



transforming **Mill Farm**

Leaseholder Consultation

Formal consultation by the London Borough of Harrow on the proposed transfer of the freehold of your home to Catalyst Communities Housing Association and the proposed regeneration of the Mill Farm Estate



Dear Leaseholder

The London Borough of Harrow is proposing, subject to the result of a tenants' ballot, to transfer the ownership of all of its homes on the Mill Farm estate to Catalyst Communities Housing Association.

The Council is committed to an open and detailed consultation process with residents about this proposal. We will take into account your initial views on the proposal before proceeding with a formal ballot. To do this complete the card that is included with this document and send it to the Council in the envelope provided. The returned card must arrive by 23 August 2009. We will consider your comments carefully and we will tell you of any changes made as a result of them.

The Council plans to hold the ballot starting late summer 2009. It will be a secret ballot carried out independently of the Council and Catalyst Communities Housing Association. Your vote will remain confidential. We will not proceed further with or make a final decision on the transfer proposal unless a majority of secure tenants who vote in the ballot, vote in favour.

Transfer would require the consent of the Secretary of State at the Communities and Local Government department. The Secretary of State must consider the views of Mill Farm residents with a secure tenancy. The transfer cannot take place without the consent of the Secretary of State. Consent to the transfer may not be given if it appears that a majority of tenants oppose it. However, even if a majority of tenants are in favour the Secretary of State has the discretion to refuse consent on other grounds.

If the Secretary of State gives consent to the transfer, it is intended that the transfer will take approximately six months after the close of the ballot and no later than the 31 March 2010.

Details of the statutory requirements that the Council must comply with are available from Alison Pegg at the Council's Adult and Housing Services department on 0208 424 1933.

The Council has appointed First Call to provide independent advice to residents. First Call has been supporting residents since the first options appraisal in 2007. If you wish to seek independent advice please contact Louis Blair or Mike Tilcock on Freephone 0800 5999419 or email millfarm@first-call-housing.com

Please read on, consider the proposal and let us know your views.

Gwyneth Allen, Divisional Director – Housing Services



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Please call the number below for a large print version of this document, or a summary of this document in your language.

- Albanian** Nëqoftëse gjuha Angleze nuk është gjuha juaj e parë, dhe keni nevojë për përkthimin e informatave të përmbajtura në këtë dokumentë, ju lutemi kontaktoni numërin dhënë.
- Arabic** إذا كانت الإنجليزية ليست لغتك الأولى وتحتاج لترجمة معلومات هذه الوثيقة، الرجاء الاتصال على رقم
- Bengali** যদি ইংরেজি আপনার মাতৃভাষা না হয় এবং আপনি যদি এই প্রচারণাটির তথ্যগুলোর অনুবাদ পেতে চান তাহলে যে ডেলিভারি নম্বর দেওয়া আছে সেখানে দয়া করে যোগাযোগ করুন।
- Chinese** 如果你主要說用的語言不是英語而需要將這份文件的內容翻譯成中文，請打註明的電話號碼提出這個要求。
- Farsi** اگر انگلیسی زبان اول شما نیست و شما نیاز به ترجمه اطلاعات موجود در این مدرک را دارید، لطفاً با شماره داده شده تماس بگیرید.
- Gujarati** જો ઈંગ્લિશ તમારી પ્રથમ ભાષા ન હોય અને આ દસ્તાવેજમાં રહેલ માહિતીનો તરજુમો (ટ્રાન્સલેશન) તમને જોઈતો હોય તો કૃપા કરી જણાવેલ નંબર ઉપર ફોન કરો.
- Hindi** यदि आपको अंग्रेजी समझ नहीं आती और आपको इस दस्तावेज में दी गई जानकारी का अनुवाद हिन्दी में चाहिए तो कृपया दिए गए नंबर पर फोन करें।
- Panjabi** ਜੇ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਸਮਝ ਨਹੀਂ ਆਉਂਦੀ ਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚ ਦਿੱਤੀ ਗਈ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜਮਾ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਦਿੱਤੇ ਗਏ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ।
- Somali** Haddii Ingiriisku uusan ahayn afkaaga koowaad aadna u baahan tahay turjumidda xog ku jirta dokumentigan fadlan la xiriir lambarka lagu siiyey.
- Tamil** ஆங்கிலம் உங்கள் தாய்மொழியாக இல்லாதிருந்து இப்பத்திரத்திலிருக்கும் தகவலின் மொழிபெயர்ப்பு உங்களுக்கு தேவையப்பட்டால் தயவுசெய்து தரப்பட்ட தொலைபேசி எண்ணில் தொடர்பு கொள்ளவும்.
- Urdu** اگر انگریزی آپ کی مادری زبان نہیں ہے اور آپ کو اس دستاویز میں دی گئی معلومات کا اردو ترجمہ درکار ہے، تو براہ کرم دیے گئے نمبر پر رابطہ کریں۔

Telephone: 020 8424 1933



Section 1

The Vision for Mill Farm Close

The London Borough of Harrow has been working with the residents of Mill Farm Close since 2007 on the best way to improve the estate. With residents we have identified the need to provide homes that are of the best quality and repair and to improve access to better opportunities such as play facilities, work and training and youth activities. The residents, the Council and Catalyst Communities Housing Association (CCHA) agree that they want the estate to be a place where people choose to live in a supportive community with opportunities for young and old alike to make the most of their lives.

If tenants vote for this proposal, and the Secretary of State at the Communities and Local Government department gives consent, the estate will transfer to CCHA. CCHA proposes to invest about £32 million into the redevelopment of the estate over a five year period.

In consultation with residents of Mill Farm Close, CCHA has drawn up proposals to demolish all of the existing homes on the estate and replace them with new, modern homes. There would be a better mix of housing to include some large four and five bedroom properties as well as purpose built wheelchair homes. All of the new homes would be built to high standards and be significantly more energy efficient. All in all the design proposed would improve the look and feel of the whole area.

The key benefits of the transfer, if it goes ahead, would be:

- A proposed major regeneration programme for Mill Farm Close which will see the demolition and rebuilding of all the existing rented homes on the estate
- Provision of some large family houses to meet current and future housing needs. All new homes will be to Lifetime Homes standards and 10% of the rented housing will be fully wheelchair accessible
- Mill Farm Close would be a more attractive neighbourhood with the provision of play facilities, better amenity space and private gardens for the houses and ground floor flats

In Section 1 we explain the vision for Mill Farm and the key benefits of the transfer proposal



Jacky Fineman
Chair of the Resident Steering Group

- The provision of an efficient and responsive service in the day-to-day management of homes, estate and communal facilities
- Protection of your key rights guaranteed through a contract, enforceable by law between the Council and CCHA and by a new assured tenancy agreement
- Direct involvement of residents in decisions about the redevelopment of the estate and the management and maintenance of the homes through the introduction of the Mill Farm Estate Forum. Residents from Mill Farm will also have the opportunity to be represented on the Group Residents Forum and stand for election to the Catalyst Board
- CCHA has set aside a sum of £250,000 to develop training and employment opportunities during the regeneration works, and will consult the Estate Forum about how this should be used. (This sum could provide (at least) six modern apprenticeships in construction, offering local people a mix of in-college training and on-site work experience, and preparing them for a career in construction)

The Council considers the proposal is a great opportunity to deliver the vision for the estate that has been developed from listening to the wishes and aspirations of residents. If tenants vote for the proposal and the transfer goes ahead, the Council would enter into a legal agreement with CCHA. This would ensure that CCHA delivers the promises set out in this document.

Message from the Resident Steering Group

We have been working with the Council and CCHA to develop the plans for Mill Farm. We have had lots of meetings to look at design, the types and mix of housing that will be developed, how the homes will be allocated and the compensation tenants and leaseholders will get, the proposed rents and how the estate will be managed in the future. First Call has given us independent advice on all the issues we have discussed.

We feel that the proposed transfer of the estate to CCHA and redevelopment plans meet many of the aspirations Mill Farm residents have to improve both the home and environment. In addition there will be increased opportunities to participate in training and employment schemes.

We urge you all to read this document and make your comments. The transfer of the estate and the redevelopment can only go ahead if the majority of tenants voting, vote in favour. Please make every effort to vote.



Section 2

The London Borough of Harrow's Transfer Proposal



2.1 About the Transfer Proposal

The Council wishes to transfer all homes in Mill Farm Close to CCHA. This will enable the complete redevelopment of the estate with the provision of new affordable homes that will exceed the current Decent Homes standard. It will also provide a better mix of housing to include larger family homes for rent to meet the needs of overcrowded tenants. Finally it will also enable the creation of other opportunities such as employment, training and youth activities.

CCHA is also a Registered Social Landlord. Registered Social Landlord is the name given to housing associations which are registered with the Tenant Services Authority (TSA). In this document we will use both these terms which mean broadly the same thing. There is more information about CCHA in Section 3.

Details of the planned redevelopment programme are included in Section 5. It is proposed that the work will be completed within 5 years from the date of transfer (anticipated to be February 2010).

Section 6 sets out how the proposals for Mill Farm will affect leaseholders and what is being offered to leaseholders who will be required to sell their properties to CCHA. Section 7 sets how leaseholders rights are affected.

The Council is committed to open and detailed consultation with all secure tenants and leaseholders on the estate about this proposal. Subject to residents views the Council intends to hold a secret ballot commencing in September 2009 when you will be invited to vote on the proposal.

The Council believes that this transfer proposal is in the best interests of the residents of Mill Farm Close, but it will be for you to make that decision.

In Section 2
we explain
why the Council
is proposing
to transfer
Mill Farm to
Catalyst
Communities
Housing
Association

We have involved residents in making decisions about the future of the estate in a number of stages



2.2 A partnership with residents

The Council has been working with the residents of Mill Farm Close since 2007 to agree the best way for improving and transforming the estate. We have involved residents in making decisions about the future of the estate in a number of stages.

