

**LEASEHOLDER CONSULTATION DOCUMENT
FOR THE
EAST INDIA ESTATES
(Aberfeldy, Brownfield and Teviot)**

আপনি যদি লীজহোল্ডার অফার ডকুমেন্টের ব্যাপারে বাংলায় কথা বলতে
চান তবে কাউন্সিলের কনসালটেশন পার্টিসিপেশন টিমের
0800 783 6845 এ দয়া করে টেলিফোন করুন।

**THIS DOCUMENT IS IMPORTANT AND
CONCERNS THE POSSIBLE TRANSFER
OF YOUR HOME TO POPLAR HARCA IN
THE NEAR FUTURE**

**THIS DOCUMENT HAS BEEN PRODUCED BY
London Borough of Tower Hamlets**

**Consultation with leaseholders on the proposed regeneration and transfer of the
East India Estates (Aberfeldy, Brownfield and Teviot) to Poplar HARCA (Housing
and Regeneration Community Association).**

September 2006

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1. LONDON BOROUGH OF TOWER HAMLETS' TRANSFER PROPOSAL

WHAT IS IN THIS SECTION OF THE DOCUMENT?

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1.1 What is the proposal and which properties are affected?

Tower Hamlets is consulting you about the proposal to transfer the ownership and management of its homes on the **East India Estates** (these include Aberfeldy, Brownfield and Teviot Estates and are referred to in this document as the East India Estates or simply the Estates) to **Poplar HARCA**

The properties included in the East India Estates area are the following:

Aberfeldy

2-8,12 - 14 &18 Abbott Road, 19-41 Abbott Road, 25A-55A Aberfeldy Street, 36A-50A Aberfeldy Street, 2,12, 14 &16 Dee Street, 2 & 10 Ettrick Street, 57-79 Jura House, 1-32 Kilbrennan House, 4-102 Oban Street, 1-17 & 19-47 Portree Street, 20 Portree Street, 49-91 Portree Street, 8 Wooster Gardens

Teviot

35,11,13-16,18 Celtic Street, 4,6,8,10,12,14 Chadbourn Street, 2,6,8 Clutton Street, 4,10,14 Daniel Bolt Close, 1 Passfield Drive, 1-53 Tweed House, 4,9 Uamvar Street, 30,32,36,40 Venue Street

Brownfield

1-146 Balfron Tower, 1-88 Carradale House , 13,23,31,37,41,47 Susannah Street, 15-29, 31 Ida Street, 10, 16-22 Ida Street, 1-19 Follett Street, 52-74 (even) St Leonard's Road, 2-94 (even) Burcham Street, 1-45 Langdon House, 2-28 Adderley Street, 2-128 & 132-154 (even) Brownfield Street, 1-107 (odd) Brownfield Street, 19-89a St Leonard's Road, 2-72 (even) Lodore Street, 6-112 (even) Willis Street

1.2 Background to “Housing Choice”

“Housing Choice” is the name of the comprehensive consultation programme being undertaken by the Council, which will enable Council tenants and leaseholders to express a genuine choice about the future ownership and management of their homes. Housing Choice has three stages.

Stage 1 – This stage, which was carried out on the East India Estates between June 2001 and February 2002 culminated in a referendum on your Estate in March 2002. The referendum established that there was support by the residents for the proposition that alternative proposals for the ownership and management of the Estate be developed.

Stage 2 – This stage entailed a steering group of residents from the Estate selecting a Partner organisation from a range of social housing providers to become the potential new landlord of the Estate, subject to a ballot of tenants. Poplar HARCA was chosen by the resident steering group after an extensive selection process.

Stage 3 – After having chosen Poplar HARCA as its partner, the resident steering group, the Council and Poplar HARCA have been working closely together to develop this transfer proposal that is now being put to residents for consideration. The transfer would only go ahead if a majority of the tenants on the Estate voting in the proposed ballot, vote in favour of transfer and the Secretary of State at the Department for Communities and Local Government (DCLG) consents to the transfer.

If the transfer proceeds, Poplar HARCA would become your freehold landlord and the regeneration of the estate detailed in Section 2 would begin. Information about Poplar HARCA is set out in Section 3 of this document.

1.3 Effects on leaseholders

If the transfer goes ahead the Council’s responsibility and interest in the freehold of your property will be transferred to Poplar HARCA. The transfer itself does not affect the nature of responsibilities set out in your lease. However, the regeneration proposals have consequences for leaseholders as your blocks will be refurbished or decanted (emptied) in certain cases.

1.4 Rights of Leaseholders

Your contractual rights under your lease will remain unchanged. You will retain the right to make representations to the Leasehold Valuation Tribunal; the right 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 you will of course be required to pay service charges. However, your statutory rights are subject to change with regard to the extension of your lease.

However, Poplar HARCA will contractually commit to allowing such extensions in accordance with the relevant legislation.

If the transfer goes ahead, the lease you have now would remain unchanged, except that Poplar HARCA would become the owner of the freehold instead of the Council. You would not be issued with a new lease, but rather both you and Poplar HARCA would be bound by the terms of your existing lease granted by the Council.

This means that your existing lease would continue to include:

1. Detail of items included in the service charge, including how it's calculated and when it's due
2. The procedure for assigning (transferring) the lease
3. How the lease can be ended
4. Details of the respective responsibilities of the leaseholder and Poplar HARCA

Leaseholders will also keep their statutory rights to be consulted about the nature and cost of proposed works.

They will also 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 Leasehold Valuation Tribunal.

Poplar HARCA will also ensure that value for money is obtained from property insurance and that you take the benefit of any bulk discount Poplar HARCA can receive.

1.5 Leaseholder ballot

During the late Autumn of 2005, the Council plans to give all leaseholders on the East India Estate the opportunity to express their views in a separate ballot held at the same time as the tenants' ballot. Leaseholders' views are important to the Council and will be fully considered but leaseholder votes will be counted separately, as the Council cannot be bound by the result of the leaseholder ballot.

1.6 Why is the Council proposing transfer?

The Council knows that the East India Estates need regeneration, but it does not have the money necessary to do this level of work. So, it has worked with East India residents to develop this proposal.

Over the past three years there have been specific meetings with resident groups, public meetings, fun days, drop in sessions, exhibitions, advice surgeries and newsletters.

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

- increase security and safety on the Estates
- undertake a major programme of improvement and refurbishment
- bring all tenants homes up to the Decent Homes Standard
- carry out much needed repairs
- improve the environment
- undertake improvements identified as a priority by residents
- provide additional community facilities particularly for young people and the elderly

The estimated cost of carrying out the investment needed on the Estates which is set out in this proposal is approximately £45 million. The Council estimates that it can only invest in the region of £3 million between now and 2008 according to its current investment programme whereas Poplar HARCA intends to deliver all of the proposals.

The Council has therefore looked at every option available to provide the level of regeneration and service that both it and the residents would want. Transfer to Poplar HARCA is the best available solution.

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

Because the Council is a public body, there is currently a limit on how much it is able to borrow to fund housing projects. This is because Council borrowing affects the overall level of government borrowing, which the Government controls tightly. The Government has recently introduced changes to the rules on Council borrowing, but this relaxation of the rules does not help the Council in its ability to raise the funds necessary to carry out the works of repair and improvement needed on the Estate.

1.8 Why would Poplar HARCA be in a better financial position?

Poplar HARCA would be in a better financial position because it has more freedom to borrow money to pay for the works and to pay this money back over a longer period.

Unlike the Council, Poplar HARCA would be able to use all the money it receives from Preserved Right To Buy sales on providing homes and services.

1.9 The key benefits of the transfer

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

- A major refurbishment programme on the East India Estates.
- Residents, (tenants and leaseholders) would have a direct say in the management of the Estates by establishing the Brownfield Estate Board for the Brownfield estate and linking the Housing Choice parts of the Aberfeldy and Teviot Estates into the existing Aberfeldy and Teviot Estate Boards, which have already been set up. The new Brownfield board and existing Aberfeldy and Teviot Estate Boards will meet regularly to discuss issues relevant to them and manage the way services are delivered on the Estates. Many of Poplar HARCA's existing Estate Boards have established sub groups to work on specific issues such as major works and day-to-day service delivery e.g. cleaning and caretaking. Poplar HARCA staff attend meetings at the invitation of these groups and the emphasis is on joint working and accountability to residents. Each Estate Board elects members to the Joint Estate Panel, which in turn, elects ten Resident Directors (including two leaseholders) to the Poplar HARCA main board.
- Better value for money: you will get more money spent on East India Estates under Poplar HARCA's proposals but your rent will not be any higher that it would have been if you stayed with the Council.
- The protection of your key rights would be guaranteed through a binding contract between the Council and Poplar HARCA and by a new assured tenancy agreement. The proposed new tenancy agreement is set out in a separate booklet.
- The provision of an efficient, local, responsive service in the day-to-day management and maintenance of your homes, Estates and community facilities.

