit on the estate
- Attractive streets with better lighting to Elm Grove, Throwley Way and the high street alleyways
- An accessible neighbourhood that is well connected to its surroundings and transport links
- Well-designed outdoor spaces with places to play and relax
- Well managed car parking for existing residents that already have vehicles
- A neighbourhood with more wildlife, trees and planting to create a healthier environment
- Better estate management, maintenance, and waste collection

# OUR PROMISE TO YOU



**Consultation has involved listening to your views and working closely with the community to shape the proposals for the future of Elm Grove Estate. This process has helped to inform our promise to you.**

## Working with you

- 1** We will be open and honest with residents
- 2** We will work collaboratively with you and ensure residents are fully involved in shaping the plans for the future of the estate
- 3** We will maintain regular communication and provide clear information and advice to keep everyone informed
- 4** We will work together to deliver our shared priorities, your rehousing options and the Council's commitments to you
- 5** We will ensure residents have access to impartial advice and support from PPCR, their very own Independent Tenant and Homeowner Adviser

## Housing matters

- 6** Homeowners living on the estate will be offered a range of affordable options to buy a new home on the estate so they can remain part of the community
- 7** Council tenants will have the right to a new home on the estate that meets their housing needs and addresses any issues of overcrowding, under-occupancy and accessibility
- 8** Your tenancy conditions will be preserved and your rents will be affordable
- 9** The Council will continue to be your landlord
- 10** You will have options to move off-site if that is your preference
- 11** We will pay you homeloss compensation and cover your cost of moving
- 12** You will only be asked to move once, or temporary accommodation will be made available in another Council property before you return to a new home on the estate
- 13** Vulnerable residents will receive extra support before, during and after moving home
- 14** We will begin the rehousing and buy-back process once there is a 'YES' vote and the Council approves this decision
- 15** We will work with residents who are not eligible under the Landlord Offer on an individual basis to provide support and advice to secure an alternative home

## Design matters

- 16** We will build modern homes that are attractive, energy efficient and accessible
- 17** New homes will be larger and meet the Mayor of London's design, quality and size standards, as well as being safer, more secure and adaptable to meet your changing needs
- 18** Every household will have access to private outdoor space, such as a balcony, terrace or garden
- 19** Access to shared outdoor spaces with places to sit and relax or play
- 20** We will provide better waste and recycling storage and collection services
- 21** Management and maintenance of the estate will be improved
- 22** You will have the opportunity to participate in the design process, working alongside the architects and design team
- 23** We will try and meet your preferences as far as possible in terms of design, layout, location, floor level and neighbours
- 24** You will have the opportunity to personalise your home with a choice of kitchens, floor coverings and paint colours

# DESIGN PRINCIPLES FOR THE NEW ESTATE



An image of how a resident only courtyard might look

Front gardens on the street



6 | The future of Elm Grove Estate



Resident only outdoor space



Redevelopment gives us the opportunity to design a new neighbourhood which is safer, more secure and a better place to live.

If residents vote Yes in the Residents Ballot, the new neighbourhood will be connected to the surrounding area by streets that are well lit and safe with good overlooking and no hidden corners. The clear separation between private and public areas will retain privacy for the new homes, and all new homes will have step-free access.

The new estate will be a place where residents are proud to live, making the most of its great location.

Our key design principles for the estate are:

- Safe, secure and accessible estate
- A pedestrian friendly environment, with wider pavements along Throwley Way and safe crossing points
- A cycle friendly development with secure cycle parking
- Access to public transport
- Improved landscaping and biodiversity, including trees and planting that are easy to maintain and good for the environment
- Secure semi-private courtyards with space for play and relaxation
- Safer streets, alleyways and connections to the high street, that are well lit and overlooked
- Safe communal areas including secure entrances, stairwells and landings
- Door entry systems with good security rating
- Better designed bin and waste recycling areas, with improved collection and management
- More secure and well managed parking, with priority for existing residents with vehicles, based on need

The designs on the following pages are indicative and subject to technical design and planning approval.



An image of how the new estate might look

### The proposed designs currently include:

- Around 220 new one, two and three bedroom homes, including flats and maisonettes
- Replacement homes for existing residents and additional homes for the growing community including a mix of social rented homes, additional council homes, shared equity homes, shared ownership homes and homes for sale
- A range of building types and heights, between three and ten storeys

- Larger homes that are more accessible with better storage built to meet modern design, quality, energy and safety standards
- Private outdoor space for every home
- New resident only courtyard gardens with safe play areas for children
- Better designed and more secure resident only car parking with the opportunity for electric car charging points
- Secure resident only cycle, bin and recycling storerooms
- A variety of homes to provide choice to residents, including open plan living and homes with separate kitchen, dining and living areas



View looking north along Elm Grove



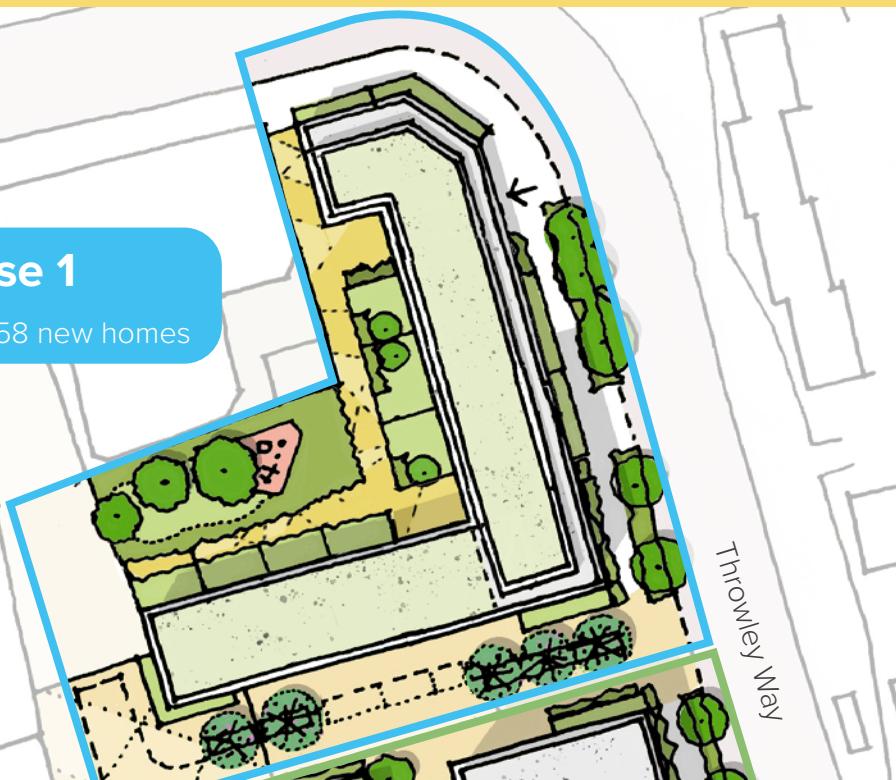
View looking north along Throwley Way



# DRAFT ESTATE SITE PLAN

## Phase 1

Approximately 58 new homes



## Phase 2

Approximately 87 new homes



## Phase 3

Approximately 81 new homes



# WHAT HAPPENS AND WHEN

## Site plan of the existing estate showing the indicative demolition phases



If the development goes ahead it is going to take some time to rehouse all residents and to buy back privately owned homes.

Our aim is to carry out the redevelopment in phases so that most residents will only have to move once into a new home built for them on the estate.

It is still too early in the design process to be completely sure which homes are in which phase, but we have provided indicative dates below.

If you are in phase one we will start talking to you about your move in Summer 2023.

If you are in a later phase we will start planning your move with you around nine to 12 months before the demolition date for your phase, or even earlier for resident homeowners.

Please see the Landlord Offer specific to you from page 22 for more detail.

We anticipate the first new homes will be ready to move into in 2026.

### Phase 1 demolition

- Flats 40 to 57
- Bungalows 58 and 59

### Phase 2 demolition

- Flats 25 to 39
- Houses 60 to 69

### Phase 3 demolition

- Flats 1 to 24
- Houses 70 to 73

## WHAT WILL THE NEW HOMES BE LIKE?



**Redevelopment gives us the opportunity to design new homes for modern living with lots of natural daylight and that meet the needs of residents.**

If residents vote Yes in the Residents Ballot, the new homes will be built to the highest modern standards using the latest, high-quality construction and insulation materials. They will be a mix of flats and maisonettes, all with their own private outdoor space.