Phase 1

During May – September 2007 we asked residents what improvements they wanted for the estate and then looked at the options available to do them. These ranged from basic refurbishment of the existing homes to a complete redevelopment of the estate. We also considered how the Council would pay for the options. We held open meetings, drop in events and sent out newsletters inviting comments on the options.

At the end of Phase 1 most residents who expressed a preference wanted to consider a full redevelopment option for the estate even if the only way to pay for this was to transfer it to a housing association. Consultants employed by the Council also confirmed that a redevelopment option involving the transfer of the estate to a housing association would be the best solution for comprehensively improving the estate taking into account the limited funding available to the Council.

Phase 2

The next phase involved selecting a preferred housing association partner through a competitive process. A resident steering group was set up to work with the Council in inviting and assessing proposals from housing associations. This included assessing the proposed design of the new estate, agreeing the level of housing management services to be provided and the long term arrangements for involving tenants in the running of the estate.

The competitive selection process took place between April – August 2008. The resident steering group were involved in drafting the tender documents and then in assessing the bids received. All residents were invited to view and comment on the proposals submitted by the final four housing associations at a drop in event. Representatives from the resident steering group were on the interview panel.

CCHA was unanimously selected by the Council, the Resident Steering Group and the Council's consultants as the preferred housing association to take forward the proposals for Mill Farm.



Phase 3

Since December 2008 residents have been working with CCHA and the Council to develop the detailed proposals which are set out in this document. This has been done through a range of meetings, drop in events, newsletters, door to door surveys and the setting up of a website.

2.3 Reasons for Proposing Transfer

An options appraisal carried out in 2007 identified that significant investment in the estate was needed to bring the dwellings up to the government's minimum decent homes standard, to address structural problems affecting the condition of the blocks and to carry out other improvements including soundproofing the blocks, providing improved lighting, fencing, play areas and introducing door entry systems.

The options appraisal also noted that the Council had identified a need to convert 18 bedsits on the estate into 9 two bedroom flats.

The Council and residents have agreed there is a need to tackle all of the above issues, not just the Decent Homes works and that this would need about £4.4 million. The Council does not have access to the funding to enable it to take a comprehensive redevelopment forward. Having considered all of the options transfer of the estate is the best available solution to meet the vision for the estate agreed by the Council and residents.

2.4 Why can't the Council invest what is needed?

The LB Harrow has limited resources to invest in its existing housing estates and must consider the competing requirements on its resources arising from the need to maintain and improve all its dwellings.

Undertaking the redevelopment proposed for Mill Farm will require significant government subsidy, which is currently available to housing associations like CCHA but not to Councils to the same extent. Without this subsidy it will not be possible to fund the proposals set out within this document.

2.5 Why would CCHA be able to invest what is needed?

CCHA is able to get the subsidy needed by applying for grant funding from the Homes and Communities Agency towards the cost of developing the new affordable homes. Housing associations also have more freedom to borrow money to pay for the works and they can also build some homes for sale and use the profits to subsidise the affordable rented housing.





If necessary the Council will enforce the agreement by taking legal action to ensure that all the promises and rights are honoured

2.6 The continued role of the Council after transfer

If the transfer proceeds, the Council and CCHA will enter into a contract that will deal with all matters relating to the transfer of the properties.

The legal transfer of the estate from the Council to CCHA will include clear and legally binding obligations to ensure that CCHA would provide all that is being promised to you, the leaseholder, in this consultation document.

If necessary the Council will enforce the agreement by taking legal action to ensure that all the promises and rights are honoured.

The Council would regard itself as having a continuing commitment on behalf of residents collectively to enforce the agreement.

The Council would act reasonably and in good faith in responding to requests from residents collectively that the agreement should be enforced and in deciding whether to take legal action against CCHA if they were not carrying out their obligations under the Contract.

2.7 The Formal Consultation Process

There is a formal consultation process with tenants which has now started. Although the Council is not legally required to formally consult leaseholders it is accepted good practice to do so. This document begins a formal consultation process with leaseholders.

When you have considered the document please fill in the response form enclosed and post it in the pre-paid envelope provided. Please let us have your comments by 23rd August 2009. The Council will consider all the comments made and advise you of any significant changes made to the proposal since sending you this document.

Finally it is proposed that for a three week period, beginning in September 2009, you will have the opportunity to vote on whether or not you wish the Council to transfer the Mill Farm estate to CCHA.



2.8 The Ballot

Subject to the results of this first stage consultation, it is the Council's intention to conduct a ballot.

Only secure Council tenants living in Mill Farm Close are legally entitled to vote in the ballot. However, the Council has decided that it will also seek the formal views of leaseholders in accordance with good practice and therefore hold a separate ballot of leaseholders. Although the Council will give careful consideration to the views of leaseholders, it will not be bound by the outcome of the leaseholders' ballot. Temporary tenants and licensees are not entitled to vote.

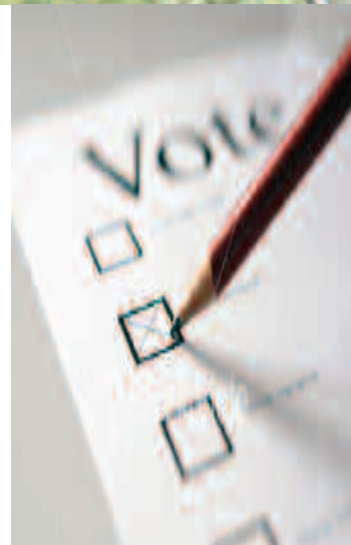
The ballot will be conducted on behalf of the Council by Electoral Reform Ballot Services, an independent organisation, which is part of the Electoral Reform Society.

The ballot will be conducted in secret and by post over a three week period. A ballot paper will be sent to all eligible leaseholders. There will be one vote for each leaseholder in Mill Farm Close. If you are joint leaseholders, each one will have a vote.

There will be a number of ways in which you can vote. You will be sent a ballot paper which you can return in a pre-paid envelope. Alternatively you may be able to vote by phone, internet or text.

The Council will only proceed with the transfer if the majority of tenants voting at the ballot vote in favour of the proposal.

The Council will ensure the ballot process is as easy as possible for elderly or disabled people as well as for those who do not use English as their first language.





2.9 Formal Consultation timetable

DATE	EVENT
Stage One Formal Consultation Period July 2009	The Council has issued the formal consultation documents, of which this document forms a part which starts the Stage 1 Notice Period. A programme of resident consultation will continue which will include events and home visits. Residents are asked to feed back their views to the Council during this period.
End of Stage One Formal Consultation Period August 2009	The Council and CCHA consider comments from residents. They will meet with resident representatives and First Call to discuss how these should be taken into account.
Stage 2 Notice Period begins August 2009	The Council will send a letter to tenants which will <ul style="list-style-type: none"> • Confirm if the Council is to proceed and set out any significant changes made to the proposals set out in the Offer documents • Advise that objections must be made to the Communities and Local Government department within 28 days • Remind you that the Government will not approve the transfer if it appears that the majority of tenants are opposed to the transfer
Ballot September 2009	Ballot of tenants and leaseholders will be conducted by an independent organisation which is called Electoral Reform Services over a three week period.
Ballot result September 2009	Result of the ballot declared by Electoral Reform Services
Transfer February 2010	Proposed time of transfer to CCHA (if the tenant vote is positive and the Secretary of State consents)



2.10 What happens if the transfer does not go ahead?

If the transfer does not go ahead you would remain a leaseholder of Harrow Council and the Council would keep its responsibilities as your freeholder. If tenants vote against transfer it will not be possible for the Council to carry out the proposed redevelopment programme.

The Council would seek to address urgent health and safety repairs from its limited capital budget and to continue normal arrangements for day-to-day repairs and limited works. The Council would have to consider how the Decent Homes improvements could be funded as currently the Council's Decent Homes investment programme excludes works to Mill Farm Close.



Section 3

Catalyst Communities Housing Association

In Section 3 we explain who Catalyst Communities Housing Association is and how they are managed

3.1 What is a Housing Association?

A Housing Association is an independent not for profit organisation that provides affordable homes for people in housing need. Any profit made from the Association's activity is re-invested into its work and used to maintain existing homes and to help finance new ones. Housing Associations are now the UK's major provider of new homes for rent and many also run low cost home ownership schemes such as shared ownership to help people who cannot afford to buy their own homes outright.

3.2 Who is Catalyst Communities Housing Association?

CCHA owns and manages over 10,000 homes across west London and the Thames Valley, with management services provided from three regional offices in Ealing, Reading and Oxford. CCHA works with communities to provide a comprehensive range of services, including general needs housing, large scale regeneration schemes including building for outright sale, sheltered and special needs housing, residential care homes, low cost home ownership, and key worker accommodation.





CCHA is a member of the Catalyst Housing Group (CHG) which provides more than 17,000 affordable homes in London and the South East. The Group structure means that CCHA is able to retain its local identity and provide localised services whilst benefiting from economies of scale and central support. Other Group members are Brent based Fortunegate Community Housing and Kensington Housing Trust.

As a Housing Association and Registered Social Landlord (RSL) CCHA is accountable to its residents, boards of management, its funders, the Homes and Communities Agency (HCA), Tenants Services Authority (TSA) and Audit Commission. The Housing Corporation consistently gave CCHA the maximum four 'green lights' for performance and awarded them Development Partner Status. In its recent inspection the Audit Commission awarded CCHA a 2* rating (out of 3) with promising prospects for improvement.

CCHA has successfully completed, or is currently undertaking, six major regeneration schemes, most notably the Page Road estate in Hounslow and the Church End and Roundwood estates in Brent. Their regeneration experience reflects not just their development expertise and financial strength, but their long term commitment to community development, training and employment, resident involvement and achieving excellent housing management services. CCHA know that regeneration does not come to an end when the last new home is completed – and that they must make a long term commitment to working with those who live there in order to build a sustainable community where people choose to live now and in the future.