1.10 What would happen if the transfer does not go ahead?

If the transfer does not go ahead, you would remain with the Council as your freehold Landlord.

If secure tenants vote against the transfer it will not be possible for the Council to undertake the proposed improvement and 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 cannot afford the regeneration proposals set out in this document.

2 THE REGENERATION OF THE ESTATES

WHAT IS IN THIS SECTION OF THE DOCUMENT?

2.1 REPAIRS AND IMPROVEMENTS TO HOMES

2.2 HOW HAVE RESIDENTS BEEN INVOLVED IN THE DESIGN PROPOSALS?

2.3 WORKS CATEGORIES

2.4 REGENERATION OF THE ESTATE AND GENERAL ESTATE IMPROVEMENTS

2.5 CONSULTATION BEFORE REFURBISHMENT AND IMPROVEMENTS

2.6 LEASEHOLDERS' CONTRIBUTION TOWARDS THE COSTS OF REFURBISHMENT AND IMPROVEMENTS

2.7 WAYS TO PAY YOUR CONTRIBUTION TOWARDS THE COSTS OF WORKS TO YOUR HOME

2.1 Repairs and improvements to homes

If the transfer goes ahead and subject to Poplar HARCA being given the normal consents (for example planning permission), the homes would benefit from a proposed programme of repairs and improvements.

Within 6 years of transfer, Poplar HARCA intends to spend approximately £45 million on the estate. Their proposals include catch-up repairs and improvements that would bring the homes up to modern standards and make them more comfortable to live in. The Council could not match this level of investment.

2.2 How have residents been involved in the design proposals?

Poplar HARCA began discussions with residents about the regeneration proposals during the initial selection meetings with the Estate Steering Group (now known as the East India Housing Choice Steering Group) and with other estate residents at an open day. These discussions have continued throughout the process.

Baily Garner and PRP Architects, the appointed Master Planners in conjunction with Poplar HARCA, have developed proposals for each of the three estates (Brownfield, Teviot and Aberfeldy) based on information gathered from a series of consultation events. At all stages, residents were invited to view the various design options and offer comments and suggestions, which have been considered in detail.

Poplar HARCA, after undertaking an extensive consultation exercise on the estates, is proposing a major regeneration of the area. The investment by Poplar HARCA will enable the proposed works listed in this section to be carried out and will enable the provision of a planned programme of maintenance that will ensure that the estates remain in good condition now and into the future. Should tenants vote in favour of the transfer, there will be a need for a great deal more consultation after the ballot and detailed design issues will be discussed on a block-by-block basis as the programme continues.

2.3 Works Categories

A description of the type of work proposed is set out overleaf:

Please note that the works categories marked with an asterisk are those for which the costs may be partially or fully exempt from recharge.

WORKS DESCRIPTON	
<u>STRUCTURAL REPAIRS</u>	<ul style="list-style-type: none"> • All concrete and brickwork areas to be repaired where damaged and cleaned where necessary. • External decorations to be carried out. • All damp proof courses to be in good order.
<u>*THERMAL IMPROVEMENT</u>	<ul style="list-style-type: none"> • A range of measures will be considered and used to upgrade the thermal insulation of all properties on the Estate as a part of the major refurbishment works proposed. • Cavity walls to be insulated to Building Regulation standards where possible.
<u>REPAIR/RENEW ROOF</u>	<ul style="list-style-type: none"> • All roofs will be surveyed for defects and repaired where necessary. If a roof has come to the end of its useful life it will be entirely renewed and insulation will be increased in line with current regulations. • All roofs will be insulated and have fire breaks.
<u>*COMMUNAL AREA IMPROVEMENTS</u>	<ul style="list-style-type: none"> • Common areas in blocks such as halls, stairs, landings and corridors will be decorated and improved where appropriate.
<u>EXTERNAL DECORATIONS</u>	<ul style="list-style-type: none"> • All properties will be decorated externally.
<u>REPAIR/RENEW WINDOWS/DOORS</u>	<ul style="list-style-type: none"> • All original windows will be replaced with new double glazed units. On blocks where these have been replaced these will be overhauled thoroughly with controlled ventilation and high quality handles and catches. Doors will be replaced where appropriate.
<u>BALCONY/WALKWAY REPAIRS</u>	<ul style="list-style-type: none"> • Private balconies and walkways will be repaired including the balustrades, asphalt surfaces, soffits and fascias.
<u>*DOOR ENTRY SYSTEM WORKS</u>	<ul style="list-style-type: none"> • Door entry systems will be overhauled or replaced if necessary and new systems will be installed subject to the agreement of the majority of residents.
<u>*ESSENTIAL LANDLORD SERVICES</u>	<ul style="list-style-type: none"> • Repair & improvements will be made to the following where necessary. lighting, lightning conductors, dry risers, gas & electric mains. • Adequate lighting to be provided for all stairs, landings and balconies.
<u>DRAINAGE WORKS</u>	<ul style="list-style-type: none"> • Drainage to be replaced or overhauled as necessary. All down pipes, soil and vent pipes to be renewed where defective. Water tanks, tank rooms and dry risers to be overhauled.
<u>*IMPROVE REFUSE DISPOSAL</u>	<ul style="list-style-type: none"> • Improved refuse disposal systems to be introduced to avoid open chute chambers. • Recycling provision where possible on the East India Estate.
<u>*BLOCK ENTRANCES</u>	<ul style="list-style-type: none"> • Improved entrances to reduce anti-social behaviour exclude intruders and enhance the appearance of the block.
<u>LANDLORD SERVICES IMPROVEMENTS</u>	<ul style="list-style-type: none"> • All communal satellite/digital TV aerials will be upgraded. • Multi-compartment trunking on access balconies to protect wires for phones, cable TV, lighting etc.
<u>*EXTERNAL WORKS INC. SECURITY WORKS, LIGHTING, COMMUNITY FACILITIES, LANDSCAPING, CAR PARKING, PAVING AND PLAY AREAS</u>	<ul style="list-style-type: none"> • Attractive landscaping to be provided in close consultation with residents. • Safe play areas for children on the Estate. • Security fences and gates, Estate lighting, improved car parking layouts, community facilities on the Estate.

2.4 Regeneration of the Estate and General Estate Improvements

The following sections deal with the individual estates that form the East India area and the tables identify by block the refurbishment works proposed in the first 6 years if the transfer goes ahead:

2.4.1 Aberfeldy Estate

The part of the Aberfeldy Estate, that has not already transferred to Poplar HARCA, comprises 189 properties. The individual blocks and houses and the work that Poplar HARCA proposes to carry out if the transfer goes ahead are set out in the tables and tick sheets below. Poplar HARCA proposes to complete the refurbishment of the Aberfeldy Estate to bring the remaining blocks and houses up to the same standard as the other homes that have been improved over the last 7 years or so. The refurbishment work proposed for the Aberfeldy Estate would be carried out within the first 3 years following transfer, subject to consultation with residents and planning permission being granted. Poplar HARCA proposes to improve security and reduce insecure areas next to Jura House by building 6 new homes for sale as shown on the plan included within this document. The money received from the sale of these homes will go towards the cost of the refurbishment work proposed to the Aberfeldy Estate and provide greater security to the existing block.