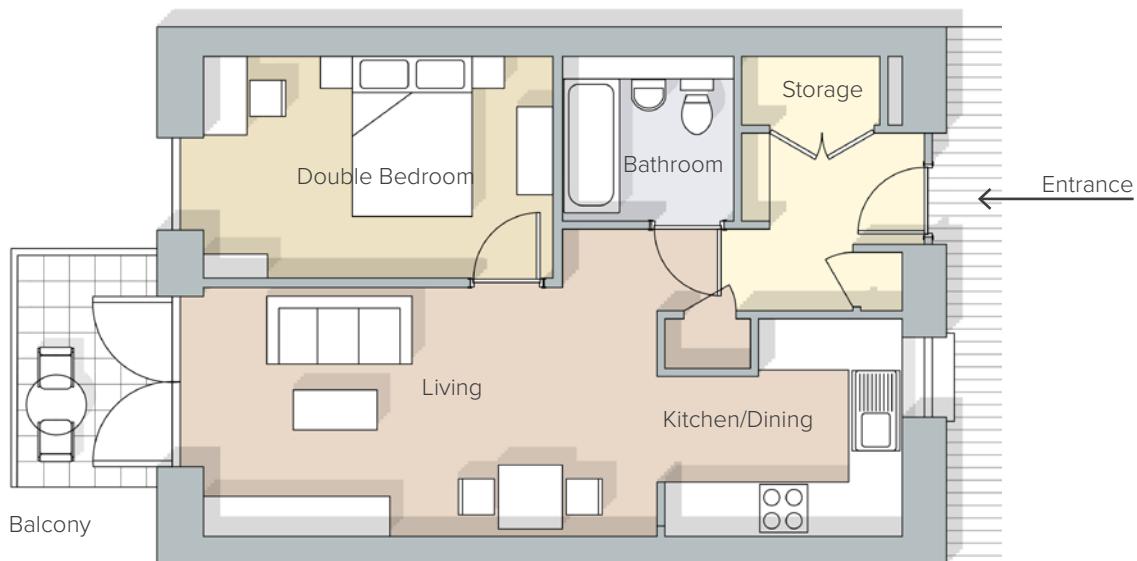
The new homes will:

- Be attractive, well designed and energy efficient, built to modern standards
- Be larger, achieving or exceeding modern space standards, with good sized, well-proportioned rooms and generous built-in storage
- Have private outdoor space, a balcony or a garden
- Have modern kitchens and bathrooms
- Be comfortable with lots of natural daylight
- Be well insulated so they are warmer in the winter and cooler in the summer
- Have good sound insulation
- Be adapted to meet the accessibility needs of residents, if required.
- Be safe, with fire safety and security as a priority
- Meet 'Secured by Design' standards