3.3 How is CCHA managed?

CCHA is governed by a voluntary Board of Management, including four residents, chaired by Jane Carlton Smith. Day-to-day operations are carried out by a team of dedicated and highly skilled staff led by Managing Director John Foxall. John sits on the Group Leadership Team which meets weekly and is chaired by the Group Chief Executive Rod Cahill. The Group is committed to the highest standards of governance, accountability and probity.

CCHA's latest Audit Commission inspection noted:

“There is effective leadership that encourages good performance and staff are valued and supported. The Managing Director works in an open and highly accessible way. He had four away days for his management team in the past year and sets a culture of trust and responsibility across the organisation.”

CCHA is a member of the CHG which provides more than 17,000 affordable homes in London and the South East



CCHA has a strong track-record of involving residents, formally and informally, in the management of their homes and neighbourhoods

3.4 How will Mill Farm residents be represented at the CCHA board?

CCHA has a strong track-record of involving residents, formally and informally, in the management of their homes and neighbourhoods. CCHA was the first Housing Association in London to receive the Matrix quality standard award for its resident participation services. Catalyst residents also benefit from the support of a dedicated Resident Involvement Manager and are represented at all levels of governance within the Group. CCHA supports residents' associations both practically and financially and residents from Mill Farm Close/Pinner Hill TRA will be similarly supported. Residents' associations have representatives on the Group Residents' Federation (GRF) whose key objective is to enable residents from across the Catalyst Housing Group to meet to compare experiences and share information. The GRF has recently taken on a scrutiny role enabling resident representatives to look in depth at different service areas and to recommend change. Residents comprise one third of CCHA's Board (three tenants and one leaseholder) and the Chair of the GRF sits on the Group Board of Management.



Section 4

How will the regeneration of Mill Farm be funded?

If tenants vote in favour of the transfer to CCHA, the estate will be transferred no later than the 31 March 2010.

Before the estate is transferred, the Council will ensure that CCHA has available all the funding it needs to enable the proposal to go ahead. A business model has been prepared by CCHA and this has been checked by the Council's consultants to make sure all the assumptions made are valid and reasonable at the present time. The redevelopment programme is estimated to cost £32 million.

CCHA proposes to fund the redevelopment of the estate as follows:

- They will invest proceeds from properties earmarked for sale which is currently estimated to be around £11 million.
- They will borrow around £10 million. CCHA already has borrowing facilities in place for this.
- They will apply for government grant from the Homes and Communities Agency of around £11 million to support the development of the new rented housing.
- Rental income from tenants on the estate.

The Council is providing the land at nil cost to CCHA, as its contribution to the redevelopment of the Mill Farm estate. Other than this the Council is not in a position to provide any other subsidy to fund the redevelopment proposal.

In Section 4 we explain how the regeneration of Mill Farm will be funded



Section 5

The Regeneration Proposals



In Section 5 we explain in detail the proposed plans for Mill Farm, the proposed layouts for the new rented housing and the phases in which it would be built

This section sets out the redevelopment that CCHA propose to undertake to regenerate the Mill Farm estate. The redevelopment could only go ahead if the estate is transferred to CCHA.

The proposed redevelopment is subject to planning permission and other consents and may change as detailed design is completed through consultation with residents. However CCHA are committed to providing the mix of housing agreed with residents to the space and quality standards described below.

5.1 Creating the Vision

Our vision for Mill Farm Close is 'to create a balanced community in an environment people enjoy and are proud to live in'.

Our aims are to:

- Ensure great design
- Build an environment we are all proud of
- Improve energy efficiency
- Improve security
- Build a range of tenures
- Provide well designed amenity space
- Provide more spacious homes
- Maintain car parking rates
- Give pedestrians priority over traffic
- Create opportunities for local employment
- Provide private outside space and gardens
- Introduce youth activity areas
- Introduce young children activity areas
- Create quality communal open space





History of Resident workshops

CCHA and PTE architects held eight design workshops with Mill Farm residents, where residents helped to design the new homes. The workshops were also used to show design progress to residents and get their feedback as the design progresses.

In the design workshops the architects discussed the new masterplan with residents and tried to create the best design, both in plan and in 3 dimensions. Residents commented on the internal layouts of flats and houses and helped to find the best arrangement, making sure the new homes will be a huge improvement on the existing ones. Residents also looked at the external appearance (what it will look like) and the different options for the building materials that could be used.

It was a valuable process and helped the architects to understand what is important to residents about their living environment.

5.2 The Masterplan

A new 'street' would lead directly into the heart of the regeneration – a new 'Green'. The "Green" would be overlooked by both houses and flats. Smaller character areas would open off the 'green' called 'The Close, The Mews and The Courtyard each surrounded with a mix of flats and houses.



Our vision for Mill Farm Close is 'to create a balanced community in an environment people enjoy and are proud to live in'



All new homes would be bigger than an existing flat with the same number of bedrooms on Mill Farm Close



The masterplan has been designed to:

- provide houses with private gardens for rent, sales and shared ownership
- flats with private gardens or balconies for rent, sale and shared ownership
- provide a safe and secure neighbourhood
- a well used and well overlooked new public 'green'
- new back gardens are located back to back with existing neighbouring back gardens
- create new homes that match and enhance residents' lifestyles
- integrate Mill Farm Close into the surrounding area

5.3 How residents will be involved in the ongoing design process

The masterplan will continue to be developed in detail to form the planning submission in regular consultation with Mill Farm residents at meetings and other consultation events.

5.4 New Homes

The overall feel of the new housing would be of two and three storey houses. The small blocks of flats would rise to four storeys and have been carefully located to form features in key places in the new layout.

The proposal would provide 165 new homes: 67 houses and 98 flats. Of this 86 new homes, of which 35 are new houses, replace the existing 86 rented flats. The houses would be two or three storey and all have a private garden. The flats would be arranged in small blocks of between 8 and 17 flats. Ground floor flats would have a private garden/patio and upper floor flats would have generous balconies.

The numbers and mix of housing proposed will not be varied without the agreement of the Council.

Numbers and space standards for homes for rent

All new homes would be bigger than an existing flat with the same number of bedrooms on Mill Farm Close. In the new scheme the smallest units being built would be one bed flats not bedsits.

Please note that the number of homes proposed reflects the type of properties needed by residents living on the estate following the housing needs survey carried out in January 2009. It also reflects the current and future demand for large family housing. The number of 1 bed room flats is less than currently provided and therefore where existing residents of 1 bed flats have expressed a wish to move elsewhere in Harrow the Council will work with CCHA to enable this to happen.



TYPE		Area	Number
1 bed flat	2 person	50 sq metres	20
2 bed flat	4 person	75 sq metres	29
3 bed flat	5 person	95 sq metres	2
3 bed house	6 person	110 sq metres	22
4 bed house	8 person	115 sq metres	9
5 bed house	9 person	125 sq metres	4
TOTAL:			86

Numbers and sizes of private homes for sale

As well as providing homes for rent there would be private homes for sale as follows:

TYPE		Area	Number
1 bed flat		47 sq metres	6
2 bed flat		67 sq metres	16
2 bed house		75 sq metres	23
3 bed house		90/95 sq metres	8
TOTAL:			53

Numbers and sizes of shared ownership homes

The scheme will also provide the following homes that will be available on a shared ownership basis:

TYPE		Area	Number
1 bed flat	2 person	47 sq metres	3
2 bed flat	4 person	67 sq metres	12
3 bed house	5 person	90 sq metres	1
TOTAL:			16

Number and sizes of homes for leaseholders

The scheme will also provide the following homes that will be available for resident leaseholders who want to stay living in Mill Farm Close and take up the Equity Share option:

TYPE		Area	Number
1 bed flat	2 person	47 sq metres	1
2 bed flat	4 person	67 sq metres	7
3 bed flat	5 person	90 sq metres	2
TOTAL:			10

The number of homes proposed reflects the type of properties needed by residents living on the estate





5.5 Dwelling layouts

Examples of dwelling layouts for the social rented housing by bed size and type



One bedroom flat

The proposal would provide 165 new homes: 67 houses and 98 flats. Of this 86 new homes, of which 35 are new houses, replace the existing 86 rented flats



Two bedroom flat



The houses would be two or three storey and all have a private garden. The flats would be arranged in small blocks of between 8 and 17 flats. All would have balconies



Three bedroom house



Four bedroom house



All homes are proposed to be built of traditional construction

5.6 Specification standards of the new homes for rent

All homes are proposed to be built of traditional construction. They would have the following features:

- very highly insulated external walls and roofs
- double glazed timber windows
- full central heating with radiators
- fitted kitchens with a range of base and wall units
- bathroom consisting of basin, wc and bath
- smoke detectors connected to the mains
- water butts to collect rainwater for garden watering

All houses would have a ground floor wc with wash basin

All flats would have a door entry system

There will be space for the following

- storage space for coats, shoes and in the family units, a buggy, in the hallways
- storage space in a cupboard for a vacuum cleaner
- linen storage
- kitchen with space for dining or alternatively a kitchen with a dining/living room
- all baths will be provided with an over shower, rail and curtain
- all houses will have gas central heating with radiators
- kitchens will be plumbed for a washing machine
- cooker points will be provided
- there will be a space for a fridge/freezer in the kitchen

The high levels of insulation will make the homes easy to keep warm, comfortable to live in and should make them cheaper to heat than the existing homes.

- all gardens will have a shed
- rooms will be arranged to avoid possible noise disturbance ie living above living rooms and bedrooms above bedrooms
- ironmongery will meet the Secure by Design Standards as will the layout of the estate
- all houses will have individual bin stores
- each flat block will have its own internal bin storage area with water supply to facilitate cleaning

The new affordable homes will be built to meet Level 3 Code for Sustainable Homes which means they will be very well insulated and built to very high construction standards to reduce air leakage with well fitting doors and



double glazed windows. The level of thermal comfort in the new homes will be much higher as there will be fewer temperature differences because the homes will be less draughty than the existing flats and maisonettes.