The table overleaf shows the works that will be undertaken on the Aberfeldy Estate should the transfer go ahead:

ABERFELDY ESTATE	Flats/maisonettes								Houses			
	19-41 Abbott Road	25A – 55A Aberfeldy Street	36A – 50A Aberfeldy Street	57-79 Jura House	1-32 Kilbrennan House	4-102 Oban Street	1-17 & 19-47 Portree Street	49-91 Portree Street	2, 12, 14 & 16 Dee Street	2 & 10 Ettrick Street	2-8,12-14 & 18 Abbott Road	20 Portree Street
CORE WORKS												
Roof Repairs		✓	✓									
Roof Renewal				✓	✓	✓	✓	✓	✓	✓		✓
Roof Insulation	✓	✓	✓	✓	✓				✓	✓	✓	
New Windows		✓	✓						✓	✓		✓
Window Overhaul	✓			✓	✓	✓	✓	✓			✓	
Brickwork repairs	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
Concrete repairs				✓	✓							
New door entry system/ CCTV		✓	✓	✓		✓	✓	✓				
New Front Entrance Doors	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Decorations/ Repairs	✓	✓	✓	✓	✓	✓	✓	✓				
Overhaul/ repair water tanks	✓	✓	✓	✓	✓	✓	✓	✓				
Estate lighting improvements	✓		✓	✓	✓	✓	✓	✓				
New TV aerials	✓				✓	✓	✓	✓				
Balcony repairs to blocks	✓	✓	✓	✓		✓	✓	✓				
ESTATE IMPROVEMENTS												
Environmental Works*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Security Enhancements*	✓	✓	✓	✓	✓	✓	✓	✓			✓	
Refuse System Upgrades*	✓	✓	✓	✓	✓	✓	✓	✓			✓	

* Environmental Works – where appropriate including hard and soft landscaping, improved estate lighting, private gardens, secure public gardens, boundary wall repairs, paving repairs and improvements to parking and play areas

* Security – new door entry system and/or CCTV security system

* Refuse System Upgrades – the provision of new underground system, new/overhauled chutes

The key benefits to residents of the Aberfeldy Estate from the proposals in this document would be as follows:

- A programme of major improvements on the estate are proposed
- Improved security measures are proposed for all the blocks.
- The environment would be improved generally
- Existing open space would be improved.
- Poplar HARCA will develop the Currie and Dunkeld Blocks to provide a new mixed tenure housing development. The plans for this will be finalised, following the ballot and in full consultation with local residents. Any surplus money arising as a result of the redevelopment will be reinvested into the business plan for the East India Estates to support the proposals outlined in this document.

2.4.2 The Teviot Estate

There are 84 properties on the Teviot Estate that were not transferred to Poplar HARCA previously. The individual blocks and houses covered are as set out in the tick sheets below (excluding Tweed House). These tick sheets also set out the work proposed to these properties which is planned to be carried out within the first three years following the transfer if this goes ahead.

Following consultation already carried out with residents and subject to Planning Permission being granted, it is also proposed to build 4 new homes for sale in Celtic Street between the existing houses as shown on the plan in this document. The new houses will help prevent anti-social behaviour which has been reported through the consultation process in this area.

The proceeds from the sale of these homes will go towards the cost of the refurbishment work proposed to the Teviot Estate.

Poplar HARCA proposes that Tweed House be decanted (emptied) and all secure tenants rehoused.

The following table shows the works that are planned to be undertaken to homes on the Teviot Estate should the transfer go ahead:

TEVIOT ESTATE							
	3, 4, 5, 11, 13, 14, 15, 16, 18, 19, 20 & 21 Celtic Street	4, 6, 8, 10, 12 & 14 Chadbourne Street	2, 6 & 8 Clutton Street	4, 10 & 14 Daniel Bolt Close	1 Passfield Drive	4 & 9 Uamvar Street	30, 32, 36 & 40 Venue Street
CORE WORKS							
Roof Repairs	✓	✓	✓	✓	✓	✓	✓
Roof Insulation	✓	✓	✓	✓	✓	✓	✓
Cavity Wall Insulation	✓	✓	✓	✓	✓	✓	✓
Window Overhaul	✓	✓	✓	✓	✓	✓	✓
Brickwork repairs	✓	✓	✓	✓	✓	✓	✓
Concrete repairs	✓	✓	✓	✓	✓	✓	✓

The key benefits to residents of the Teviot Estate from the proposals in this document would be as follows:

- Secure tenants in Tweed House would be rehoused and discussions with leaseholders regarding their options commenced
- New double glazed windows would be installed to every home where this has not already been done by the Council
- All outstanding repairs would be undertaken
- A programme of major improvements on the estate would be implemented
- Improved security would be provided to all the blocks
- The environment would be improved generally
- Existing open space would be improved

Proposals for Moving Home – Tweed House Residents only

For leaseholders living in Tweed House there will be a number of options available regarding moving home and these are set out briefly below. However, individual discussions with leaseholders will commence after the ballot takes place regarding their particular needs and preferences.

Leaseholders will be able to decide to pursue one of the following possibilities:

- Poplar HARCA will purchase your flat at market value plus 10% to cover home loss payments plus meet the cost of your, reasonable, legal and removal fees . Market value will be as agreed following advice from chartered valuers at the time of negotiation / sale.
- You could transfer the equity in your current flat and buy into a new flat built by Poplar HARCA (you would need to finance any difference between the valuation of your existing lease and that of the new property although there will be an option for equity to be deferred depending upon personal circumstances)
- You could swap your existing lease for a Poplar HARCA property of the same size and valuation

2.4.3 BROWNFIELD ESTATE

The Brownfield Estate comprises some 609 properties all of which are in need of major repairs and improvements. Poplar HARCA plans to carry out an extensive programme of major refurbishment and estate improvements to all of the properties and external areas within the next 5 years following transfer. As requested by the Estate Steering Group there may also be the possibility to review other options for Langdon House after a transfer to Poplar HARCA .

Through the consultation that has been undertaken so far, some residents have said that they would like an additional WC in the upstairs bathroom in the maisonette blocks. Poplar HARCA has therefore, undertaken to provide this wherever it is practicable to do so and has tried to reflect this in the tick sheets for the relevant blocks below.

The following tables show the works that will be carried out on the Brownfield Estate if the transfer goes ahead.

BROWNFIELD ESTATE	Houses and Flats					Low Rise and Other					
	13,23,31,37,41 & 47 Susannah St (o)	15-29 Ida St (odd)	10 & 16-22 Ida St	1-19 Follett St	52-74 St Leonard's Rd (e)	2-24 Burcham Street (even)	26-46 Burcham Street (even)	48-94 Burcham Street (even)	1-45 Langdon House	2-28 Adderley St (e)	132-154 Brownfield Street (even)
CORE WORKS											
Roof Repairs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Roof Insulation						✓	✓	✓	✓	✓	✓
Window Overhaul	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Brickwork repairs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Concrete repairs					✓	✓	✓	✓	✓	✓	✓
New door entry/ CCTV		✓		✓		✓	✓	✓	✓	✓	✓
Decoration/Repairs		✓		✓		✓	✓	✓	✓	✓	✓
Landlord's lighting improvements		✓		✓		✓	✓	✓	✓	✓	✓
Balcony Repairs		✓		✓		✓	✓	✓	✓	✓	✓
New TV Aerials						✓	✓	✓	✓	✓	✓
NON-CORE WORKS SUBJECT TO FURTHER CONSULTATION											
Environmental Works	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Security enhancements		✓		✓		✓	✓	✓	✓	✓	✓
Refuse System Upgrades	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

BROWNFIELD ESTATE	Low Rise East				Low Rise West			
	45-107 Brownfield St (odd)	19-89a St Leonard's Rd	2-72 Lodore St (even)	54-112 Willis St (even)	62-128 Brownfield St (even)	1-43 Brownfield St (odd)	2-60 Brownfield St (even)	6-52 Willis St (even)
CORE WORKS								
Roof Repairs	✓	✓	✓	✓	✓	✓	✓	✓
Roof Insulation	✓	✓	✓	✓	✓	✓	✓	✓
Window Overhaul	✓	✓	✓	✓	✓	✓	✓	✓
Brickwork repairs	✓	✓	✓	✓	✓	✓	✓	✓
Concrete repairs	✓	✓	✓	✓	✓	✓	✓	✓
New door entry system/ CCTV	✓	✓	✓	✓	✓	✓	✓	✓
Communal Decorations/Repairs	✓	✓	✓	✓	✓	✓	✓	✓
Overhaul/ repair water tanks	✓	✓	✓	✓	✓	✓	✓	✓
Landlord lighting improvements	✓	✓	✓	✓	✓	✓	✓	✓
New TV aerials	✓	✓	✓	✓	✓	✓	✓	✓
Balcony Repairs	✓	✓	✓	✓	✓	✓	✓	✓
NON-CORE WORKS SUBJECT TO FURTHER CONSULTATION								
Environmental Works	✓	✓	✓	✓	✓	✓	✓	✓
Security enhancements	✓	✓	✓	✓	✓	✓	✓	✓
Refuse System Upgrades	✓	✓	✓	✓	✓	✓	✓	✓

The key benefits to residents of the Brownfield Estate from the proposals in this document would be as follows:

- New double glazed windows would be installed to every home where this has not already been done by the Council
- All outstanding repairs would be undertaken
- A programme of major improvements on the estate would be implemented
- Improved security would be provided to all the blocks and the estate environment
- The environment would be improved generally
- Existing open space would be improved and new open space provided
- New community facilities will be provided from the new buildings on the site of the Builders Arms Public House, subject to planning permission.
- New community facilities are planned on the Brownfield Estate to compliment those already successfully provided on Aberfeldy and Teviot Estates by Poplar HARCA. These will be provided on the site of the 'Builders Arms' which Poplar HARCA has purchased for this specific purpose., subject to planning.