## One bedroom flat

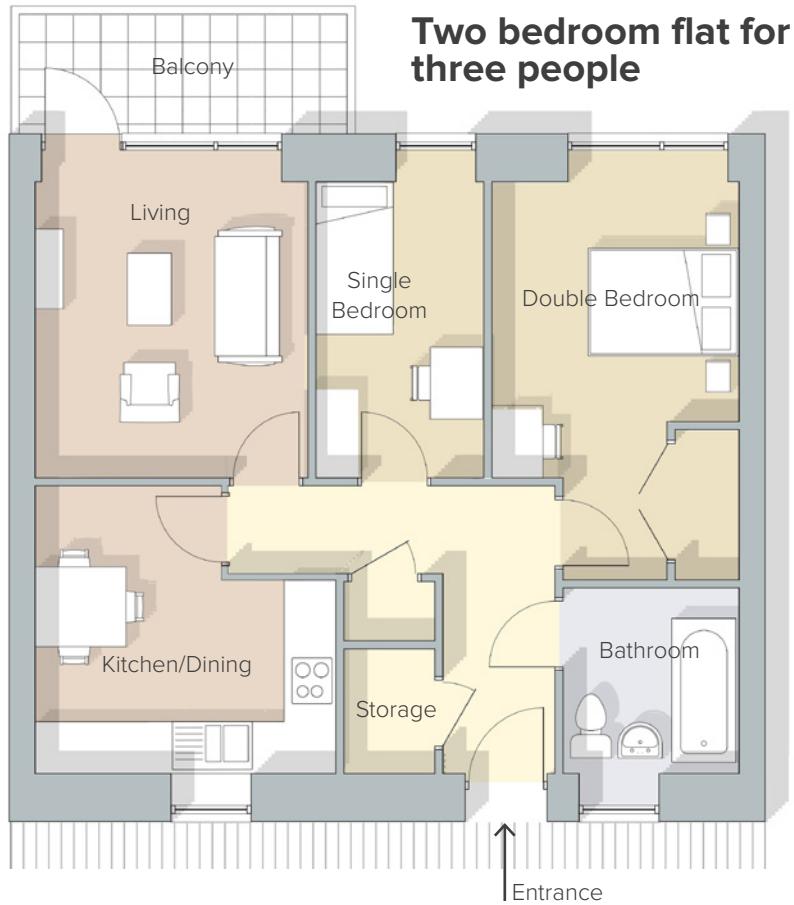


### One bedroom flat

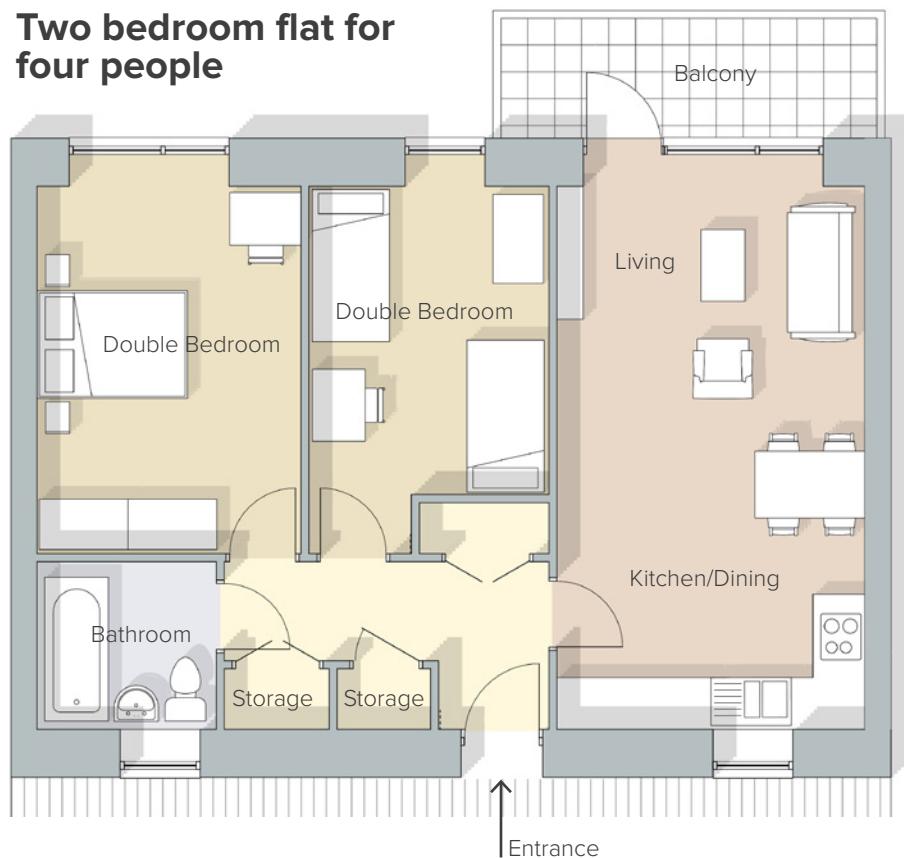


Floor plans are indicative and subject to detailed design and planning approval

## Two bedroom flats



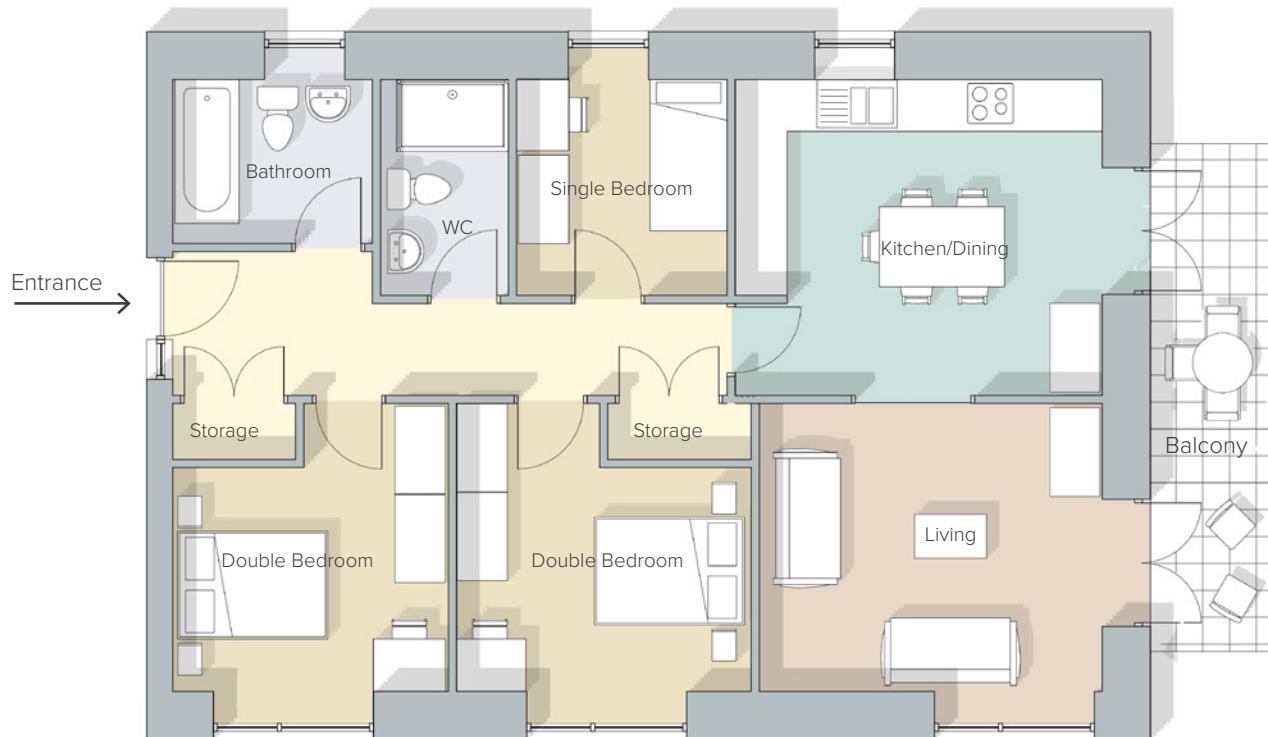
**Two bedroom flat for four people**



## Three bedroom flat



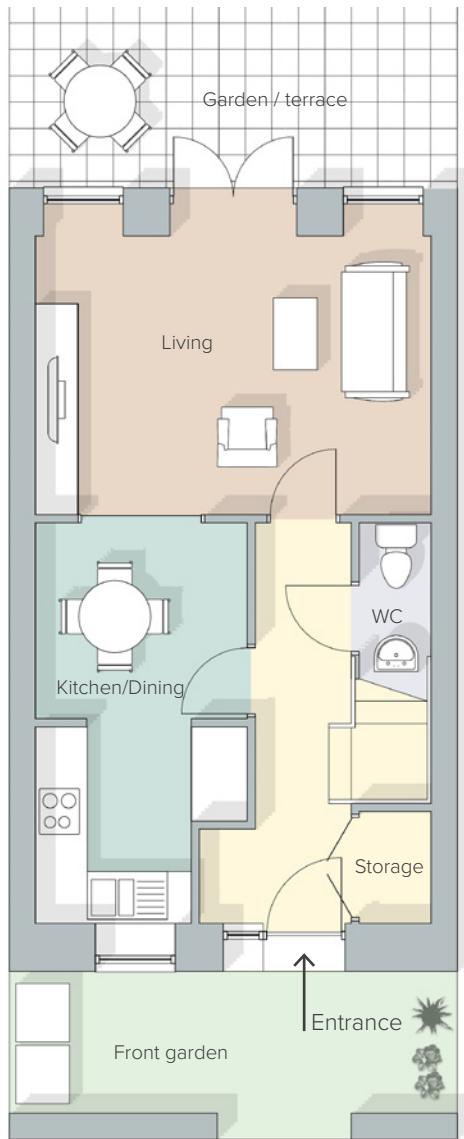
Three bedroom flat for five people



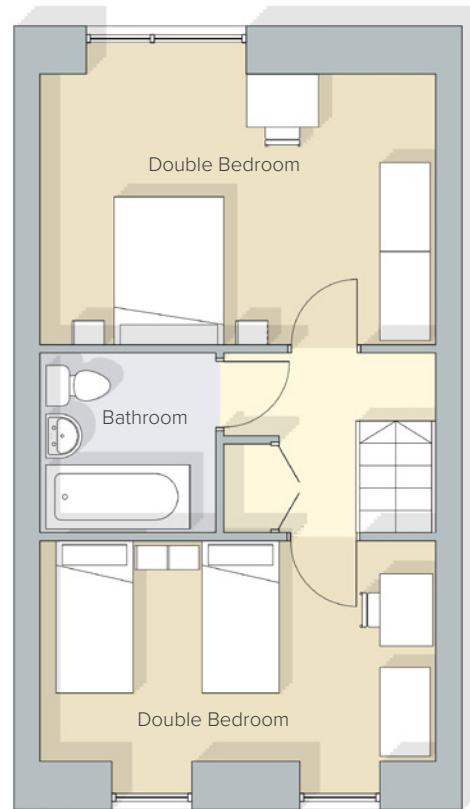
Floor plans are indicative and subject to detailed design and planning approval

## Two bedroom maisonettes

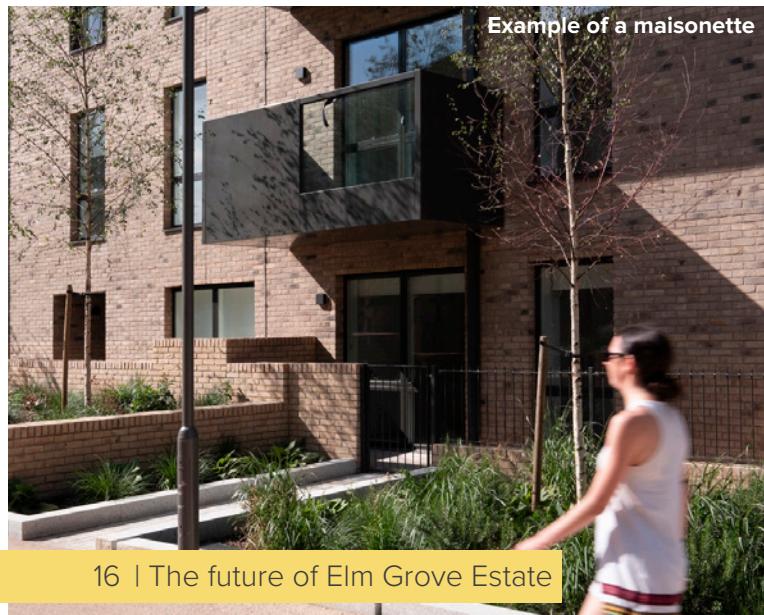
### Two bedroom maisonette for four people