The new insulated homes will be much easier to heat effectively than the existing homes. It is not possible to compare the heating costs of your existing homes because your new homes will be much larger. But, to give you an idea of how much better, using the Government's standard assessment method, the estimated running cost per square metre may be reduced by between 24% and 37% per square metre as indicated in the table below:

The new insulated homes will be much easier to heat effectively than the existing homes

	Existing flat estimated £cost/sqm/year	New flat estimated £cost/sqm/year	% Estimated improvement/sqm/year
1 bed	10.34	7.88	24%
2 bed	10.43	6.96	33%
3 bed	10.08	6.27	37%

The new homes will have low carbon emission rates and will achieve an Energy Performance Certificate 'B' rating.

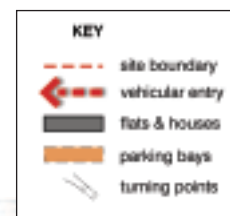
5.7 Parking

Through consultation it was realised that parking is very important to the residents of Mill Farm Close. Therefore the proposals increase the amount of parking available whilst maintaining amenity space.

The masterplan shows there would be at least 1 parking space for every home and approximately 15 designated visitor spaces.

All spaces would be overlooked and nearby the respective houses or flats.

The parking spaces are either parallel to the street or grouped into small mini car parks throughout the site.





The design proposes a central communal green space for all residents' enjoyment

5.8 Public and Private external spaces

All homes would have private external space: Houses and ground floor flats would have gardens. Upper floor flats would all have balconies. The design proposes a central communal green space for all residents' enjoyment.

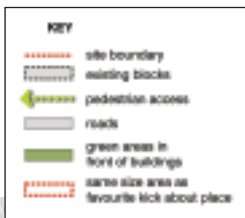
Within the masterplan three different types of space are identified:

- The Street
- The Green
- The Terrace, The Courtyard, The Mews and The Close

These areas would all have an individual character but the entire site would have an overall architectural style which links the character areas together as a whole.

The new green and gardens will provide more opportunities for wildlife to flourish with greater variety of plants and flowers enhancing the bio diversity of the neighbourhood.

The existing footpath that runs to Rickmansworth Rd between No 62 and Hawthorn Court will be re surfaced with new lighting and landscaping maintaining the route for pedestrians and creating a new bicycle route.







Phase 1

Phase 2

Phase 3

KEY	
	site boundary
	phase 1
	phase 2
	phase 3
	existing blocks
	sale
	intermediate
	social

5.9 The Programme

The proposed design enables the regeneration of Mill Farm Close to be completed within 5 years of the estate being transferred to CCHA.

The development of the site will happen in three phases to minimise disruption to residents.

Block	Phase	ESTIMATED move in date
1-14 Mill Farm Close	2	January 2013
15-32 Mill Farm Close	2	January 2013
33-46 Mill Farm Close	1	September 2011
47-60 Mill Farm Close	1	September 2011
61-78 Mill Farm Close	1	September 2011
79-96 Mill Farm Close	1	September 2011
97-110 Mill Farm Close	2	January 2013

5.10 Lifetime Homes/ Wheelchair Housing

All the new homes will be built to Lifetime Homes standards to ensure that the new dwellings will be flexible and capable of future adaptation to meet the needs of residents as they change over time.

CCHA understand that some residents will need particular Aids and Adaptations in their new homes. These will be provided in accordance with Social



Services recommendations for the new properties and a visit will be arranged prior to residents moving into their new homes to confirm which aids and adaptations will be required.

10% of the affordable dwellings will be built to meet the higher standards required for wheelchair housing and 10% of intermediate/sales dwellings will also be built so that they can easily be adapted to suit the needs of a resident who uses a wheelchair.

5.11 Community benefits and improvement

Through the regeneration proposals the residents of Mill Farm Close will benefit from:

- The provision of a high quality home which is easy to manage, heat and keep clean
- Increased security due to improved natural surveillance and better lighting at night
- Improved public areas and communal green spaces
- Private amenity spaces for all households
- Ball-playing/sports area for teenagers
- A well overlooked play area for young children
- CCHA has set aside a sum of £250,000 to develop training and employment opportunities during the regeneration works, and will consult the Estate Forum about how this should be used. For example this sum could provide (at least) six modern apprenticeships in construction, offering local people a mix of in-college training and on-site work experience, and preparing them for a career in construction.
- CCHA and their construction partner Higgins have already established an office base on the estate from which they will address residents concerns and questions, display plans and information about the regeneration.
- Within each phase of the redevelopment residents will, wherever possible, be able to choose where they live – giving them a chance to remain close to neighbours and friends.
- An 'Allocations Policy' will determine how properties are allocated. This policy will be approved by the Estate Forum.

The provision of
a high quality
home which
is easy to
manage, heat
and keep clean



CCHA has already asked residents (as part of the Housing Needs Survey) about the sort of training that they may be interested in


- Catalyst will work with and support both the Mill Farm Close Steering Group and Pinner Hill Residents Association throughout the ballot and post ballot regeneration works and will establish an Estate Forum once the transfer is complete. The Forum would become a platform for residents to oversee the delivery of the promises made within this document and, in the longer term, work together with stakeholders from the wider community to encourage as many residents as possible to become involved in the management of their homes and in issues affecting the neighbourhood and local community.
- CCHA will have a dedicated Community Regeneration officer whose role is to work with residents on Mill Farm to help identify and address their priorities. Such priorities might include: youth work, play provision, sports coaching, environmental projects, organising community events, out of school activities, and helping community groups win additional funding for projects through the National Lottery, European Social Fund, Church Urban Fund, etc.
- CCHA's Training and Employment team currently deliver a number of training and employment projects for people living in the areas in which they work. For example, as a recognised Chartered Institute of Housing and Open College Network (OCN) training provider they are currently running a number of in-house courses and qualifications under a 'Get Learning' programme, aimed at improving the skills, knowledge and experience of local people. Courses such as Youth Work, Resident Involvement and Help with Preparing CVs and Improving Interview Techniques are provided at local venues.

(Over the past two years CCHA's training and employment initiatives in West London, have introduced 450 local people, 390 of whom were Catalyst residents, into accredited training courses, work experience and jobs).
- CCHA has already asked residents (as part of the Housing Needs Survey) about the sort of training that they may be interested in.
- Knowing that computer training (and computer gaming!) is very popular; Catalyst will provide every household with a laptop computer and work with residents to establish internet access and training.



Section 6

Proposals for leaseholders



In Section 6 we explain what the proposals are for leaseholders

6.1 A Partnership with Residents

At every stage of developing the regeneration proposals for Mill Farm the Council has tried to give the maximum information to leaseholders and to ensure they have been involved wherever possible. There are leaseholder representatives on the Resident Steering group who were involved in selecting CCHA as the preferred housing association to take forward the redevelopment. Since CCHA were appointed a specific leaseholder consultation group has met to consider and develop the proposals.

6.2 Leaseholder ballot

In late September 2009 the Council plans to ask secure tenants at the Mill Farm Estate to vote on whether they want the transfer of the estate to CCHA to go ahead. Leaseholders will also be given an opportunity to express their views in a separate ballot held at the same time. The Council has no statutory duty to consult leaseholders, as it does with tenants.

In making a decision on whether to consent to transfer, the Secretary of State has to be satisfied that the majority of tenants are not against the proposals. She will take into account any representations made to her either by tenants, or leaseholders. Leaseholders' views are hence important to the Council and will be considered but leaseholders votes will be counted separately to ensure that the views of tenants can be demonstrated, and the council cannot be bound by the result of the leaseholder ballot alone.

6.3 How does the proposed redevelopment affect Leaseholders

If the transfer goes ahead the Council's responsibility and interest in the freehold of your property will be transferred to CCHA. The transfer itself does not affect the nature of responsibilities set out in your lease. However, the redevelopment proposals have far reaching consequences for all leaseholders as their properties will be demolished.

The Council and CCHA value the presence of leaseholders living on the estate and are therefore offering leaseholders an option which would enable them to remain living in Mill Farm. The options are described below. There are different options for resident and non-resident leaseholders.

Care will be taken to ensure that the interests of leaseholders are protected. Leaseholders rights will remain largely unchanged, for example leaseholders will still retain the right to make representations to the Leasehold Valuation Tribunal, they will be required to pay service charges and they will retain the right to be consulted on any works that are being proposed. Further details of leaseholder rights are set out in Section 7.



CCHA will buy
your current flat
at full open
market value
and you move
off the estate

6.4 Options for Leaseholders

Option 1:

This option is available to all leaseholders,

- CCHA will buy your current flat at full open market value and you move off the estate
- You will receive a 'Home Loss' payment which is 10% of the open market value of your flat
- Reasonable legal costs and reasonable mortgage redemption fees, early repayment charges and mortgage arrangement fees will be paid by CCHA
- You will receive a disturbance payment to reimburse you for the reasonable cost of moving and buying a new property

Option 2:

This option is available to all current leaseholders who use their property as their only or principal home and who have lived in their property for 12 months immediately preceding the date of sale and 12 months prior to the transfer of the estate to CCHA.

- CCHA will buy your current flat at full open market value
- You will receive a 'Home Loss' payment which is 10% of the open market value of your flat
- Reasonable legal costs and reasonable mortgage redemption fees, early repayment charges and mortgage arrangement fees will be paid by CCHA
- You will receive a disturbance payment to reimburse you for the reasonable cost of moving and buying a new home
- CCHA will grant you an equity share lease on one of the new private homes to be built on the estate. The minimum 'share' you can buy of the new property is the value of your current home plus 50% of your Homeloss payment. You can choose to buy a larger share if you wish. You would not pay any rent on the share of the property you do not own
- You would be responsible for all the costs of repairs and of insuring the property



Example:

Current flat value	£155,000
Home Loss Payment	£15,500
TOTAL	£170,500
Value of new property to be purchased	£180,000
Leaseholder pays value of previous flat	£155,000
Home Loss Payment	£7,750
TOTAL	£162,750
Leaseholder share: £162,750/£180,000	= 90.4%
CCHA share:	= 9.6%

If you sell your equity share in the future you would receive 90.4% of the future value of the property. You would be able to purchase further shares in the property at the current market value at the time.