2.4.4 BALFRON TOWER AND CARRADALE HOUSE

The Council and Poplar HARCA have been considering the best long-term solution for these blocks and following discussions with residents of both blocks it has been agreed that a scheme of major refurbishment would proceed over the next 5 years if the blocks transfer to Poplar HARCA. Due to their “listed” status, the cost of the work is significantly higher than other, more typical, Council homes in the area. This because there are special rules and regulations that must be complied with when refurbishment work is carried out to listed buildings.

BROWNFIELD ESTATE	Balfron & Carradale	
	1-146 Balfron Tower	1-88 Carradale House
CORE WORKS		
Roof Repairs	✓	✓
Roof Insulation	✓	✓
New Windows (where not previously)	✓	✓
Window Overhaul	✓	✓
Brickwork repairs	✓	✓
Concrete repairs	✓	✓
Central Heating Improvements	✓	✓
New door entry system/ CCTV	✓	✓
Decorations/ Repairs	✓	✓
Overhaul/ repair water storage tanks	✓	✓
Landlord's lighting improvements	✓	✓
New TV aerials	✓	✓
Balcony Repairs	✓	✓
NON-CORE WORKS SUBJECT TO FURTHER CONSULTATION		
Environmental Works	✓	✓
Security enhancements	✓	✓
Refuse System Upgrades	✓	✓

The key benefits to residents of Balfron Tower and Carradale House from the proposals in this document would be as follows:

- All residents in the two blocks will get a choice of moving home or remaining in the block as set out below
- New double glazed windows would be installed to every home where this has not already been done by the Council
- All outstanding communal repairs would be undertaken
- A programme of major improvements around both blocks would be undertaken enhancing the communal space outside the blocks
- Improved security would be provided to the blocks and the estate environment
- The environment would be improved generally
- Existing open space would be improved and some new open space provided

2.4.5 New Homes on Brownfield and the “Choices” option

In addition to the major refurbishment of both Balfron Tower and Carradale House, Poplar HARCA also proposes to build 130 new homes on the Brownfield Estate. These new homes will be a mixture of family houses, flats and maisonettes which will be either for rent or for sale. These new homes will be offered as a priority for residents in Balfron Tower and Carradale House to move into if they choose to do so. Where this option is taken up, the properties vacated in Balfron Tower and Carradale House will be sold as a means of providing additional funding towards the regeneration of the Estate.

Residents of both blocks will be given a choice as to whether they wish to remain in their current home whilst the repairs and improvement work is carried out or move to one of these new homes being built on the Estate. This choice will be available both to tenants and resident leaseholders in both blocks.

All of the new homes proposed will need to be built first to enable those who choose to do so to move into them before the refurbishment works to Balfron Tower and Carradale House begin. The new homes will only be built and the offer to move into them given if planning permission and other consents required are granted. Poplar HARCA plans to make these applications as soon as possible. There will also need to be a great deal more consultation with local residents on the plans over the coming months. The proposals for Balfron Tower and Carradale House are therefore subject to Poplar HARCA obtaining full detailed planning permission for the new homes. Informal discussions with the Council over these proposals have already taken place and there is an ‘in principle’ agreement to the scheme.

Although it is not currently anticipated, should more than 130 tenant and resident households wish to move from Balfron Tower and Carradale House, Poplar HARCA will aim to provide additional new homes within the Poplar area.

Soon after the ballot, if there is a ‘yes vote’ in favour of transfer, Poplar HARCA will visit each resident in Balfron Tower and Carradale House to establish what their preference would be for their home in the future. At this stage individual preferences and needs will be established so that the new homes can be planned and built to meet the needs of those tenants and leaseholders who have stated a preference to move.

2.4.6 LEASEHOLDERS IN THESE TWO BLOCKS WILL HAVE A NUMBER OF OPTIONS AVAILABLE TO THEM:

- Poplar HARCA will buy your lease at market value. Market value will be agreed following advice from Chartered Valuers at the time of negotiation / sale.
- You could transfer the equity in your current flat and buy into a new flat built by Poplar HARCA (you would need to finance any difference between the valuation of your existing lease and that of the new property) There will be an option for some of the equity to be deferred depending upon personal circumstances
- You could swap your existing lease for a Poplar HARCA property of the same size and valuation

Following the ballot and providing that this is in favour of transfer, Poplar HARCA will enter into individual discussions with all leaseholders to determine personal preference and circumstances. Decisions on which option leaseholders would prefer to pursue will not need to be made until after transfer and work is due to commence on the refurbishment of the blocks.

General Estate Improvements

In addition to the repairs and improvements to the homes, there are a range of specific proposals which will help to improve the neighbourhood generally.

The following are some of the main proposals for the Estate which have been made following resident consultation. If the transfer goes ahead, there would be further consultation to work out the details.

- The estate environment will be improved with additional lighting, signage and security measures.
- Provision of a range of security measures to make the Estate a safer place to live.
- Low level fencing for courtyards or boundary walls, railings for some of the blocks, or private defensible space at ground floor level for low level blocks to improve security and appearance.

Poplar HARCA will undertake the maintenance of the green and open areas that transfer through a regular horticulture/maintenance programme. These areas make the Estate a more attractive place to live and subject to both further consultation with residents and planning permission, Poplar HARCA would like to make improvements to these green and open spaces.

2.5 Consultation before Refurbishment and Improvements

Before any work is started, you have the right to be consulted under Section 20 of the Landlord and Tenant Act 1985 as amended. You will get details of what is planned, including estimates. You will be invited to comment on them within a specified time.

You will be required, within the terms of your lease, to make a contribution towards the cost of the works of refurbishment and improvement that will have been undertaken to blocks and the Estate.

2.6 Leaseholders' contribution towards the costs of Refurbishment & Improvements

As a leaseholder there are legal limitations to the extent you can be required to make contributions towards the cost of works. You will **not** have to pay towards the cost of the internal renovation of tenants' homes. Your lease will state to what extent you will have to pay towards the cost of repairs and improvements to the block and the estate.

The actual contribution you would be required to make will vary depending on:

- 1 When the property was purchased
- 2 The information given at the time of purchase
- 3 The works that are carried out and when they are done
- 4 The terms of your lease.

Framework for limiting recharges to leaseholders for major works

Poplar HARCA will work within the Common Policy Framework drawn up by the Council to protect those leaseholders in most financial hardship from having to pay high contributions towards the refurbishment of their block. This Policy Framework meets the requirements of the Government's "Social Landlords Discretionary Reduction of Service Charges (England) Directions 1997", which unless the Government specifically directs otherwise, controls how any social landlord can reduce charges made to leaseholders for work undertaken to their homes.

Within the policy there are works categories that distinguish between those which will be recharged to leaseholders and those which will not.

Chargeable works:

These are works required to maintain the fabric of the building or its immediate environment in good condition. They are generally works which replace building or other components on a 'like for like' basis or with an accepted modern version of the original. Also covered are works which improve the structure, fabric or amenity of a building or its immediate environment and / or which serve to increase the life of the building over and above that likely to be achieved through normal repair.

Where rechargeable repairs and improvements cost more than £10,000 per property, leaseholders may have costs restricted to this amount if all of the following criteria are met: -

- You are the original Right to Buy purchaser
- The property is your only or principal home and you live there full time
- You do not have any undisputed service charge arrears with Poplar HARCA
- The works were not specified on your Section 125 Offer Notice, which you received before you bought your home, if this is still applicable
- You are in receipt of a state pension or means tested state benefit or are able to demonstrate exceptional financial hardship

Poplar HARCA will place a legal charge on your home so that if you sell your property within seven years of your recharge being limited to £10,000, Poplar HARCA will be able to recover the difference between the £10,000 and the full recharge. This means that if you sell your home the cost is recovered from the sale price you receive.