Ground Floor Plan



First Floor Plan



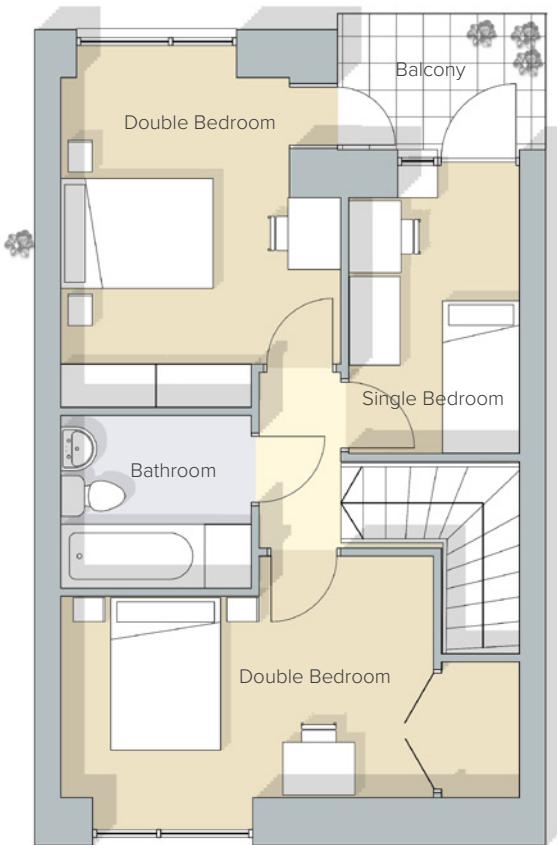
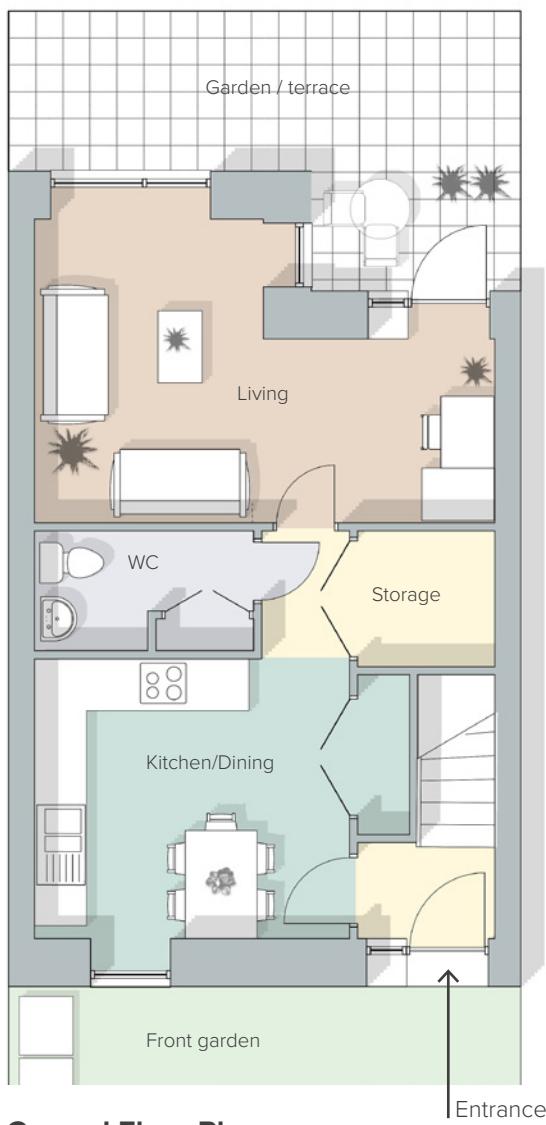
16 | The future of Elm Grove Estate



Space to work

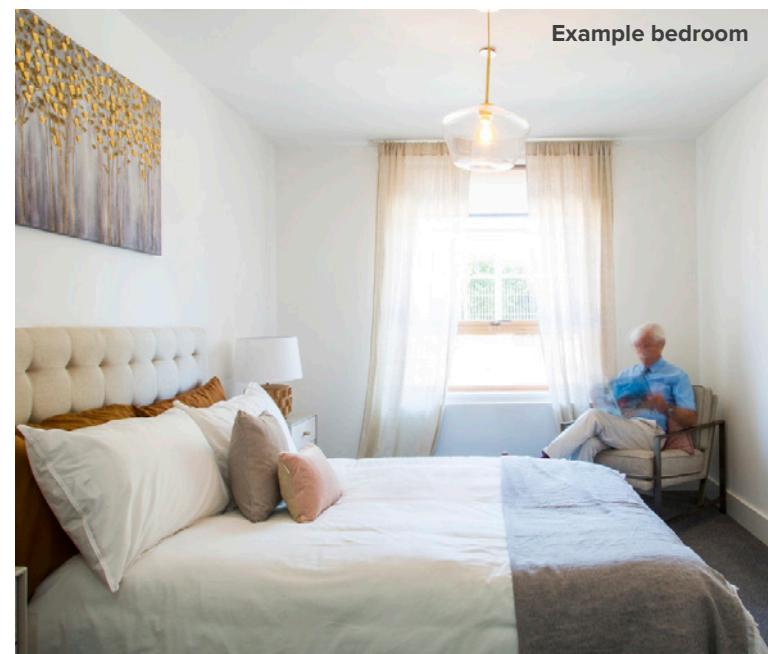
# Three bedroom maisonettes

## Three bedroom maisonette for five people



**First Floor Plan**

Floor plans are indicative and subject to detailed design and planning approval



# MAKING YOUR NEW HOME YOUR OWN

This section applies to existing residents who qualify for and accept a new home on the estate, including rented, shared equity or shared ownership homes.

We know that residents want to be able to make their new home their own. As such, we will provide a variety of colours and finishes to choose from that fit your own style at no cost to you, from a range available when your new home is being built.

You will be able to choose:

- Kitchen cupboard and worktop finishes
- Paint colours and bathroom tile colours
- From a range of floor coverings, finishes and colours

We will also try to meet your preferences for your new home as far as possible in terms of design, layout, location, floor level and neighbours.



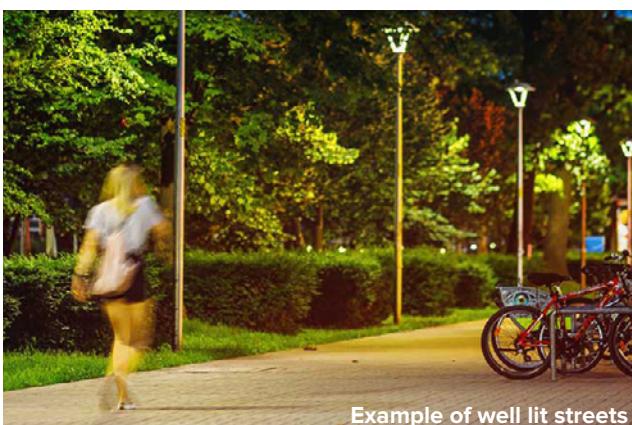
# SAFETY AND SECURITY

**Resident feedback over the past four years of consultation has clearly shown that safety and security are key priorities for those living on Elm Grove Estate.**



You told us:

- Anti-social behaviour is a big problem
- Bin stores attract unwanted visitors and fly tipping
- Lighting to and around the estate is poor
- Many of you feel unsafe and there is a real fear of crime
- Estate security is a problem with block entrance doors repeatedly broken
- You wanted safe play spaces and communal areas



**The regeneration of Elm Grove Estate gives us the opportunity to improve safety, security, accessibility, and the appearance of the estate and its environment.**

## Secured by Design



**Police Preferred Specification**

## Secured by Design

Secured by Design is an initiative approved by the Metropolitan Police for the way in which the design of your home and estate will make you both feel and be safer, and be easier to police. It has been proven to reduce crime by up to 87% in new developments.

It is very difficult to improve security on the estate without making the big changes that regeneration will bring.

*"The current layout of the estate is not helpful and makes it difficult to police... Overall, the new design for the Elm Grove Estate will improve community safety and security, reducing the opportunity for and the fear of crime".*

Quote from Peter Nicholson Sutton Central, Sutton North and Sutton Town Centre Sergeant

If residents vote Yes for regeneration in the Residents Ballot, then your new estate will meet Secured by Design standards.

The new estate will have:

- Better sightlines with no hidden corners
- Good quality communal street lighting
- Improved access control and door entry
- Excellent overlooking
- High quality doors and windows with excellent security ratings
- Homes designed to meet modern fire safety regulations
- Efficient fire and CO<sub>2</sub> detection alarms and smoke ventilation
- Sprinklers and dry risers
- Safer and better designed car parking and bin stores

## SUSTAINABLE LIVING



**Sustainable living covers many topics, from climate change through to being able to afford service charges or bills.**

The regeneration of Elm Grove provides the opportunity to make it easier for all residents to enjoy homes designed for modern living.

The new homes will be good for the environment, improve the quality of life for residents and be adaptable to the changing lifestyles and needs of residents.

The new homes will be built to the latest standards and be designed with the latest environmentally sustainable technologies.

The homes will be future proofed so that residents won't need to make expensive upgrades or changes such as upgrading outdated technologies such as gas boilers.