Leaseholders who wish to take up this offer would need to sign a legal agreement to confirm this arrangement no less than 6 months prior to the date that vacant possession of the block was required for demolition.

CCHA recognises that there may be a small number of leaseholders who will not be able to benefit from either of the above options. In these circumstances, CCHA will negotiate with the leaseholder to find suitable alternative accommodation. This could include shared ownership options.

Non resident leaseholders who wish to buy a new property on the estate will be given an option to buy one before they are sold on the open market.

If a leaseholder lives elsewhere as their main or principal residence, they will be responsible for arranging alternative accommodation for their tenants on terminating their lease.

6.5 Allocations Policy for New Homes

If leaseholders choose to remain on the estate and accept the fixed equity option (Option 2), the property offered to you will be the same type of home as the one you own now. So for example if you live in a 2 bed flat now you will be entitled to move into a new 2 bed flat.

Leaseholders who take up Option 2 and remain on the estate will be expected to only have one move into their new home.



6.6 Compulsory purchase

As a last resort, if purchase by agreement could not be achieved, compulsory purchase powers would be used to purchase your property. Should the Council proceed with the Compulsory Purchase Order (CPO) you can object. Ultimately a government appointed inspector will determine your objection at a public local inquiry or a hearing, unless the parties agree to use the written representations procedure – unless it is based solely on the purchase price of your property. Financial issues are usually determined by the Lands Tribunal after the CPO.

You would still be entitled to similar compensation. However non resident leaseholders may only be eligible for the statutory home loss payment of 7.5% of the open market value.

6.7 What will happen before you move

If the majority of tenants vote in favour of the proposal to transfer the estate to CCHA and subject to consent from the Secretary of State, the Council will enter into formal legal agreements with CCHA. The intention is that these legal agreements will be signed and the estate formally transferred to CCHA in February 2010.

Once the transfer is agreed CCHA will contact all leaseholders to discuss the terms and conditions for the purchase of your property and the range of options available to you regardless of which phase your property is in. CCHA cannot complete the purchase of any leasehold flat until the estate is legally transferred to them.

6.8 Home Loss Payment

CCHA accepts that it will pay home loss payments in accordance with Section 30 of the Land Compensation Act 1973. The 'Home Loss' payment offered to all existing leaseholders of Mill Farm Close is 10% of the value of each individual flat up to a maximum of £47,000. CCHA reserves the right to offset any service charge arrears at the time of sale against any home loss payment.

6.9 Disturbance Payments

In addition, leaseholders whose properties are proposed for demolition will qualify to be reimbursed for the reasonable costs of moving. CCHA accepts that under s.38 of the Land Compensation Act 1973 it must pay to resident leaseholders the reasonable costs of moving which they have incurred so long as they can produce reasonable evidence that they have incurred the cost and the original loss. For non resident leaseholders, disturbance



payments are available to contribute towards the cost of purchasing a replacement property. Should leaseholders or CCHA be unable to agree the amount of the disturbance payment, either party has a right to apply to the Lands Tribunal for a decision as to the amount of disturbance payment to be paid.

The following are examples only of the types of disturbance costs that would be met by CCHA.

Legal Costs and mortgage redemption

The reasonable legal costs of purchasing a new property will be met by CCHA. This includes solicitor's conveyancing fees, Land Registry search fees and Stamp Duty Land Tax (SDLT). SDLT will be limited to the amount of stamp duty that would be payable on the value of the property in Mill Farm Close not including the addition of the 10 % Home Loss payment. Any additional stamp duty payable on a new property with a higher value than the existing property in Mill Farm Close would be the responsibility of the leaseholder unless they are a resident leaseholder buying a new flat under Option 2.

CCHA would pay reasonable legal fees and the lenders administration fees on redemption of leaseholders mortgages. CCHA would also pay reasonable mortgage redemption fees, including early repayment charges on mortgages in place no less than 12 months prior to transfer, and any new mortgage arrangement fees.

Survey and Valuation Costs

The survey valuation costs of buying a home on the private market, as a consequence of being decanted, are an eligible disturbance cost for a leaseholder. This may include; payment for survey/building society inspection mortgage fees, either for a new place or redeeming old mortgage.

- The eligible cost is limited to the proportionate value of the sale value of the property. A full condition survey is not deemed necessary if a leaseholder is buying one of the new Mill Farm Close properties which would be covered by a 10 year NHBC warranty.
- Reasonable payment to a professional valuation surveyor in respect of acting for a leaseholder who sells the home to CCHA. The valuation surveyor would negotiate the purchase price, if a voluntary agreement on value is not reached with CCHA. The basis of the scale of fees to be paid to the valuation surveyor for this work is set out in the Ryde's scale (1996). The Ryde's scale booklet is available free from the Valuation Office Agency, New Court, Carey Street, London, WC2A 2JE. Tel 020 7324 1003.



**Removal Costs (Resident Leaseholders only)**

CCHA will pay removal costs directly to removal contractors who hold valid contents transport insurance (or the leaseholder obtains three quotations from other approved firms, submits receipt for reimbursement – this applies where household moves to new home outside of Mill Farm Close).

CCHA will pay where applicable the reasonable costs incurred for:

- Gas reconnection and disconnection which must be carried out by a registered Corgi fitter
- Reconnection and disconnection of washing machine, and dishwashers by an approved plumber
- Disconnection and reconnection of tv aerial and satellite dish (if moving off the estate)
- Redirection of mail for 12 months
- Telephone disconnection and reconnection

Carpets (Resident Leaseholders only)

CCHA will provide new homes with carpeting to all areas except the kitchen and bathroom. Residents will be able to choose from a range of colours. As an alternative to carpets, residents will be able to choose to have vinyl tiles. Residents can have laminated flooring instead (throughout the home) provided it costs no more than carpeting would have done.

If residents wish to re-use any of their existing carpets then CCHA will arrange and pay for a carpet fitter to take up and refit their carpets.

If, a leaseholder moves off the Mill Farm estate, CCHA will expect them to re-use existing carpets wherever possible. Where the leaseholder has to purchase new carpets CCHA will reimburse the reasonable costs of an equivalent replacement, upon production of receipts.

Curtains (Resident Leaseholders only)

Residents will be expected to re-use existing curtains that fit the windows in their new home but CCHA will pay an allowance towards the cost of new curtains/curtain tracks of £120, £180, £240 for moves to a 1/2/3/ bedroom property respectively.

Wooden battens will be provided above the windows in new properties so that curtain rails can be more easily fixed.



Special Adaptations within the Home

CCHA will pay for disconnection/removal from the existing home and refitting in the new home. This will be carried out normally as advised by an occupational therapist who would nominate a suitable contractor if necessary. This would generally only apply to households moving to a home outside of the estate. If the adaptations could not be reinstalled in the new home, CCHA, in consultation with Social Services, would arrange for new adaptations.

Right of Appeal to the Lands Tribunal

Any dispute as to the amount of Disturbance Payment (eg, Reasonable costs of removal) can be referred either by the tenant or CCHA to the LANDS TRIBUNAL (At 48-49 Chancery Lane, London, WC2 AJR. Tel: 020 7936 7200), in accordance with Section 389 (4) of the 1973 Land Compensation Act.

6.10 Commitment to leaseholders

Catalyst is committed to providing a good housing management and maintenance service to all leaseholders. This will include:-

- acting at all times as a reasonable and responsible landlord (freeholder) and in particular meeting its obligations as landlord;
- providing a cost effective service for leaseholders;
- respecting the rights of leaseholders;
- maintaining buildings in a reasonable condition;
- discouraging residents from causing a nuisance;
- providing clear accurate information about service charges;
- providing professional staff responsible for services to residents;
- seeking to engage all leaseholders in the consultation on stock transfer.

6.11 Leaseholders involvement in the future

CCHA is committed to consultation with residents, including leaseholders, about proposed changes to policies which may affect services. Leaseholders will be consulted in accordance with legislation. Leaseholder representation will also be included on the Estate Forum. The Estate forum would oversee the progress of the regeneration works, agree housing management plans and processes and identify community priorities in respect of community development and training and employment opportunities.





On transfer of the Council's housing stock to CCHA, the freehold of your building will transfer to CCHA

In addition to consulting individual leaseholders about matters which affect their home, CCHA encourages involvement through discussion/focus groups wherever leaseholders feel able to contribute.

6.12 Key questions and answers

Would the terms of my lease change if transfer goes ahead?

On transfer of the Council's housing stock to CCHA, the freehold of your building will transfer to CCHA. Your lease terms will remain unchanged.

If you move to a replacement property (Option 2) when your existing home is demolished, then you will be granted a new 99 year lease or a length of lease that matches that of your existing Mill Farm property, whichever is the greater. It will have broadly similar terms to your existing lease but there will be a difference in wording and in some details.

Would any service charge arrears to the Council be written off?

No. These would be recovered, either by the Council or CCHA if the debt is assigned to them.

Would VAT be payable on service charges if the transfer goes ahead?

Yes, VAT will be added in respect of the service provided where applicable as unlike the Council, housing associations are not wholly VAT exempt.

Would I be able to carry out my own improvements to my home?

Yes, although you will need to obtain approval from CCHA to carry out any improvements to your home and you would need to comply with the terms of your lease (you do not need permission to decorate). An administrative fee will be charged for considering any request which is reviewed from time to time. The current fee is £35.

Who will value my property?

CCHA will appoint a Chartered Surveyor to inspect each of the flats to be purchased and valued on the basis of their individual accommodation, floor area, condition etc.

This valuation will be prepared in accordance with the standards required by the Royal Institution of Chartered Surveyors and will represent their fair estimate of market value in relation to properties of comparable type sold in the immediate locality which they will research in detail. It assumes the value as if the regeneration proposals were not going ahead.