Non Chargeable works:

These are works carried out to enhance the general environment, remodel the estate and / or to eliminate crime or anti-social behaviour. These may include exceptional works that require detailed consideration because they are more extensive than those required to maintain the building. They also include works to management offices or depots, tenants flats and community buildings that do not fall within the specific recharge scope of individual leases and which cannot be recharged.

2.7 Ways to pay your contribution towards the costs of works to your home

Poplar HARCA will offer various repayment methods for leaseholders who are unable to afford to pay for the full costs of the works immediately. These methods include:

- Payment by instalments
- Bank or Building Society loan
- Bank or Building Society Mortgage
- Houseproud Loan and Grant (via the Council)
- Private Sector Minor Works Grants (via the Council)
- A loan from the Housing Corporation
- Legal charge placed on the property

POPLAR HARCA WILL PROVIDE SUPPORT THROUGH THIS PROCESS TO ALL LEASEHOLDERS FACING HARDSHIP, PARTICULARLY ELDERLY AND VULNERABLE RESIDENTS.

3 ABOUT POPLAR HARCA

WHAT IS IN THIS SECTION OF THE DOCUMENT?

- 3.1 WHAT IS POPLAR HARCA?**
- 3.2 MANAGES POPLAR HARCA?**
- 3.3 REGULATES POPLAR HARCA?**

3.1 What is Poplar HARCA?

Poplar HARCA is a not-for-profit, charitable housing association. Housing associations are independent not-for-profit organisations that provide homes for people in housing need. Housing associations are the country's major provider of new homes for rent. Poplar HARCA aims to work with local people to create an environment where they want to live and to work with them to define their own financial and social aims.

Poplar HARCA manages over 5,000 homes in Poplar, East London. Any surplus money it raises is used to fund new homes, maintain existing ones and other housing related activity. If the transfer goes ahead Poplar HARCA will own the transferred properties and land on the Estate and will be the landlord of the tenants and own the freehold of the leaseholders' homes. Poplar HARCA already own parts of East India Estate and have a proven track record of carrying out regeneration in the East India area.

Poplar HARCA is a **not-for-profit company limited by guarantee** registered with the Housing Corporation which means that **all** of its income would be spent on the housing service, providing new homes, community services and repaying loans. There would be no question of any "profits" being shared out between members of Poplar HARCA. Every penny would have to be used for the proper purposes and accounted for.

Very strict rules apply to Registered Social Landlords, for example, Poplar HARCA:

- Can only do certain things, as set out in its rules, such as provide quality homes at affordable rents;
- Must comply with the Housing Corporation's Regulatory Code and Guidance which sets out the expectations of Registered Social Landlords. These expectations are designed to make sure that the RSL is viable, properly managed and properly governed. The Housing Corporation assesses compliance with the Regulatory Code and Guidance and if compliance is not achieved it has very wide powers to intervene.
- Has a constitution which prohibits payment of anything other than out-of-pocket expenses to board members. Any change would require the Housing Corporation's consent.

3.2 Who Manages Poplar HARCA?

Poplar HARCA is governed by a Board of Management. Its duties are to ensure that the organisation remains viable and well run. It oversees and guides the work of the staff teams and meets regularly with staff to monitor performance, receive and comment on reports and to agree future developments and strategy.

There are 18 places on the Board, including 7 for residents (6 tenants and one leaseholder). The tenant places on the Board could be filled by any East India Estate tenant, if this transfer goes ahead. After transfer, the East India Housing Choice Steering Group would become one part of the overall Estate Board for East India. The existing East India Estate Board which serves the north of the Estate would continue to meet and together with your new Estate Board would jointly nominate members to the Joint Estate Panel, which in turn, through elections, appoints the Resident Directors to the Board. Board Members are selected on the basis of their expertise, experience and suitability to do the job. Board Members are not paid, but are reimbursed for the expenses of attending meetings, for example travelling or child-minding costs.

Main Board

The board of Poplar HARCA has significant resident representation, the board has places for

- 10 resident members (8 tenants, 2 leaseholders)
- 2 Tower Hamlets Councillors
- 6 independent members

Residents are involved both as full Poplar HARCA board members and through involvement with estate boards. Poplar HARCA sees resident involvement as fundamental to providing quality

services to local people that meet their needs and aspirations. The Independent Members of the board consist of suitability qualified and experienced volunteers. The Independent members have a range of skills and experience that contributes to the governance of the organisation, which complement the other Board members.

The six councillor members of the board are nominated by Tower Hamlets Council.

The Resident Board Members are:

Terry Townsend

Terry has lived in Bow and Poplar all his life and has been a resident on the Teviot Estate for over thirty years. Terry wants to see a cut in anti-social behaviour and street crime. He believes that regenerating run down estates improves the quality of life for everyone. By getting involved and sitting on the Teviot Estate Board representing the residents this helps give the residents a chance to have their say in the priorities that they want to see for the future and the changes that are taking place already.

Deborah Cordrey

Deborah Cordrey, otherwise known as Debbie, has been a resident director since July 2005. Debbie has lived on the Aberfeldy Estate all her life and has been an active member of the community through the estate board and by taking part in community activities in the local area. Debbie stood for resident directorship as she believes it is important to empower residents to take pride, be active and have a say on what is happening locally which will affect the quality of their lives in some way or another. Debbie believes it is by empowering residents that regeneration can work and only then can we change the future for young people and for the whole community.

Bunmi Amushan

Bunmi has been the elected resident director for the Lansbury Estate since July 2004. Her background is in housing management and she brings a wealth of expertise to her involvement on the Lansbury Estate. She has been a dedicated member of the estate board with a keen interest in housing issues. She is strongly committed to seeing high standards of service delivery. Although she is a newly elected Resident Director, she has already proven to be extremely approachable to the residents and she looks forward to building on this.

Gordon Mason

Gordon is a resident on the Bow Bridge Estate and is the Resident Director of Bow Bridge and Coventry Cross Estate Board, he states:

“I’ve lived in Bow for nearly 40 years and been an active member of the Bow Bridge Estate Board since the beginning. I’m able to contribute my experience in engineering and demolition, where I worked to contracts running my own company, to both my Local Estate Board and the main Poplar HARCA board. I joined the Board to represent residents as a community, particularly with technical issues, and I’m dedicated to the well-being of residents on Poplar HARCA estates in general.”

Christine Searle MBE (chair)

Christine is a full time carer, mother and wife living on the Lincoln Estate in Poplar in the heart of the east end of London. Christine has been involved with Poplar HARCA from the beginning of the local housing company some six years ago. Christine has served on the full board of the company for as a Resident Director and for the past three years has been the chair of the company. Christine also serves on the technical and service delivery committee and on her local area board. When not thinking all things Poplar, Christine crosses the border and sits on the board of Kingsmead Homes in Hackney. Her passion is the re-building of deprived neighbourhoods and she knows that a successful social housing provider has to go beyond just bricks and mortar.

Christine is committed to resident empowerment, not just to tick the relevant box in the monitoring forms but to put residents at the heart of decision making – after all, who better to make decisions about where they live but the people who live there! Christine was awarded an mbe in last summer's honours list.

There was one vacancy for a resident director as of May 2006

David Waddell - Leaseholder Director.

David Waddell grew up in Northern Ireland, but has lived on the Burdett Estate since 2002. He has served on the Burdett Estate Board since 2004 and on Poplar HARCA's Leaseholder Steering Group since 2005. He believes there are enormous challenges across the UK for social housing, particularly in the Poplar area. He feels it is a privilege to help work towards improving housing conditions and the quality of life for both leaseholders and tenants in poplar. David works as a producer for BBC World TV and enjoys sailing and skiing in his spare time.

There are vacancies for resident Directors which will be filled in September 2006 by nominees from newly transferred Housing Choice Estates

The independent board members are:

Keith Jenkins

Keith is a partner in a well-known and respected firm of specialist housing solicitors. He has specialised in housing for 25 years, advising both housing associations and local authorities. He has specific experience of local authority stock transfer and its legal and funding structures.

Ben Wilson

Ben is the chief executive of a group of five housing associations that work in south London and the southern home counties. A housing manager by profession, he has worked in housing for over 25 years, recently specialising in matters relating to group structures, stock transfers and regeneration. He is a council member of the National Housing Federation, chair of the London Housing Federation and a member of the Housing Forum for London. He has lived in Tower Hamlets for over 20 years.