### Energy efficient

Your new home will be more energy-efficient and cheaper to run.

High-quality insulation will make it easier to keep your home warm in the winter and cool in the summer.

All new homes will be fitted with water meters and water-saving features including spray taps, showers, and short/long flush toilets to keep cost and water use down.

You will be able to control the warmth of your own home and the energy you use with your own controls and thermostat.

The new estate will use less energy and use solar panels to help reduce the electricity costs for communal areas. On average, new homes will use 60% less energy, better for the environment and kinder to your pocket too.



## Service charges

If you are a tenant, you currently pay a service charge with your rent. Most homeowners also pay a service charge.

Service charges for the new Elm Grove Estate will be based on the actual cost of services provided for each block. Service charges cover things like:

- Caretaking services
- Grounds and lift maintenance
- Cleaning communal area
- Heating and lighting

We will make sure that your service charges are good value for money and that you can see exactly what you are paying for each year.

We will confirm standards of service in advance with you. Contractors will be appointed on a competitive basis.

## Council tax

Council tax charges is calculated by the Valuation Office Agency for new homes, not the Council.

Usually, when a property is demolished and a new property of similar size is rebuilt in its place, the Council Tax of the new property would be similar to the original. It is possible that marginal differences in layout and design might mean that the new property is a band higher or lower, but generally there should be little or no change.

## Rent (secure council tenants)

If you are a secure council tenant, your rent will be guaranteed at the same level as your current rent (excluding services charges), unless you are downsizing or upsizing, in which case your rent would be based on the equivalent rent for a similar property on Elm Grove.

This guarantee will also apply if you move to another Council property in the borough, but does not apply if you move to a housing association property or out of the borough.

# A SUMMARY OF THE LANDLORD OFFERS

**This offer has been prepared in consultation with residents to reflect the promises and commitments made to you in your Residents' Charter.**

The rehousing offer is based on the type of tenancy you have, these sections are colour coded to make it easier to find your offer. If you are not sure what type of tenancy you have, or you have any further questions about the offer to you, please contact us by telephone on 020 8770 5012 or 020 8770 4687, or email [estateregeneration@sutton.gov.uk](mailto:estateregeneration@sutton.gov.uk) and we will help.

## Secure Council Tenants (turn to page 24)

- A choice of a new home on the estate or elsewhere in the borough, if that is your preference
- A homeloss payment of £7,100 to spend as you wish
- A disturbance payment paid for by the Council to meet the cost of removals and out of pocket expenses
- A new home that meets your needs - this means enough bedrooms for your household at the time of your move, or if you are currently occupying by two bedrooms or more, you will be able to keep one bedroom above your housing need
- A new tenancy on the same basis as your existing secure tenancy if you stay with the Council and rent guaranteed at the same level as your current rent (excluding service charges)

Turn to page 24 for more information on the offer and other benefits.

If residents vote Yes for regeneration in the Residents Ballot, all existing eligible residents choosing to stay on the estate will be offered a new home on the estate that meets your preference as far as possible, in terms of design, layout, location, floor level and neighbours

Please read the detailed information in the rest of this document to help you fully understand your offer.

## Resident Homeowners (turn to page 28)

- The full market value of your property plus a home loss payment of 10% of the value of your home
- A disturbance payment paid for by the Council to meet the cost of removals and out of pocket expenses
- An opportunity to buy a new home on the estate, with a range of affordable options that meet your needs
- Your own independent valuation if you want, paid for by the Council
- The opportunity to sell your home to the Council, as soon as the final decision to redevelop the estate has been made

Turn to page 28 for more information on the offer and other benefits.



**Tenants in Temporary Accommodation (turn to page 32)**

- A choice of a new home on the estate or elsewhere in the borough, if that is your preference
- A homeloss payment of £7,100 to spend as you wish
- A disturbance payment paid for by the Council to meet the cost of removals and out of pocket expenses
- A new home that meets your needs - this means enough bedrooms for your household at the time of your move
- A new introductory tenancy at the appropriate 'London Affordable Rent' for 12 months, followed by a secure tenancy after satisfactory completion of the probationary period

Turn to page 32 for more information on the offer and other benefits.

**Private Renters (turn to page 34)**

- Help to find alternative accommodation including support through the Council's housing advice service

Turn to page 34 for more information on the offer and other benefits.

# SECURE COUNCIL TENANTS

**This offer applies to all council secure tenants, including introductory probationary tenants.**

## Right to a new home and alternative housing choices

You will have a right to a new council home on the estate, or a different council home in the borough of Sutton. You also have the option, if you prefer, to choose to move to a housing association property in Sutton, or outside the borough, or to another local authority property elsewhere, where this may be possible.

Your housing choices include:

1. A permanent move to a new council home that we build for you on the new estate,
2. A choice of a permanent council or housing association property off the estate, or
3. An out of borough home (council or housing association) where this may be possible

If you prefer to move off-site, we will try to facilitate this by giving you priority band A housing status on the Council's Choice Based Letting system at least six months before you need to move. You will be able to bid for properties that you are interested in across the borough and, if you need us to, council officers will help you to use the system. Where possible we will also work with other local authorities and housing associations to facilitate an out of borough move if that is your preference.

If you want to move off-site early, we can begin the rehousing process with you if there is a 'YES' vote and the Council approves this decision.

## Your secure tenancy

Existing secure council tenants on the Elm Grove Estate who move to one of the new properties on site will remain council tenants with a secure tenancy. As a secure tenant you will still have the opportunity to buy your home and will keep your qualifying years for discount

(even if you move temporarily). You can find out more at [www.gov.uk/right-to-buy-buying-your-council-home](http://www.gov.uk/right-to-buy-buying-your-council-home). Alternatively, you could buy one of the new shared ownership homes on the estate and become a shared owner if you want to.

The Council will remain your landlord if you stay on the estate

The Council will be the landlord of your new home on the estate and you will remain a secure tenant of the Council. Your rights and the Council's responsibilities to you will stay the same as they are now.

## A rent guarantee

Your rent at the new home on the estate will be guaranteed at the same level as your current rent (excluding services charges), unless you are downsizing or upsizing, in which case your rent would be based on the equivalent rent for a similar property on Elm Grove. This guarantee will also apply if you move to another council property in the borough, but does not apply if you move to a housing association property or out of the borough.

Your council rent will still be subject to an annual rent increase and your service charges will be charged on the same basis as they are now and across the Council's stock. Only the services that are incurred will be charged for, such as for grounds maintenance, lifts, estate cleaning and lighting etc

## Housing Benefit/Universal Credit

If you are on a low income or receive benefits you may be eligible for support to help pay your rent, council tax, service charges.

## Moving temporarily if necessary

Most tenants will only have to move once, but some tenants may have to move temporarily while we build a home for them on the site. If you have to move temporarily because your

**£7,100  
homeless  
payment plus  
help with  
moving**

new home is not ready for you, we will make sure you have a suitable temporary home for the time you need it. We will help to find a temporary home in another council property that is as close as possible to your work, schools and family or friends, so that you don't have to change your life while you are living in your temporary home. A council tenant household that is required to move temporarily will have a guaranteed right to return.

## You are entitled to a £7,100 homeloss payment for moving

If you have lived in your home for 12 months at the time you have to move, you will receive a £7,100 statutory homeloss payment when you move to your new permanent home. This amount is decided annually by the government and reviewed every year, so may be higher at the time you move. This is payable whether you move to one of the new properties on the estate or choose to move off the estate. Joint tenants receive one payment. You can spend your homeloss payment as you wish. If you owe the Council money for rent or other costs we will agree this amount with you and this will be taken out of your home loss payment before you receive it.

## The Council will pay your reasonable moving costs

You will receive a moving home payment to help with the reasonable costs of moving. If you have to move to a temporary home and then to your permanent home you will receive a payment for each move. The moving home payment covers things like:

- Disconnecting and reconnecting appliances
- Redirecting mail
- Reconnecting telephone, TV and broadband
- Replacing major appliances if they don't fit in your new kitchen



- Replacing fitted furniture which cannot be moved from your existing home
- Removal costs
- Packing/unpacking costs

## Help with moving

To make your moving day run more smoothly, you will have a dedicated rehousing officer assigned to you and the Council will organise removals for you using a reputable company. You will be given plenty of notice of your move day and packing boxes will be delivered well in advance so that you have time to prepare. Additionally, in most cases we will be able to organise a viewing of your allocated new build property in advance so that you can measure up etc.