However, if Leaseholders wish to obtain their own independent valuation, CCHA will pay the reasonable cost of this (to a maximum of £300 + VAT)). To ensure that the appointed valuer is familiar with the estate and locality, CCHA would prefer the Leaseholders to appoint a surveyor from a panel of 3 companies, that would be agreed with the Leaseholder Steering group.

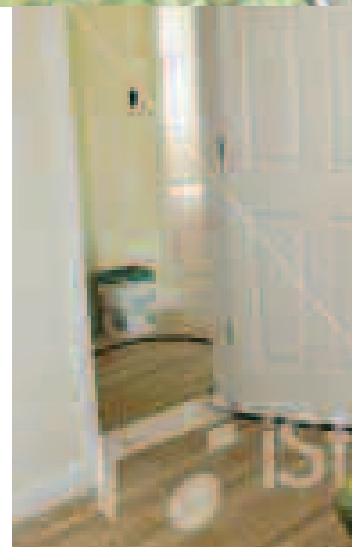
All valuers would be instructed to include the comparable information they have used to arrive at their valuation in the valuation report.

Will flats be bought back from leaseholders with vacant possession or would Catalyst consider taking over the tenancies of flats that are let out privately?

CCHA will be prepared to consider purchasing leasehold properties with the existing tenants in place provided there is a valid and current AST, there are no rent arrears, the rent payment history is satisfactory and there have been no management issues such as complaints of antisocial behaviour. Leaseholders are asked to note however this would not provide these tenants with a right to be rehoused either on the estate or elsewhere by CCHA in affordable housing.

Can I claim disturbance costs for rent loss in any periods of time that a property rented out privately is vacant due to the redevelopment?

Any disturbance cost claimed must be reasonable. As leaseholders would have at least 6 months notice of the date by which vacant possession is required they should be able to manage their AST tenancies to minimise void periods so that they should be no greater than in any normal letting arrangement. However ultimately it would be dependent on each leaseholders individual situation at the time and whether the cost is reasonable relating to their specific circumstances.





Section 7

Leaseholder Rights

In Section 7 we explain how your rights as Leaseholders are affected

7.1 Leases and the rights of leaseholders

If the transfer goes ahead, the Council's responsibility for and interest in the freehold of your property would be transferred to CCHA. The transfer itself would not affect the nature of the responsibilities set out in your lease. The terms of your existing lease will therefore continue up until CCHA buys your flat.

If you move to a replacement property when your existing building is demolished, then you will be granted a new 99 lease or a length of lease that matches that of your existing Mill Farm property, whichever is the greater which will be consistent with other leases that CCHA grants. It will have broadly similar terms relating to maintenance and responsibilities but there will be some terminology and detail differences. Certain rights are carried forward including the Right to Vary or extend the lease and the Right to Collective Enfranchisement.

The new lease will give you the same rights to be consulted on any proposed works for which under the terms of your lease you are required to make a contribution towards the costs, and the right to make representations to the Leasehold Valuation Tribunal.

You will have the right to apply to the Leasehold Valuation Tribunal for a declaration of the "reasonableness" of service charges. Information about this process is available from the Residential Property Tribunal Service. General enquiries can be made to 0845 600 3178 or through their regional office at 10, Alfred Place, London WC1E 7LR Tel 020 7446 7700, fax: 020 7637 1250 or email: London.rap@communities.gsi.gov.uk.

CCHA would also ensure that value for money is obtained from property insurance and that you can take the benefit of any bulk discount they can receive.



Section 8

How your homes would be managed



8.1 Commitment to Leaseholders

CCHA is committed to providing a good housing management and maintenance service to all leaseholders. While some of the services discussed in this section do not directly impact leaseholders, the Council believes it is important for you to have a clear picture of how CCHA would manage the whole estate.

CCHA commitment to high standards would include:

- acting at all times as a reasonable and responsible landlord (freeholder) and in particular meeting its obligation as freeholder without being reminded or being the subject of legal action;
- providing an accountable cost-effective service for leaseholders;
- respecting and protecting the rights of leaseholders;
- maintaining buildings in good condition;
- discouraging neighbours from causing a nuisance;
- providing accurate easy to understand information about service charges;
- maintaining specific leaseholder groups to enable local accountability.

8.2 Service Charges

CCHA will recharge the cost of services to a property by way of a service charge. This will include services like grounds maintenance which occur regularly, and it will also include major works to a property which will be required from time to time. Service charges would be set to reflect actual costs for each block. In compliance with Homes and Communities Agency (HCA) rules no profit can be made from service charges.

A written summary of the costs relating to service charges will be issued each year.

The payment options that are currently available include:-

- by direct debit (CCHA offer a discount incentive of £1 per month);
- by standing order;
- at a bank or post office (there may charge a handling fee);
- by post.

In Section 8 we explain how your service charges will be calculated and how Catalyst Communities Housing Association proposes to manage and maintain the Mill Farm Estate



Major works can include any expenditure on works that may exceed £250 per property. CCHA will formally consult leaseholders as set down in legislation and provide an estimate of the major works prior to the work going ahead.

How would service charges be calculated?

Service charges, including management costs, will be calculated to reflect the cost of providing the services and the costs will be shared out in accordance with the lease terms. If the transfer goes ahead the initial service charge will be based on the existing service charges. CCHA will provide an estimate of service charges in advance each year. An adjustment will be made where the actual costs are different from the estimate and carried forward to the following year. A summary of costs will be issued by the September following the accounting period.

8.3 Water Charges

CCHA are legally required to fit water meters to all new dwellings. If you decide to buy a new property on the estate this will change the way your water bills are calculated as you are not currently connected to a water meter. You would continue to pay your water rates direct to the water company.

The table below indicates the potential water charges that Three Valleys Water (your Supplier) could charge for an average user. These are indicative only as the amount of water used per property will of course be dependant on lifestyle.

Estimated Annual Water Bill for an average user including Water and Sewerage based on Three Valleys Water - Metered Connection (based on 2009 prices)

No. in Household	Average Estimated Cost (£)
1	185
2	239
3	257
4	268
5	297
6	369
7*	412
8*	463
* Pro-Rated from 1-6 person calculations	



8.4 Council tax

You would still have to pay your Council Tax to the Council. You can still claim Council Tax benefit from the Council.

8.5 Home Contents Insurance

CCHA strongly advises its residents to take out home contents insurance. This will cover you against damage to your belongings, carpets, furniture and decorations, including fire or flood damage and accidents. The insurance would also cover certain items stolen in a break-in. CCHA has negotiated favourable terms with the Aviva insurance company (formerly Norwich Union) and has produced a leaflet which is available on request.

8.6 Parking

A total of 180 parking spaces are proposed (subject to planning approval) as part of the redevelopment of the estate. This should provide sufficient parking for all residents and their visitors. As now, there will be no charges for parking on the estate. CCHA will monitor the use of parking and if there is a problem, for example non residents using the estate to park their vehicles, CCHA will consult with residents on a parking permit scheme and the employment of a clamping company.

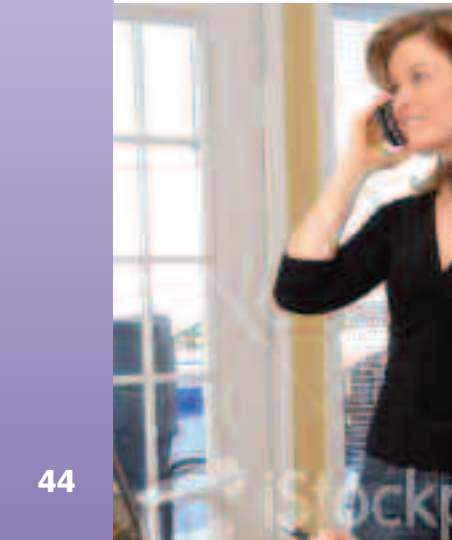
8.7 Staff Structure and access to estate office

CCHA have already established a site office on the estate and this will remain during the redevelopment period. Staff from CCHA and their construction partners Higgins will be available to answer your questions and concerns from the office, but will also be providing you with their phone numbers and email addresses.

Various members of staff from CCHA have been working with the Council and Steering Group in the run up to the ballot. CCHA have already conducted a housing needs survey of all households (so that they know exactly the number and type of new homes that are needed), and have been working closely with the Steering Group and Residents Association to consider future housing management plans, training and employment opportunities as well as the design and layout of the new neighbourhood.

CCHA's team for the regeneration of Mill Farm Close is being led by Project Manager Murray Crawford, who many of you will already have met at the public exhibition, fun day, residents meetings etc and he has been supported

CCHA have
already
established a
site office on
the estate



by a team of Housing Management and Community Regeneration staff, as well as specialist consultants and agents, such as PTE architects.

If the transfer goes ahead CCHA will be involving a lot more of its staff and a separate information sheet with their names and pictures will be sent to all households, so that you know exactly who does what and how you can get in contact with them. The staff team will include staff responsible for housing management, property repairs, estate services, community regeneration and training and employment.

CCHA will appoint an experienced Neighbourhood Manager to manage the homes at Mill Farm Close, and you will be able to meet him/her on an individual basis if you have problems relating to any aspect of the management or maintenance of your current or new home. The Neighbourhood Manager's work will be overseen by a District Housing Manager.

Whilst CCHA is based in Ealing, they know from talking to their existing residents that most prefer to report their repairs and follow up rent and service charge queries either by telephone or internet, rather than visit their offices. However, if you have a complex matter or something that needs discussing in person, your Neighbourhood Manager will arrange to meet you either in your own home or in the site office.

Whilst residents are welcome to drop in to their offices, CCHA's Customer Services Centre provides residents with help with housing management and maintenance enquiries between 8am and 5pm (weekdays). During this time, trained Customer Service Officers are able to respond to queries relating to: repairs reporting, rent accounts, transfer requests, benefit applications etc with an out of hours emergency repairs service operating outside of these hours. Staff are able to book a time for a repair to be carried out at the same time as you report the matter to them.