Andrew Mawson OBE

Andrew Mawson OBE is co-founder and executive director of Community Action Network (CAN), a network of social entrepreneurs with 750 members across the United Kingdom. His work with CAN includes building relationships with the public and private sectors specifically in the areas of health and education. Andrew is the founder and now president of the Bromley-by-Bow centre in the east-end of London. This project created one of the first healthy living centres in Britain. The centre is owned by the community through a development trust. It involves an integrated range of community-based activities alongside a purpose-built primary health care facility.

In the millennium New Years honours list, Andrew received an OBE for his work at the Bromley-by-Bow centre. In April 2003 Andrew was awarded an honorary MA from the London Metropolitan University for his contribution to community regeneration, education and social entrepreneurship, and in 2004 the John Owens award from Manchester University.

Bernadette Conroy

Bernadette Conroy was born in 1966, and educated at Cambridge University where she obtained a MA in Mathematics. Bernadette joined Booz Allen and Hamilton before completing an MBA at insTea Business School in France in 1991. Following this, she returned to Booz Allen and Hamilton for 2 years before going to Morgan Stanley. In 1994 she joined HSBC investment bank in the planning and strategy area. She was then made head of

planning and strategy for investment banking and markets and in 2000 gained the added responsibility of marketing, communications and business development services. She is married with two children.

Paul Brickell

Paul is Chief Executive of Leaside Regeneration Limited, visiting professor at the Institute of Child Health at Great Ormond Street Hospital for children NHS Trust, University College London and chair of the recently formed East London NHS LIFT company. For 20 years he was a biomedical research scientist, latterly at the institute of child health where he set up an interdisciplinary childhood cancer research department. Following a career change in 1999 he became Director of Regeneration and later Chief Executive of the Bromley-by-Bow Healthy Living Centre before moving to Leaside Regeneration Limited. He has wide experience in urban regeneration and neighbourhood renewal and has written on the subject for the 'think tank' DEMOS and policy network and others.

There is currently one vacancy for an independent Board Member.

The council representatives are:

Councillor Shiria Khatoun who has been recently elected as a Councillor in Tower Hamlets

Councillor Motin Uz Zaman who has been a Councillor with Tower Hamlets for a number of years.

The above new Council nominees following the 2006 local elections will formally take their places on the Board after the Poplar HARCA AGM in September 2006.

3.3 Who Regulates Poplar HARCA?

Poplar HARCA is a not-for-profit charitable Company Limited by Guarantee, registered with the Housing Corporation. This is the government body responsible for supervising and regulating Registered Social Landlords. These include regulations relating to:

- Provision of information, consultation, participation, confidentiality of information, complaints and compensation;
- Service charges and standards of services;
- Leasehold and general housing management policies;
- Financial management; and
- The way in which the organisation operates in terms of competence, independence, openness and equal opportunities.

Poplar HARCA produces an annual report to tenants, which includes details of their annual accounts and performance.

In addition Poplar HARCA, just like the Council, is subject to regular inspection by the Housing Inspectorate, an arm of the Audit Commission, to assess, amongst other things, the quality and the cost effectiveness of the services provided.

4. HOW YOUR HOMES WOULD BE MANAGED

WHAT IS IN THIS SECTION OF THE DOCUMENT?

- 4.1 COMMITMENT TO LEASEHOLDERS**
- 4.2 SERVICE CHARGES**
- 4.3 LEASEHOLDER INVOLVEMENT IN THE FUTURE**
- 4.4 IMMEDIATE SERVICE IMPROVEMENTS – THE FIRST 100 DAYS**
- 4.5 LOCAL ESTATE OFFICE AND STAFF STRUCTURE**
- 4.6 LOCAL MANAGEMENT OF THE ESTATE**
- 4.7 REPAIRS SERVICE**
- 4.8 CARETAKING AND CLEANING**
- 4.9 ANTI-SOCIAL BEHAVIOUR AND HARASSMENT**
- 4.10 COMPLAINTS POLICY**
- 4.11 RESIDENTS' INVOLVEMENT**
- 4.12 THE ROLE OF THE COUNCIL AFTER TRANSFER**
- 4.13 HOW THE COUNCIL WOULD MANAGE YOUR HOME IF TRANSFER DOESN'T PROCEED**

4.1 Commitment to Leaseholders

Poplar HARCA is committed to providing a good housing management and maintenance service to all leaseholders. This would include:

- 1 Acting at all times as a reasonable and responsible landlord (freeholder) and in particular meeting its obligations as freeholder without being reminded or being the subject of legal action;
- 2 Providing an accountable cost-effective service for leaseholders;
- 3 Respecting and protecting the rights of leaseholders;
- 4 Maintaining buildings in a good condition;
- 5 Discouraging neighbours from causing a nuisance;
- 6 Providing accurate clear and timely information about the services provided to leaseholders;
- 7 Providing clear, accurate and easy to understand information about service charges;
- 8 Continuing to provide a dedicated team of staff responsible for leasehold services;
- 9 Maintaining specific leaseholder groups to sustain local accountability.

4.2 Service Charges

Poplar HARCA will comply with the terms of the leases in collecting service charges for services provided to leaseholders and in respect of the cost of works undertaken to the premises.

Services charges will be set to reflect actual costs for each block as far as possible. Where there has been a surplus of service charges paid over the actual costs of those services it will carry the surplus forward to the following year's account and will be able to charge less in that year. Where there is a deficit, Poplar HARCA will add it to the following year's service charge.

Leaseholders will be offered a variety of payment mechanisms for the repayment of their service charges. These will include: -

- Standing orders
- Cash payments at local post offices
- Payment by cheque to Poplar HARCA offices
- Direct deductions from salary for leaseholders who are employees of Poplar HARCA.

4.3 Leaseholder involvement in the future

Poplar HARCA is committed to full consultation with all residents, including leaseholders, about proposed changes to policies or practices which may affect services. This is particularly relevant where such services are partly paid for by leaseholders.

Leaseholders would be consulted in accordance with legislation on any proposals which may affect the management of their homes.

Leaseholders will also be represented on the Management Board, which will oversee the management of the estate.

Trained housing staff will manage the Estate from an Estate office. However, Poplar HARCA believes that local residents should be fully involved in making decisions which affect the Estate's redevelopment and improvement programme and the management, maintenance and improvement of their homes.

4.4 Immediate Service Improvements – the first 100 days

If the transfer goes ahead, Poplar HARCA will carry out a series of improvements. Immediately after transfer Poplar HARCA will do the following:

- Commence a programme of “one-off” deep cleaning – a specialist contractor will thoroughly clean all common areas using industrial cleaning equipment including graffiti removal. Residents will not be required to pay anything towards this through their service charges.
- Start a programme of daily, weekly and monthly cleaning.
- Start a programme of emergency catch up repairs (for example, damaged glazing).
- Address emergency Health and Safety issues.
- Remove all rubbish from the base of the blocks and the Estates in general including alleyways.
- Catch up on grass cutting and horticultural maintenance
- Instruct a Maintenance Officer to review outstanding maintenance requests and progress urgent repairs needed to tenants flats.

4.5 Local Estate Office and Staff Structure

Poplar HARCA is committed to providing locally based day to day services, in close proximity to the East India Estates which will be implemented immediately after transfer. Based on current duties Poplar HARCA initially aims to have an average housing officer patch size of 500-600 properties across Poplar HARCA. If tenants vote in favour of transfer, details will be finalised following discussions with East India Estates Steering Group over the months following the ballot and prior to the transfer. There will be staff dedicated to East India Estates, which will include, Neighbourhood Officers, Caretaking and responsive repair staff.

4.6 Local Management of the East India Estate

The Neighbourhood Director, who will cover the East India Estates, will co-ordinate all services provided locally and ensure that high standards are maintained across all aspects of service delivery. The Neighbourhood Director will see that residents lead and shape a service that is relevant and responsive to local need.

Officers responsible for providing local services e.g. housing management, Estate cleaning, repairs and caretaking will meet with residents regularly and be accountable to the Aberfeldy, Brownfield and Teviot Estate Boards.

Neighbourhood Officers will provide a “one-stop” housing service giving residents access to a dedicated local team. They will have computer links to tenancy and other records and will be in a position to answer your enquiries ‘on the spot’.