Tenants will be supported with their move whether they are moving to a new home being built as part of the new development or moving away from the estate. If you need to move twice your removal costs will be paid twice

## Extra help for those that need it

Vulnerable residents that need additional support will receive further help with the practical arrangements for moving including a packing service.

## Housing that fits your needs

The Council will make sure that you are allocated a home that fits your housing need which is assessed in line with the Council's Social Housing Allocation Policy and Local Lettings Policy. To do this, a dedicated rehousing officer will meet with you six to nine months before your move (virtually or in person) and carry out a full housing needs assessment of your household's individual requirements.

## Your new home will meet your disability or mobility needs

We will make sure that if you need adaptations to your new home, these will be assessed and will be in place at the time you move in. All new homes will have step free access to front doors and building entrances. If you prefer to live on the ground floor, homes will be available for those people with the greatest disability and mobility needs. There will be electrical charging points across the estate for mobility scooters.

## Overcrowded households will be allocated a larger home

Households that are overcrowded will be rehoused in a larger home that fits their housing need, in accordance with our policy.

## Under-occupiers can choose to keep one extra bedroom

Those secure council tenants currently living in a property with more rooms than their housing need are 'under-occupying'. If your household has two or more bedrooms above what it needs, you will be able to keep one extra bedroom above your housing need, when you move to a new home on the estate, if that is your preference.

For example, if you are a single person currently living in a three bedoomed property, you would normally be offered a one bedoomed property based on your housing need, however under this scheme you will be able to move into a two bedoomed home if you wish.

Alternatively, you can choose to be allocated to a home that fits your housing need exactly and be offered further compensation, on top of the £7,100 home loss payment; of an additional £500, as a downsizing payment for every room given up.

## Tenants needing adaptations

In assessing housing needs, the Council will also take into account a tenant's requirements in terms of any adaptations needed, for instance where there are mobility issues and adaptations are recommended by the occupational therapist.

In exceptional cases where your housing need cannot be accommodated on site this will be looked at on a case-by-case basis.

## Tenant preferences

In allocating homes on the new estate, the Council will take residents' preferences into account where possible, such as allocations on lower floors or close to existing neighbours. We will also talk to you about the design, layout and location of your new home and try to match as far as possible what you want. Where this isn't possible we will explain why and look at alternative options. You will also have the opportunity to participate in the design process, working alongside the architects and design team on the plans for the estate, as well as the opportunity to personalise your home with a choice of kitchens, floor coverings and paint colours. We will use our best endeavours to assist you, however the Council is not able to guarantee meeting all individual household preferences.

## Housing options

If you currently occupy one of the houses or bungalows on Elm Grove we will offer you a new high quality maisonette or apartment on the estate as an alternative, or the option to move to another council house in the borough. However, this will depend on your housing needs at the time based on the Council's allocation policy and the availability of a replacement council house elsewhere in the borough.

There are a number of other rehousing options available to you if your preference is to move to another area. This includes options such as Mutual Exchange, the Housing Moves scheme and the Seaside and Country Homes schemes. We can also work with other local authorities to facilitate reciprocating home swap arrangements where this is available. However, other authorities are under no obligation to participate in these schemes, or may not have the type of accommodation you need or tenants who want to move to Sutton.

## Housing designated for older people

Sutton Council has several properties away from the estate that are designated for older residents. If you are aged 55 or over you may be eligible for one of these properties if you prefer, subject to availability. If you are interested in this option, we will help you to bid for these properties through the Choice Based Lettings system. Tenants from the estate will have priority banding on the system.



## 'Split' households

In some instances, the Council may consider providing two separate homes for households that are willing to split in return for trading down in property size. For example, a household due to be moved with an adult child may consider applying for a split into separate households to be allocated 2 x 1 bedoomed flats.

Alternatively, we can consider options for a larger home with separate bedrooms for adult children where this is appropriate.

## Estate Parking

We will prioritise the allocation of parking for existing residents, however this will depend on the amount of parking available and an assessment of need, such as where residents require access to a parking space because they have a Blue Badge.

# RESIDENT HOMEOWNERS

**The Council will need to buy back all leasehold and freehold homes, over time, to allow the redevelopment to take place.**

The Council understands that this might be unsettling for you but wants to reassure homeowners that it will provide a fair deal, and timely information, including plenty of notice of any key dates that need to be planned for. There will also be affordable options to stay on the new estate if you wish.

## Compensation

The Council will pay homeowners compensation on top of the market value of their property, in line with the statutory requirements, as set out below.

If you are a resident homeowner, that is a leaseholder or freeholder who has been resident in the property for more than 12 months when it is bought back:

1. You will be entitled to the full market value of your property plus a homeloss payment which is set at 10% of the value of your home, subject to a maximum of £65,000. The maximum amount is set by the government on an annual basis every October.
2. The Council will also pay for other reasonable costs that you incur when moving home. These are known as 'disturbance costs' and might include:
  - Surveyor's fees
  - Legal fees in connection with the sale of your property to the Council
  - Legal fees incurred in connection with the purchase of the home that you move to
  - Stamp Duty Land Tax (SDLT) payable on the purchase of the new home, up to the amount that would be payable on an equivalent home
  - Removal costs

- The costs of any fixtures and fittings or electrical items which cannot be moved and it is reasonable to replace
- Costs transferring utilities/ mortgage etc

If you are a non-resident homeowner, that is a leaseholder or freeholder that has not been resident for 12 months before it is bought back, you will be entitled to the full market value for your property and a basic loss compensation payment of 7.5% of the value.

## Purchase by agreement

The Council will instruct an independent qualified surveyor, who is a member of the Royal Institution of Chartered Surveyors (RICS) to prepare a valuation of your home. Typically, the Council will start the process of buying back your property approximately 18 months before the redevelopment of your block begins or earlier in certain circumstances (see section 'Flexibility of timing of buy backs' below). However, if your preference is to move off-site sooner, we can begin the buy-back process with you once there is a 'YES' vote and the Council approves this decision.

The Council's valuer will visit to inspect the property at a time to suit you and you will be contacted in advance to ensure that the visit is COVID-secure. The valuer will take into account the internal condition and any internal improvements to the property such as new bathrooms and kitchens. You will then receive a written offer from the Council. If you disagree with its valuation the Council will reimburse you for the reasonable costs of appointing your own independent RICS valuer to get a second opinion.

The Council's objective is to purchase leasehold and freehold property by agreement where possible and will work with homeowners to find a solution that is mutually acceptable. However, if residents vote in favour of redevelopment, the Council may pursue compulsory purchase powers to use as a fall back to ensure that the new development can be delivered.

## Affordable options for resident homeowners to buy a new home on the estate

Some homeowners may wish to make their own arrangements when they have agreed a valuation for their existing home and simply purchase a replacement property on the open market in the borough or elsewhere. However, the Council would like all resident homeowners to be able to remain on the estate and move into one of the new properties if they wish. The Council will provide assistance in the form of a number of homeswap options for shared equity and shared ownership property, to help those current resident owners who may otherwise find it difficult to buy one of the new properties outright. The option available to resident homeowners include:

- A Buy a new home outright
- B Buy 80% of a new home with 20% gifted to you by the Council
- C Buy a share of a new home with the Council as a silent shared equity partner
- D Part buy / part rent a new shared ownership home
- E Buy a home on the open market with the Council as a silent shared equity partner
- F Buy a new home on another Council regeneration site
- G Take up an offer of affordable rented accommodation



### A. Homeswap Options A - Buy a new home outright

This option is available to resident homeowners able to purchase 100% of a new home outright by paying the full value of the new home.

Where the value of the new property is higher than the value of the existing property, you would need to invest the proceeds from the sale of your existing home (purchased by the Council at market value) and if necessary all or part of your homeloss payment. You may also need to make up any shortfall in value through a lump sum contribution.

**B. Homeswap Option B - Buy 80% of a new home with 20% gifted to you by the Council**

This option is where the value of your existing home is less than the value of a similarly sized new home on the estate but you would still be able to become an outright owner with the help of the Council giving you an amount of equity for free.

You would pay 80% of the market value of the new home, with the Council giving you the remaining 20%, meaning you would own the property outright. The gifted equity would only need to be paid back if the property is sold within 10 years.