Alternatively you can report repairs, make suggestions, report anti-social behaviour etc by way of their website: www.chg.org.uk. This site also provides regularly updated information about the Group and tenancy issues and provides a range of information leaflets (which can be downloaded or requested) including: Housing Benefit, Resident Involvement, Safety and Security, Service Standards etc.

Leaseholders receive a quarterly newsletter 'Town Talk' for which includes information about policy changes, benefits, community initiatives etc.



8.8 Immediate Improvements, the first 100 days

CCHA will carry out 'meanwhile works' on Mill Farm Close post transfer. In CCHA's experience it is important to strike a balance between carrying out required works (in view of the impending development work) whilst sustaining a pleasant environment; and ensuring health and safety matters are always covered.

These meanwhile works will allow sufficient time for consultation with residents and other stakeholders about the full regeneration of the estate and ensure that the existing homes are maintained to an acceptable standard, safe and secure, throughout the period of the regeneration programme.

CCHA plan to carry out the following works in the first 100 days if the transfer goes ahead and these will not be chargeable to leaseholders:

- An overhaul and repairs to door entry systems
- A deep clean of all communal areas
- Repairs to any leaking or over following gutters or rainwater downpipes
- An overhaul of windows, including the fitting of draft stripping where required

8.9 Customer service standards

CCHA is committed to delivering housing management services to residents in a way that best suits their needs. To ensure residents have a high quality, mixed-tenure housing management service they have access to:

- A 'one-stop' Customer Services Centre through which trained officers are able to respond to queries relating to: repairs reporting, rent accounts, transfer requests, benefit applications etc. either in person, via the Internet (see www.chg.org.uk) or telephone.
- 'Floating support' services (for vulnerable households).
- An emergency repairs service by telephone outside of office hours.
- Home visits by a named Neighbourhood Manager for residents who request them or where complex issues need to be addressed.
- Outreach housing management surgeries where there is an appropriate and accessible venue.
- Regular information about services. Leaseholders receive a quarterly newsletter 'Town Talk' which includes information about policy changes, benefits or community initiatives for example.

CCHA is committed to delivering housing management services to residents in a way that best suits their need



8.10 Confidentiality

CCHA has a comprehensive confidentiality policy to ensure that (with some clearly defined exceptions) matters relating to any tenant are only discussed between CCHA and the tenant. The exceptions include requests for information from statutory authorities (utility companies) and the Police.

8.11 Seeing your file

Any leaseholder can ask to inspect their file at CCHA’s offices. CCHA require 7 days notice of your intention to look at your file.

8.12 Reporting repairs, timescales and responsibilities

CCHA’s repairs service is based around appointments to suit the customer and they set up all appointments when the customer first makes a phone call, (there are no further calls from contractors). CCHA offer appointments to the hour, not just morning or afternoon.

Whilst other systems give each job a priority and the customer fits in with this, CCHA work to a system that puts the resident first, fitting in to suit their priority whether that is an appointment the next day or in five days time. This approach to service delivery, which places the customer at the forefront of how services are designed and delivered, has seen customer satisfaction at CCHA rise sharply. For example: residents are surveyed after all repairs and are asked to score their satisfaction on a scale of 1 to 10. A previous average of 7 out of 10 has risen to a current average of 9.4 out of 10 after this service review.

CCHA publishes performance results as required by the HCA and Table 1 below provides CCHA’s performance figures for the period 2008/2009.

Performance Measure	Target	Apr 2008 –Feb 2009
Percentage of emergency repairs completed (within 24 hours) – London Teams	98%	99.6%
Percentage of urgent repairs completed (within 7 days) – London Teams	90%	95.2%
Percentage of routine repairs completed (within a month) – London Teams	92%	83.7%
Average Time to complete Routine Repairs – London Teams	20 days	12 days
Rent collection – General Needs	100%	98.2%
Rent arrears – General Needs	7%	8.6%
Rent collection – Shared Ownership	101%	100.75%
Rent arrears – Shared Ownership	6%	6.5%



CCHA responsibilities

CCHA has a legal responsibility to keep the structure of your leasehold flat in good repair

Your responsibilities

You are responsible for taking care of the inside of your home.

In their recent inspection of CCHA's services the Audit Commission noted:

“Strengths outweigh weaknesses in the area of performance management. It is carried out in a structured way, and is supported by a dedicated quality and performance team. Targets are demanding but realistic. Service improvements are prioritised by their potential impact. There is a structured approach to continuous improvement, and lessons learnt from complaints are implemented and reported to the Board. There is effective leadership that encourages good performance and staff are valued and supported.”

8.13 Anti Social Behaviour and Harassment

CCHA has a firm but fair approach to anti social behaviour (ASB) and has a comprehensive strategy, developed in cooperation with residents, to deal with ASB.

CCHA updated their ASB service after a full service review in 2007. Their ASB strategy incorporates the Respect Standard and their ASB toolkit is supported by a new computer system. Procedures and information about available support are widely publicised to residents.

CCHA Housing Management staff receive specialist training on ASB, domestic violence and mediation. For complex cases CCHA uses two specialist legal firms that also provide staff with case support and advice. CCHA are also active in the Crime and Disorder Reduction Partnerships in all the main areas where they have homes.

Staff follow CCHA's ASB 'toolkit' when dealing with ASB. They often work with other agencies to tackle ASB including the Police and the Local Authority. CCHA expect neighbours to try and resolve differences wherever possible. However they recognise that in some instances this may not be possible because of the nature of the incident.

On the report of ASB the Neighbourhood Manager will investigate. This will normally include visiting the person who has reported the problem and contacting the alleged perpetrator. If the problem is not resolved through informal means (visits, letters etc) then a range of measures are available to CCHA who use all of them:-



On the report
of ASB the
Neighbourhood
Manager will
investigate



Where a complaint is not upheld the resident will receive a written explanation of the reason why

- Mediation – this is only usually used where it is evident that both neighbours are contributing to the problem, for example tit for tat noise nuisance. CCHA employs (and pays for) independent mediation
- Demotion of tenancy – to reduce the security of tenure making it more likely that the tenant will behave
- Possession proceedings – legal action to terminate the tenancy
- ASBO – Anti-Social Behaviour Order
- ABC – Acceptable Behaviour Contract

CCHA's community development programmes helps to tackle ASB by enhancing opportunities for residents. On one of their estates, diversionary programmes developed with partner organisations have reduced reported crime by 17 per cent in a year. In addition over the past two years CCHA's training for employment initiatives in West London, outlined above, have introduced 450 local people, 390 of whom were CCHA residents, into accredited training courses, work experience and jobs.

8.14 Complaints Policy

CCHA has a comprehensive complaints policy and procedure for dealing with residents grievances. Leaflets explaining how to make a complaint and how it will be dealt with are available from CCHA's office and on-line.

Complaints can be made in a variety of ways including by letter, e-mail, telephone and in person. This applies at all stages of the process. Where a complaint is received over the telephone or in person it is recorded on a complaint form and a copy is sent to the complainant.

The complaints policy is based on a three stage process:

Stage 1 complaints are dealt with by the manager responsible for the service about which the complaint is being made, except where the complaint directly concerns that particular staff member, in which case it will be dealt with by their manager. CCHA aims to deal with the complaint within 10 working days of receiving it.

Stage 2 complaints are dealt with by the manager of the person who responded to the stage 1 complaint. Complaints may progress to stage 2 of the process when the complainant remains dissatisfied with either the way in which their complaint was handled or the outcome. Again, the timescale for this stage is 10 working days.



Stage 3 is the final stage of the procedure when a resident is still not satisfied. The complaint is heard by a Complaints Panel including CCHA Board Members, one of whom will be a resident representative. The complainant can present their complaint in person if they wish. This stage of the process will normally be completed within 6 weeks.

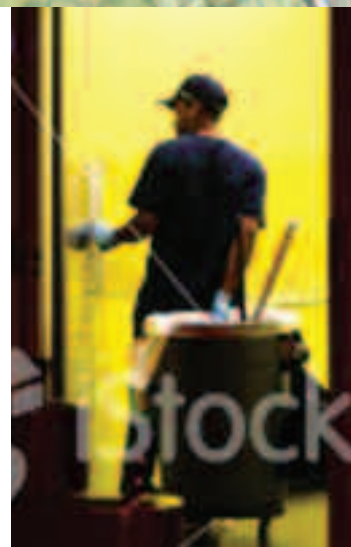
- Where a complaint is upheld, CCHA will ensure that the resident receives a written apology and an explanation of any action that will be taken to redress the situation. Where relevant, CCHA will pay compensation proportionate to the inconvenience or loss suffered, in accordance with its Compensation Policy.
- Where a complaint is not upheld the resident will receive a written explanation of the reason why.
- Complaints are always dealt with in confidence. This means that information will be divulged only if it is necessary for an investigation to continue. Information will only be divulged to those who need to know.
- All complaints are recorded and monitored so that any trends identified can be analysed and remedial action taken where necessary. Monitoring also allows the Association to identify where there may be issues relating to policies or procedures which need to be rectified.

If a resident feels that CCHA has not addressed their complaint through its complaints procedure, they have the right to have it investigated by the independent Housing Ombudsman Service. CCHA prides itself on the fact that only a tiny number of its residents contact the Ombudsman and that it is extremely rare for him to find CCHA at fault.

8.15 Caretaking, Cleaning and Grounds Maintenance

CCHA is wholly committed to ensuring that estate services are provided to a high standard so that residents can feel proud about where they live. It is also concerned that service charges represent value for money. Following a competitive tendering process two years ago, CCHA appointed two contractors to undertake cleaning and grounds maintenance to all its properties and, should tenants vote to transfer to CCHA, then Mill Farm Close would be added to the existing contract of 'Just Ask'.

A detailed specification that 'Just Ask' works to sets out their duties in relation to both cleaning and grounds maintenance and includes the replacement of faulty lights. CCHA monitors the quality of work undertaken on its estates by carrying out regular inspections through its Estate Services Supervisors.