A freephone repairs ‘hot line’ will be available as well as a freephone service centre based at Chrisp Street. Neighbourhood Officers will provide a responsive locally based housing management service as well as linking into Poplar HARCA’s specialist teams. These include:

- Tenancy enforcement team.
- Rent Services team: providing advice and assistance on all rent related matters.
- Lettings team: co-ordinating Poplar HARCA’s participation in the Common Housing Register and providing advice and assistance on rehousing matters.
- Leasehold management team providing a comprehensive service to leaseholders.
- Estate Services Team providing caretaking, cleaning, horticulture, bulk refuse removal, painting and graffiti removal.

. 4.7 Repairs Service

A high quality, customer orientated local repairs service will be provided. The service will:

- Operate an appointments system for the carrying out of repair work;
- Adhere to published priority timescales for the completion of repair work wherever possible, and ensure that all residents are aware of these timescales;
- Ensure that all contractors undertaking housing repairs services abide by a code of conduct to ensure high standards of customer care;
- Survey contractors' work whilst they are on site to ensure that repairs and installations are carried out satisfactorily, without damaging, weakening or affecting the performance of the building;
- Monitor resident satisfaction with the repairs service and ensure that any complaints about the service are investigated promptly.

Poplar HARCA has a planned maintenance programme that will ensure that properties are kept in good repair. Poplar HARCA may offer a service to leaseholders to carry out internal repairs at cost including administration.

4.8 Caretaking and Cleaning

Poplar HARCA recognises that the care and maintenance of an Estate by a local cleaner / caretaker can make a dramatic difference to its appearance. The caretaking staff will be fully supported through the use of proper cleaning equipment and training.

Poplar HARCA has a well-established and effective local caretaking and cleaning service on each of its Estates. This currently includes:

- Estate cleaning
- Bulk rubbish removal
- Graffiti removal
- Dumped car reporting
- Horticulture services

All of these services are performance managed with regular reporting to resident committees and sub committees. The particular type of cleaning and other Estate maintenance will need to be agreed with the residents. The cleaning service currently provided by Poplar HARCA is documented for each Estate and residents will all know what rotas are for cleaning, horticulture and other services such as bulk rubbish removal, and what standard they should expect. Typical cleaning service schedules suggested for the East India Area would be available on request.

Full Resident Involvement

Residents will be involved in monitoring the service via joint inspections with the managers of the service. The findings of the residents will be reported to the East India Estate Board on a regular basis.

Cleaning Backlog

At the start of the new service the communal areas will benefit from an intensive cleaning programme. This cleaning 'blitz' will bring all areas up to an acceptable cleaning standard which the estate caretakers will then maintain.

Open and Transparent Service

A cleaning programme for all estates, set after consultation with residents, will be published setting out what cleaning tasks take place on what days. A clear record of the completion of the cleaning tasks will be kept on open display for inspection by residents.

4.9 Anti-Social Behaviour and Harassment

A Respect Standard for Housing Management

Poplar HARCA is committed to implementing the government's 'Respect Standard' for Housing Management. This standard will be a public document setting out minimum standards outlining the level, quality and scope of services that we will provide in relation to antisocial behaviour. Poplar HARCA welcomes the Respect Standard and is committed to signing up to it, once the content has been finalised by the government. Poplar HARCA will review its current antisocial behaviour policy and procedure in consultation with residents to make sure that it complies with the terms of the Respect Standard.

Statement of Intent

Poplar HARCA is aware that community safety is a major issue for residents on Estates proposed for transfer. Poplar HARCA already takes a stringent approach to Anti-Social Behaviour and in addition to the functions carried out by the locally based staff has a dedicated anti social behaviour team.

Poplar HARCA's approach is to see ASB as part of a wider community safety strategy, which encompasses:

- Enforcement
- Prevention
- Partnership working
- New initiatives

Poplar HARCA has already been successful in obtaining Anti Social Behaviour Orders against perpetrators (the first ASBO in the borough was obtained by Poplar HARCA) in addition to taking possession action against persistent offenders. Other enforcement tools such as injunctions and acceptable behaviour contracts are widely used.

Poplar HARCA is committed to ensuring that all tenants and leaseholders enjoy their right to peace, quiet and security in their homes. Poplar HARCA will take firm and prompt action in dealing with disruptive tenants and any other persons causing a nuisance or harassment on Estates or in individual dwellings. Poplar HARCA recognises that anti social behaviour has a negative impact on people and neighbourhoods.

Poplar HARCA will take whatever action is available to it in tackling anti social behaviour. This includes arbitration and mediation, the use of injunctions, and the use of Poplar HARCA's powers under the Housing Act 1996 and Anti-Social Behaviour Act 2003.

If the anti social behaviour is persistent or acute and the perpetrator is a tenant of Poplar HARCA they will make use of the following legal and non-legal sanctions, where appropriate:

- Acceptable behaviour contracts (ABCs)
- Possession proceedings, leading to eviction
- Demotion of tenancy
- Injunctions/ Anti-Social Behaviour Orders (ASBOs)
- Sharing of information under a joint protocol on information sharing with Police and partner agencies, to enable us to take enforcement action.
- Sharing of information to work with the local authority environmental health team to take action against statutory nuisances e.g. noise.
- Use of mediation services, involving a Service Level Agreement with Tower Hamlets Mediation Service.
- Provision of diversionary activities.

Poplar HARCA will work with local residents to take action against tenants and residents identified as causing antisocial behaviour. Where the perpetrator of anti social behaviour is unidentified, Poplar HARCA will take a pro-active approach to identify them including the use of covert surveillance and professional witnesses where appropriate.

Inter-Agency Approach

Poplar HARCA works with local statutory and voluntary agencies, including the police, probation service, Youth Offending Team, health authority, environmental health, social services and other Registered Social Landlords, to develop a co-ordinated approach to problems of neighbour nuisance on its Estates.

Leaseholders and Sub-Tenants

Where a lessee or sub-tenant of the leaseholder perpetrates nuisance, Poplar HARCA will use its powers under the lease to take action against the lessee or sub-tenant. This includes the use of injunctions and, as a last resort, action for forfeiture.

Harassment

Poplar HARCA is committed to combating all forms of harassment including

- Racial harassment
- Sexual harassment
- Harassment against people living with HIV or AIDS
- Harassment of gay and lesbian residents
- Harassment on grounds of age, disability or religious belief

The antisocial behaviour policy and procedure incorporates this commitment to tackling all forms of harassment.

Poplar HARCA believes in equality, and is committed to ensuring that its residents are able to live without fear of harassment, intimidation or attack. Poplar HARCA is opposed to all forms of harassment, and will use its powers and resources to take action against any individual involved in an incident, where either the victim or the perpetrator is a resident of the Association.

Working in partnership with the community

Poplar HARCA's strategy will be to work in partnership with the Council, local community groups, voluntary agencies and the police to develop initiatives to combat all forms of harassment. Poplar HARCA will adopt practices which will contribute towards the development of harmonious communities in the Borough.

Victim-Centred Approach

Poplar HARCA will take a victim centred approach in responding to cases of harassment and antisocial behaviour. Poplar HARCA will be guided by the victim in determining the most appropriate course of action in responding to an incident of harassment or antisocial behaviour.

4.10 Complaints Policy

Poplar HARCA is committed to providing high quality, efficient and effective services to all its residents and applicants for housing. However, Poplar HARCA recognises that, from time to time, people may have cause for dissatisfaction with its services. Poplar HARCA is keen to obtain feedback from residents and applicants for housing, and to hear their views, in order that it can review the services it provides and the way in which it provides them in light of such views. Poplar HARCA will therefore operate clear and well-publicised procedures for receiving and dealing with complaints.

Monitoring and Taking Improvement Action

All complaints received will be monitored and details recorded of the date received, the nature of the complaint, the date action was taken and the nature of the action taken. Poplar HARCA's Director of Neighbourhood Services and its Service Delivery Committee will regularly review complaints received and consider appropriate action to tackle problems that are persistently raised, reporting their findings to the Board.

Enquiries will be considered within agreed timescales in a three stage internal process. Whilst most complaints are resolved at an early stage complainants may ultimately take issues to a sub group of the main board.

Should you still be dissatisfied you can take your complaint to the Ombudsman. The Independent Housing Ombudsman is an independent and impartial organisation which has the authority to investigate whether or not a Registered Social Landlord has acted unfairly or if a complaint has been caused by maladministration.

Once the Ombudsman accepts the complaint it will be investigated. If the ombudsman decides that injustice has been caused by maladministration he will make recommendations to the Poplar HARCA. The recommendations will be accepted and implemented.