You would need to invest the proceeds from the sale of your existing home (purchased by the Council at market value) and if necessary, all or part of your homeloss payment to meet the 80% threshold. Depending on your circumstances you may also need to make up any shortfall in value through a lump sum contribution.

No rent is payable under this option and any service charges would be your responsibility.

The amount to be repaid to the Council if the property is sold within 10 years would be based on the market value of the property at the time, and in accordance with the sliding scale repayment terms below:

- If the property is sold before year 1, you pay back 100% of the gifted equity
- If the property is sold in year 1, you pay back 90% of the gifted equity
- If the property is sold in year 2, you pay back 80% of the gifted equity
- If the property is sold in year 3, you pay back 70% of the gifted equity
- If the property is sold in year 4, you pay back 60% of the gifted equity
- If the property is sold in year 5, you pay back 50% of the gifted equity
- If the property is sold in year 6, you pay back 40% of the gifted equity

- If the property is sold in year 7, you pay back 30% of the gifted equity
- If the property is sold in year 8, you pay back 20% of the gifted equity
- If the property is sold in year 9, you pay back 10% of the gifted equity
- If the property is sold in year 10, you pay back 0% of the gifted equity

In exceptional circumstances, the Council may use its discretion in applying the sliding scale repayment terms, such as where an owner is required to sell their new home before 10 years, in order to fund a move to a residential care home due to health reasons.

**C. Homeswap Option C - Buy a share of a new home with the Council as a silent shared equity partner**

This option is where the value of your existing home is less than the value of a similarly sized new home on the estate, but you will still have the opportunity to buy a new home on a shared equity basis. You will need to buy between 50% and 80% of the value of the new home and the Council would own the remaining share in the property as a 'Silent Partner'.

You would need to invest the proceeds from the sale of your existing home (purchased by the Council at market value) and if necessary, all or part of your homeloss payment to meet the 50% - 80% threshold. Depending on your circumstances you may also need to make up any shortfall in value through a lump sum contribution.

You will not pay any rent on the Council's share, but service charges would be your responsibility.

The Council would receive the value of its share when the property is sold, based on the market value of the property at the time.

Over time you could also purchase further shares in the property up to 100% to become the outright owner. The cost of increasing the share (staircasing) will depend on the market value of the property at the time.

#### **D. Homeswap Option D - Part buy / part rent a new shared ownership home**

This option is where the value of your existing home is less than the value of a similarly sized new home on the estate, however due to financial circumstances you are unable to re-invest the full value of your current home to afford a new home under options A, B, C or E. In this instance you could buy the alternative option of a new shared ownership property.

You would need to invest a smaller percentage of between 25% and 50% of the value of the new home. This would mean that the Council would need to charge a standard shared ownership rent on its remaining share. Service charges would be your responsibility.

Over time you could also purchase further shares in the property up to 100% to become the outright owner. The cost of increasing the share (staircasing) will depend on the market value of the property at the time.

#### **E. Homeswap Option E - Buy a home on the open market with the Council as a silent shared equity partner**

This option is for resident homeowners who would prefer to move off-site and buy a home on the open market. Where the value of your existing home is less than the value of a similarly sized property on the open market, you could still buy the property on a shared equity basis. You will need to buy 90% of the value of the property and the Council would own the remaining 10% share in the property as a 'Silent Partner'.

You would need to invest the proceeds from the sale of your existing home (purchased by the Council at market value) and if necessary, all or part of your homeloss payment to meet the 90% threshold. Depending on your circumstances you may also need to make up any shortfall in value through a lump sum contribution.

The valuation of the open market property must not be more than 10% above the value of your current home.

#### Example

So if your current home is valued at £300,000, your replacement home should not exceed £330,000 (ie £300,000 + 10% (£30,000) = £330,000).

Any service charges would be your responsibility and the Council would receive the value of its share when the property is sold, based on the market value of the property at the time.

#### **F. Homeswap Option F - Buy a new home on another Council regeneration site**

This option is available to residents where your existing property type (i.e. such as a house) is not being developed on the new estate, but is on another Council regeneration site. Homeswap Options A, B, C & D can be applied to this option

#### **G. Option G - Take up an offer of affordable rented accommodation**

For exceptional circumstances where a resident homeowner is unable to buy a new home under one of the other Homeswap options, the Council will consider offering a council tenancy, particularly in the case of vulnerable residents.

#### **Flexibility on timing of buy backs**

Any redevelopment of the estate will be phased over a number of years, however discussions about the sale of your property will begin soon after the ballot result and council decision if there is a 'YES' vote.

Normally if your property is in a later phase there is no urgency for the Council to complete the purchase of your property, and we would approach you about this approximately 18 months before it is needed. However, if you want to sell your property early to facilitate a move off-site, then we will agree to that request and work with you to complete the purchase as quickly as the valuation and legal process will allow.

# TENANTS IN TEMPORARY ACCOMMODATION

**If you are a tenant in temporary accommodation provided by the Council (non secure), we will help you to move to suitable alternative accommodation that fits your housing need and will always act fairly and in line with good practice.**

Tenants in temporary accommodation who have been on the housing register for more than a year are eligible to vote in the ballot.

The Council understands that this can be an unsettling time but wants to reassure you that it will provide regular, open, transparent, and timely information to residents including plenty of notice about the programme and any key dates that need to be planned for. The Council will redevelop the estate in phases, so most residents will not need to move out immediately.

If the redevelopment goes ahead, the Council intends to build a large number of additional council homes on the estate, in addition to re-providing homes for the current council tenants.

## A right to a new home

If you are in temporary accommodation you will be given Band A High Priority Housing Status and offered a new council home on the estate if you meet the following criteria:

1. Have lived on the estate for at least one year before the date that this Landlord Offer is published,
2. Are accepted for, and owed the main homelessness housing duty under s193 Housing Act 1996, and
3. Are eligible to join the housing register (i.e. behaved in a 'tenant like manner' etc.)

You will have a right to a new council home on the estate or a different council or housing association home in Sutton. You will be assessed for a property that fits your housing needs in line with the Council's Housing Allocation Policy.

## Your new tenancy and rent

You will become a new council tenant on an introductory tenancy for a period of 12 months, followed by a secure tenancy after satisfactory completion of this probationary period. Your home will be let at the 'London Affordable Rent' appropriate to that new home.

## Your housing choices

You will be able to choose from either:

- A permanent move to a new council home that we build for you on the new estate,
- A choice of a permanent council or housing association property off the estate, or
- An out of borough home (council or housing association) where this may be possible

If you prefer to move off-site, we will try to facilitate this by giving you your priority band A housing status on the Council's Choice Based Letting system, at least six months before you need to move. You will be able to bid for properties that you are interested in across the borough and, if you need us to, council officers will help you to use the system. Where possible we will also work with other local authorities and housing associations to facilitate an out of borough move if that is your preference.

## The Council will remain your landlord if you stay on the estate

The Council will be the landlord of your new home on the estate and you will remain a tenant of the Council.

## Moving temporarily if necessary

Most tenants will only have to move once, but some tenants may have to move temporarily while we build a home for them on the site. If you have to move temporarily because your new home is not ready for you, we will make sure you have a suitable temporary home for the time you need it. We will help to find a

temporary home in another council property that is as close as possible to your work, schools and family or friends, so that you don't have to change your life while you are living in your temporary home.

## **You are entitled to a £7,100 homeloss payment for moving**

You will receive a £7,100 statutory home loss payment when you move to your new permanent home. This amount is decided annually by the government and reviewed every year, so may be higher at the time you move. This is payable whether you move to one of the new properties on the estate or choose to move off the estate. Joint tenants receive one payment. You can spend your homeloss payment as you wish. If you owe the Council money for rent or other costs we will agree this amount with you and this will be taken out of your home loss payment before you receive it.

## **The Council will pay your reasonable moving costs**

You will receive a moving home payment to help with the reasonable costs of moving. If you have to move to a temporary home and then to your permanent home you will receive a payment for each move. The moving home payment covers things like:

- Disconnecting and reconnecting appliances
- Redirecting mail
- Reconnecting telephone, TV and broadband
- Replacing major appliances if they don't fit in your new kitchen
- Replacing fitted furniture which cannot be moved from your existing home
- Removal costs
- Packing/unpacking costs

To make the moving day run more smoothly you will have a dedicated rehousing officer assigned to you and the Council will organise removals for you using a reputable company. You will be given plenty of notice of your move day so that you have time to prepare.