The new buildings will achieve 'Secure by Design' certification

Where residents express interest, they are welcome to join CCHA in carrying out the inspections.

During and following redevelopment of the estate CCHA will ensure that all external areas and common parts to blocks of flats are maintained to a high standard. In addition to good quality cleaning and gardening the Association will also ensure that graffiti and abandoned cars are dealt with promptly.

Residents will be encouraged to take part in quarterly estate inspections with their Neighbourhood Manager and the Estate Services Supervisor. This will give residents an opportunity to identify problem areas in respect of cleaning, grounds maintenance and repairs.

8.16 Maintaining the security of the estate after redevelopment

The new buildings on the estate will be designed in such a way that opportunities for criminal behaviour are minimised as far as possible.

This will include an overriding concept of natural surveillance throughout the development whereby all public space is designed to be overlooked.

Central green spaces should feel welcoming and open, easily viewed from all angles by the surrounding homes. Good exterior lighting will also be provided so that people will feel safe on the estate at night.

The new buildings will achieve 'Secure by Design' certification. As part of this Secure by Design commitment a member of the Metropolitan Police will be advising on the design and security measures.

CCHA does not routinely install CCTV on its estates, believing that it is for residents to collectively decide whether they wish such facilities to be provided as part of estate services. Where residents or the Residents' Association expresses interest in having CCTV the Association will investigate this, obtain costings and consult residents before making a decision.

8.17 Grounds maintenance and security during the construction period

CCHA and Higgins Construction will plan all construction activities to ensure that any inconvenience residents may experience is kept to a minimum at all times and that standards of grounds maintenance are maintained. A meeting will be held monthly with representatives of the Resident Steering group to review the construction work and grounds maintenance and any aspects that are of concern to residents will be dealt with.



8.18 Leaseholder Involvement in the future

CCHA has an excellent track record of encouraging residents to become involved in the management of their homes and neighbourhoods and is close to achieving the TPAS (Tenant Participation Advisory Service) Quality Standard award for its Resident Involvement services.

The Association employs a Resident Involvement Manager, Michael Simms – who works as part of a dedicated team of Community Regeneration staff – and supports a network of Residents' Associations, along with a London Residents Forum (LRF) and Group Residents' Federation (GRF). He will be available to offer advice, training and support to the Pinner Hill Residents Association, and encourage residents to have a say about the services they receive.

There are a number of ways in which Mill Farm Close residents will be able to get more involved in how CCHA and its parent body, Catalyst Housing Group, operate – giving you a chance to influence strategy, policy and procedures:

- The Group Residents Forum brings together residents from across the Catalyst Housing Group to compare experiences, share information, independently scrutinise services and make recommendations to the Group Board of Management. It is through this body that residents can be elected to the CCHA and Group Boards of management. More information about the Forum is available from: www.catalystresidents.org.uk or emailing the representatives on grf@chg.org.uk
- CCHA's London Residents Forum provides an opportunity for residents to get together and make suggestions about service improvement, work with Housing Management Teams to find workable solutions to issues of concern to local residents and help organise community events. You can email the LRF representatives on lrf@chg.org.uk

Residents are also encouraged to take part in a number of different activities including: magazine editorial boards, telephone surveys, focus groups, on-line Internet Forum. Additionally, older residents may wish to join the Associations 'Older People's Forum' which meets regularly to share ideas and activities.

CCHA has funding available to help residents attend meetings (for transport and childcare) and to attend training courses and conferences. It regularly sends a delegation to the annual TPAS (Tenant Participation Advisory Service) conference.





CCHA also has a dedicated budget which allows residents to attend a range of internal and external training courses and conferences

Subject to its meeting standard recognition criteria, CCHA will provide an annual maintenance grant to the Pinner Hill Tenants and Resident's Association or any future Mill Farm Close Tenants and Residents Association (£3.50 per property on the Close per year). It will also provide it with membership of TPAS through which it can receive independent advice, access to information and news about training courses and opportunities.

Additionally, the Residents Association and other community groups will be able to apply to the Catalyst Communities Trust for funding towards the cost of ongoing projects that help benefit the local community.

CCHA will establish a Mill Farm Close Estate Forum as an extension of the existing Mill Farm Close Steering Group. It will aim to establish this by the time the properties transfer to CCHA, if the transfer goes ahead. The Community Regeneration Team will work closely with local residents, the Council and the Independent Residents Adviser to establish the Forum. The Forum would become a platform for residents to oversee the delivery of the promises made within this document and, in the longer term, work together with stakeholders from the wider community to encourage as many residents as possible to become involved in the management of their homes and in issues affecting the neighbourhood and local community.

At the outset, we would expect the Forum to comprise residents (both tenants, leaseholders/freeholders), representatives from the Council, CCHA, local police and ward councillor(s), and as time progresses extend this as appropriate to include perhaps representatives from local businesses, schools, the health authority, local community groups etc. We would expect this Forum to oversee the progress of the regeneration works (receiving regular reports from the Project Manager), agree housing management plans and processes (including cleaning and grounds maintenance schedules) and identify community priorities in respect of community development and training and employment opportunities.

CCHA pays particular attention to ensuring that the views of traditionally hard to reach members of the community are sought in relation to service provision, regeneration proposals and policy reviews, and to this end will use a variety of means to engage with older people, young people, people with disabilities and those for whom English is not a first language.

CCHA also has a dedicated budget which allows residents to attend a range of internal and external training courses and conferences. CCHA does support residents who wish to take advantage of their Right to Manage and will therefore, provide advice and support to residents should they wish to explore the possibility of setting up a TMO.



CONTACT INFORMATION

You can get more information about the proposed transfer from any of the following:

London Borough of Harrow

Alison Pegg
Housing Enabling Manager
LB Harrow
Civic 2, PO Box 65
Station Road
Harrow, Middx
HA1 2XG
Tel: 020 8424 1933
Email: Alison.pegg@harrow.gov.uk

Catalyst Communities Housing Association

Murray Crawford
Regeneration Manager
Catalyst Communities Housing Association
Ealing Gateway
26-30 Uxbridge Road
Ealing
London
W5 2AU
Tel: 020 8832 3224
Email: murray.crawford@chg.org.uk

First Call Independent Residents Advisor

Louis Blair or Mike Tilcock
Freephone 0800 5999419
Email millfarm@first-call-housing.com

Mill Farm Close website

www.millfarmclose.org.uk



GLOSSARY OF TERMS

A guide to some of the terms used in this offer document that you may not be familiar with

Term	Explanation
Catalyst Communities Housing Association	Catalyst Communities Housing Association, referred to as CCHA, is the proposed new landlord for the Mill Farm estate
Code for Sustainable Homes	This is a Government accreditation system for measuring the sustainability of new housing development
Compulsory Purchase Order	A power that can be used by certain public bodies such as Councils to purchase land and property to carry out development that is considered by Parliament to be in the public interest.
Decent Homes Standard	A minimum standard set by the government to ensure all social housing is in good repair and condition
Disturbance payment	For resident leaseholders, disturbance payments are available to cover reasonable costs and expenses of moving home. For non resident leaseholders, disturbance payments are available to contribute towards the cost of purchasing a replacement property. These payments would be payable regardless of whether leaseholders purchase a new home or replacement property on the estate or anywhere else.
Electoral Reform Ballot Services	An independent and experienced service that organises elections
First Call	The independent residents advisor appointed by the Council in consultation with residents to advise tenants and leaseholders on the transfer proposals, offer and process
Homeloss payment	<p>Any secure tenant or leaseholder who has lived in their property for at least 12 months, who has to give up that property as part of the redevelopment, is entitled to a Homeloss payment. The amount is set by Government and reviewed annually. It is currently set at 10% of the open market valuation, up to a maximum of £47,000.</p> <p>It should be noted that non resident leaseholders who sell their property to CCHA by agreement, would also receive a sum of the same value but this is not a statutory payment.</p>



Term	Explanation
Homes and Communities Agency	The Government agency responsible for funding Registered Social Landlords
Housing Association	Not for profit organisation offering homes at affordable rents and other low cost housing to people with housing need. Also known as Registered Social Landlord.
Housing Management services	The range of services from your landlord including things such as rent collection, repairs, dealing with anti social behaviour, grounds maintenance
Lifetime Homes standard	Lifetime homes have design features that ensure the homes will be flexible enough to meet the existing and changing needs of most households whether with young children or frail older people.
Non resident Leaseholder	A leaseholder who does not live in the property as their only or primary home.
Offer to Leaseholders	This document which is the Council's legal and binding offer document to leaseholders on its proposals for the estate.
Registered Social Landlord	Not for profit organisation offering homes at affordable rents and other low cost housing to people with housing need. Also known as a housing association.
RPI	Retail Price Index or the rate of inflation used to calculate annual rent increases etc
Secured by Design	A standard promoted by the Metropolitan Police to ensure new homes and estates are designed to minimise crime
Secretary of State	The government Minister to give consent to the proposed transfer of the estate to CCHA.
Stage 1 Consultation	The legal name given to the period of formal consultation when the council as landlord ask tenants what they think of its proposal for the future of the estate



Term	Explanation
Stage 2 Consultation	The legal name given to the period where the Council notifies tenants whether it wishes to proceed further with its transfer proposals. The Council will issue a letter setting out any changes to the transfer proposals following feedback from tenants during the Stage 1 consultation. By law tenants have 28 days from the date of the issue of the letter to lodge objections with the Secretary of State at the Department for Communities and Local Government. The secret ballot normally takes place during this period although the ballot period could be less than 28 days.
Tenant Services Authority (TSA)	From the 1 December 2008 the TSA has taken over the regulatory powers of the Housing Corporation. They are responsible for monitoring the standard of services to housing association residents.
Wheelchair housing	Housing that is designed to be fully accessible and useable by households with one or more member permanently in a wheelchair