Poplar HARCA recognises that customer feedback is invaluable because it lets the organisation know what residents like and dislike about the services provided. That is why Poplar HARCA is introducing continuous feedback systems for its key services. One method adopted is the regular customer satisfaction survey undertaken; details of the results of the most recent survey undertaken can be obtained via Lynne Overend on 020 7510 0557.

4.11 Resident Involvement

Poplar HARCA believes that a real commitment to resident involvement is essential to ensure that the views of residents are heard and acted upon. **Resident involvement is central to everything Poplar HARCA does.** A resident empowerment team of seven staff support resident directors and resident representatives on the Estate Boards and Joint Estate Panel.

Area / Estate Boards: Each area has an Area / Estate Board that meets regularly to discuss issues relevant to them. Many have established sub-groups to work on specific issues such as major works and service delivery.

Poplar HARCA proposes that, if the transfer goes ahead the East India Housing Choice Steering Group would set up a new Estate Board for the Brownfield Estate and the Housing Choice parts of the Aberfeldy and Teviot Estates would merge with the existing Aberfeldy and Teviot Estate Boards. Through the Joint Estate Panel the three estates will then be able to nominate a Resident Director to the main Poplar HARCA board as set out below. The steering group members would form their own refurbishment sub-group of the individual estate boards to oversee, manage and development their refurbishment work programme. These Estate Boards would manage and monitor all of the services delivered on the Estates to which key managers would be fully accountable.

Poplar HARCA also has a **Leaseholder Steering Group**, which is made up of leaseholders from all Poplar HARCA Estates and looks at leaseholder specific issues, such as service charges and major works charges, the Leaseholder Steering Group also elects one of its members to be the leasehold resident director.

Each Area / Estate Board elects 2 tenants and 1 leaseholder to the **Joint Estate Panel**, which in turn elects seven resident directors to sit on the Poplar HARCA Board and sub committees of the main board, which also includes elected councillors and independent members.

Poplar HARCA's commitment to resident involvement – and in effect a constitutional guarantee of tenant representation – is shown by Poplar HARCA's plans for the future:

- Poplar HARCA now has a **resident majority board**. the first of its kind in the UK.
- Poplar HARCA's **structure will be modified** to make sure that every Estate, old and new, has an equal voice in how the organisation is run.
- Poplar HARCA are developing 'a model of active participation', pioneered by our partner organisation, the Bromley by Bow Healthy Living Centre.
- Poplar HARCA is carrying out a research project to try new ideas alongside some of the more traditional approaches to consultation and involvement. You can be included in this research if you wish.

In addition to these structured ways of involving residents, Poplar HARCA is keen to involve local people as much as possible in activities and projects that affect your communities.

4.12 Consultation

Poplar HARCA will consult residents widely, on a variety of issues, including proposed changes in policy and practice, service delivery performance, housing management and major works. Consultation will be carried out through both recognised residents' groups including TRAs, estate boards, and with individual residents as appropriate.

Poplar HARCA will monitor the results of consultation methods to ensure that views from all sections of the community are considered when making changes and improvements.

Poplar HARCA will give individual residents a range of different ways to register their views and influence policy. This will enable continuous review and improvement of service delivery. These methods include:

- Comprehensive residents' satisfaction surveys to be carried out on an ongoing basis. From these Poplar HARCA will produce and publicise an action plan of improvements to residents.
- Monitoring of residents' satisfaction with our maintenance contractors and handypersons.
- Regular newsletters to be used as a medium for encouraging feedback.
- Telephone and postal surveys or consultation will be carried out on a regular basis.
- Effective Monitoring of all complaints received to ensure any trends are noted and improvements in service delivery made.
- The ability to contact Poplar HARCA directly via their website on:
<http://www.poplarharca.co.uk/>

The findings of all consultation exercises will be analysed and reported back to inform the decision making process.

4.13 What would be the role of the Council following transfer?

If the transfer goes ahead, the Council would enter into a legal agreement with Poplar HARCA. Poplar HARCA would be bound to keep the promises set out in this document and the Council could take legal action against them if they do not.

Following transfer the Council will continue to nominate some of its councillors to Poplar HARCA Board as it does now.

Following transfer, the Council would continue to work in partnership with Poplar HARCA. The Council would continue to have a strategic housing role even if the Estates did transfer to Poplar HARCA, which would include, for example, maintaining its duties to the homeless under the homelessness legislation and maintaining the Common Housing Register.

The Council would continue to be responsible for non-housing services supplied to the East India Estates such as highways, refuse collection and planning. East India residents would still be able to contact these services the usual way. Residents would still be required to pay their Council Tax in the same way as they do now. The Council would also continue to be responsible for administering Housing Benefit.

4.14 How the Council would manage your home if transfer doesn't proceed

Investment

The Council cannot generate all of the investment needed in all of its homes in the foreseeable future. The Council has no financial provision in the current capital programme (which runs until 2007/2008) allocated for East India Estate. As this work programme is based on an estimate of the money that the Council will have available in the future, it cannot guarantee it will be able to carry out the work identified in the timescale proposed. This will depend on the Council having the anticipated amount of money identified and other more urgent work not having to take priority in the Council's Housing Investment Programme.

Day-to-Day Management

If the transfer does not proceed, the Council will in future provide Estate Management Services from larger centres, which will also provide a wide range of other Council services. Estate management services will include tenancy management, rents, leaseholder services and technical services. The current provision of local housing offices will change as a result of this move, which is intended to result in more efficient and effective services. The Council will provide tenancy services from a reduced number of locations in future. These larger centres will have a dedicated reception service that will be able to deal with most of your queries. Where specialist services and advice are needed the reception service will pass your query onto the specialist team to address. You will also in future be able to contact a customer contact centre, which will be able to deal with a wide range of housing enquiries including repairs. There will continue to be a local caretaking presence and the proposed arrangements are intended to enable Estate staff to spend more time on Estates, carrying out Estate inspections and home visits.

The Council will continue to provide the current range of services subject to any changes requested by residents e.g. concierge services, however, the location and ways of contacting the Council to receive these services will change.

5. GLOSSARY OF TERMS

A guide to some of the terms used in the offer document that may be unfamiliar to you

Term	Explanation
The Estates	<p>This refers to the East India Estates, incorporating:</p> <p>Aberfeldy: 2-8,12 – 14 &18 Abbott Road, 19-41 Abbott Road, 25A-55A Aberfeldy Street, 36A-50A Aberfeldy Street, 2,12, 14 &16 Dee Street, 2 & 10 Ettrick Street, 57-79 Jura House, 1-32 Kilbrennan House, 4-102 Oban Street, 1-17 & 19-47 Portree Street, 20 Portree Street, 49-91 Portree Street, 8 Wooster Gardens</p> <p>Teviot: 35,11,13-16,18 Celtic Street, 4,6,8,10,12,14 Chadbourn Street, 2,6,8 Clutton Street, 4,10,14 Daniel Bolt Close, 1 Passfield Drive, 1-53 Tweed House, 4,9 Uamvar Street, 30,32,36,40 Venue Street</p> <p>Brownfield: 1-146 Balfron Tower, 1-88 Carradale House , 13,23,31,37,41,47 Susannah Street, 15-29, 31 Ida Street, 10, 16-22 Ida Street, 1-19 Follett Street, 52-74 (even) St Leonard’s Road, 2-94 (even) Burcham Street, 1-45 Langdon House, 2-28 Adderley Street, 2-128 & 132-154 (even) Brownfield Street, 1-107 (odd) Brownfield Street, 19-89a St Leonard’s Road, 2-72 (even) Lodore Street, 6-112 (even) Willis Street</p>
Housing Corporation	The Government appointed body responsible for funding and regulating registered social landlords.
Housing management services	The range of services from your landlord including things such as grounds maintenance, maintenance, repairs, dealing with anti-social behaviour and rent collecting/ service charge.
Independent Housing Ombudsman	An independent national organisation that would look into any complaint about your landlord, if you became an assured tenant of Poplar HARCA.
Inflation	The Retail Price Index, which is a figure issued by the Government.
Poplar HARCA	Poplar HARCA (Housing And Regeneration Community Association) the proposed new landlord for the Estate
Registered Social Landlord	Not-for-profit organisation, such as a housing association, offering homes at affordable rents to people with housing need and registered with the Housing Corporation.
Secretary of State	The Government Minister required to give consent to the proposed transfer of the Estate to Poplar HARCA.
Secure by design	The name given to the stamp of approval that is given by the police to estates designed in a way that makes them safer and more secure.