If you choose to move off the estate, you will be given priority banding on the Council's Choice Based Letting system six months before your move. You will be able to bid for properties that you are interested in across the borough.

This offer is not open to lodgers or residents who are not considered to be part of the tenants' household

Temporary accommodation tenants will be supported with their move whether they are moving to a new home being built on the new development or moving away from the estate.

## **Help for temporary council tenants living on the estate less than a year**

The Council is committed to offering continued support to residents living on the estate for less than a year to find a replacement home.

Therefore, the Council will:

- assign a case worker to you to relocate you to alternative accommodation in the borough
- provide a tailored housing advice service to explain accommodation options
- commit to an ongoing communication process, so that affected tenants will know which phase they are in and the likely date that their property will be needed for redevelopment, so they will have a lot of time to plan their move

It will be some time before anyone needs to move but if you would like to discuss your individual situation and understand how we might be able to help you in the future, please phone the Encompass Homeless Prevention Team on 020 8770 5000.

# PRIVATE RENTERS

If residents vote ‘YES’, and the Council approves the redevelopment proposal, the Council will buy back homes that are privately owned on the estate so that the existing buildings can be demolished, and new homes built.

This means that private landlords will need to ask their tenants to move out of their homes before the Council buys them back.

The Council understands that this can be an unsettling time but wants to reassure you that it will provide regular, open, transparent, and timely information to landlords and their tenants, including plenty of notice about the programme and any key dates that need to be planned for. We will act fairly in line with good practice.

The Council will redevelop the estate in phases, so most residents will not need to move out immediately. In most cases, the Council will buy back before the phase of development is about to begin, however this could be earlier if your landlord decides to sell their property back to the Council earlier.

This allows the landlord to give you two months’ notice when they need you to vacate. If you are a private renter, you are likely to be renting on an Assured Shorthold Tenancy.

If you are a private renter who has been on the Council’s housing register for more than one year when this Landlord Offer was issued you will be eligible to vote in the ballot.



## Help for private renters to find alternative accommodation

Many private renters will manage to arrange alternative accommodation in their notice period, but we are aware that some may find this challenging for various reasons.

The Council is committed to offering relevant support and practical advice to enable affected private renters to find a replacement home.

Therefore, the Council will:

- assist private renters through the Homelessness Prevention Service in order to find alternative and affordable private rented accommodation
- provide a tailored housing advice service to explain alternative accommodation options such as shared ownership or Help to Buy properties.
- support affected residents by signposting local letting agencies, liaising with agencies



## **Private renters on the Council's housing register**

and landlords, helping households to complete applications, and advising on benefit entitlements

- commit to an ongoing communication process so that private renters will know which phase they are in and the likely date that their property will be needed so they will have a lot of time to plan their move

Subject to eligibility, the Council may also be able to provide financial assistance to cover:

- a tenancy deposit,
- the first month's rent and
- reasonable removal costs.

It will be some time before anyone needs to move but if you would like to discuss your individual situation and understand how we might be able to help you in the future, please phone the Encompass Homeless Prevention Team on 020 8770 5000.

The Council is conscious that there may be some private renters on the estate that are on the Council's housing register and that they have been actively bidding for some time.

If the redevelopment goes ahead, the Council intends to build a large number of additional council homes on the estate, in addition to re-providing homes for the current council tenants. If you are on the housing register and using the Choice Based Letting system this should mean there will be more homes to bid for in the future.

If you wish to discuss your individual circumstances and banding please contact the Encompass Homeless Prevention Team on 020 8770 5000.

# THE BALLOT: WHAT HAPPENS AND WHEN

## Who runs the ballot?

If you're eligible to vote, you'll receive your ballot paper directly from Civica Election Services (CES), formerly known as Electoral Reform Services (ERS). CES is an independent company with over 100 years' experience of administering ballots and is the UK's leading provider of election services.

CES has been appointed as the Independent Body to ensure the secure and independent administration of the Elm Grove Estate Residents' Ballot.

## Who can vote?

The ballot is open to ALL RESIDENTS aged 16 and above as long as they fall into one or more of the following criteria:

- Council secure and introductory tenants named as a tenant on the tenancy agreement dated on or before the date the landlord offer is published
- Resident homeowners (leaseholders and freeholders) named on the lease or freehold title who have lived on the estate for at least 12 months prior to the date the landlord offer is published
- Any resident whose principal home is on the estate and who has been on the Council housing register for at least one year.

If a tenancy, lease or freehold title is in more than one name, then all named tenants, leaseholders and freeholders will be eligible to vote.

Voting eligibility is set out by the Greater London Authority (GLA)

## The question

The question you will be asked to vote on is:

**ARE YOU IN FAVOUR OF THE  
REDEVELOPMENT PROPOSAL FOR ELM  
GROVE ESTATE?**

## What a 'YES' vote means

If the majority of residents who vote in the ballot vote 'YES', we will be able to go ahead with plans to redevelop Elm Grove Estate. We will build brand new homes which are the right size, with balconies, terraces or gardens and the new neighbourhood will be designed to reduce antisocial behaviour and crime. A 'YES' vote means that we can access funding to help make all of this possible.

## What a 'NO' vote means

If the majority of residents who vote in the ballot vote 'NO', we won't be able to go ahead with our plans to redevelop Elm Grove Estate. We will continue to meet the repair obligations expected of us as a landlord but we would miss the opportunity to address the significant issues on the estate. If there is a 'NO' vote, the homes on the Elm Grove Estate will be included in the Council's borough wide housing improvement programme. When these improvements might happen will depend on the amount of money available each year and the condition of other homes in Sutton.

## Different ways to vote

- **Post** - return your ballot paper in a pre-paid envelope
- **Online** - online using a unique code
- **Telephone** - by telephone using a unique code

Your ballot paper will detail how to cast your vote.

## The voting process

Your ballot paper will be posted 1st class on 7 February 2022 and you can vote as soon as your ballot paper arrives.



You have until 5pm on 3 March 2022 to cast your vote.

Any votes received by CES after the deadline will not be counted. If you choose to vote by post, please allow enough time for your ballot paper to arrive.

## What to do if you don't receive your ballot paper or if you are away

If your ballot paper doesn't arrive, or if you would like more information about voting, you can call CES on 020 8889 9203 or make an enquiry online at [support@cesvotes.com](mailto:support@cesvotes.com).

## The result of the ballot

The result of the ballot will determine the future of your estate. There is no minimum turnout needed. ‘YES’ or ‘NO’, whichever gets the most votes will win; it’s as simple as that. The redevelopment will only go ahead if the majority of residents taking part vote ‘YES’ in the Residents Ballot. This is why it’s so important that you use your vote.

The ballot is private, CES will never tell anyone how an individual has voted

## What happens next?

CES will post an official confirmation letter to announce the result. This will be approximately one week after the close of voting on 3 March 2022. We will also post the result on the Council’s website. If the result of the ballot is ‘YES’, there will be planning applications and further discussions with residents. Planning permission will mean that the first new homes should be ready to move into in 2026.

## Keeping you involved

If there is a majority ‘YES’ vote from residents, we’ll continue to hold engagement activities and drop-in sessions for you. We will also continue our newsletters and website updates to share the latest information on what is happening.

## Contact us

If you have any questions or need some assistance please contact:

**Sabrina Austin**, Housing Regeneration team Programme Officer  
020 8770 5012 | [sabrina.austin@sutton.gov.uk](mailto:sabrina.austin@sutton.gov.uk)

**Michael Hunte**, Housing Regeneration Manager  
020 8770 4687 | [michael.hunte@sutton.gov.uk](mailto:michael.hunte@sutton.gov.uk)

You can also find out more information about the project by searching Elm Grove Estate Regeneration at:

**[www.sutton.gov.uk](http://www.sutton.gov.uk)**

Please contact the PPCR team if you want **independent advice** and support about what regeneration could mean to you and your family  
020 7407 7452 or FREEPHONE 0800 317 066  
[info@ppcr.org.uk](mailto:info@ppcr.org.uk)

## Difficulty reading this document?

If you have difficulty reading this document because of a disability or because English is not your first language, we can help you.  
Please call Sabrina on 020 8770 5012 or ask someone to call on your behalf.

