

RESIDENTS' CHARTER

FOR

BARNSBURY ESTATE

January 2021

This is a working document agreed in principle by the Residents' Panel and Newlon subject to fuller discussion as the detailed designs emerge post-ballot as the planning application is developed. It will be reviewed in partnership and take account of suggestions made by the developer partners to enhance the design and delivery of the proposed transformation

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1.0 Introduction

Newlon has decided to transform the Barnsbury Estate by demolishing and rebuilding homes on New Barnsbury and carrying out enhanced refurbishment of Old Barnsbury. Their proposals are intended to:

- Provide new homes for residents that are warmer and cheaper to heat
- Meet modern design and space standards
- Better meet the housing needs of residents and alleviate overcrowding
- Allow for Old Barnsbury homes to be improved
- Create a mix of housing types and tenures that meets the needs of the wider community

The purpose of the Residents Charter is to set down the proposed relationship to steer and drive Newlon Housing Trust, developer partners, and the residents, during the redevelopment process and thereafter, with each party having rights and responsibilities in relation to each other. It emphasises the rights of residents and their expectations of Newlon Housing Trust and developer partners.

The key commitments of the Charter should be reflected in the Landlord Offer Document for the proposed residents' ballot in the winter of 2020 /2021. No material change can be made subsequent to ballot. Examples of material changes are:

- Right to return or remain for social tenants
- The offer to leaseholders and/or freeholders
- The scale of demolition and number of units to be demolished
- The number of new homes
- The tenure mix of the new development.

The Greater London Authority (GLA) will arbitrate where ballot compliance is in question.

Changes to the scheme post-ballot

Residents would like a clear communication channel for any changes to the designs or programme post-ballot whether these be as a result of the detailed planning application and comment from Islington Council and the Great London Authority; revised proposals from the developer partner; or arising out of economic impact upon the financial viability, post-COVID.

Residents want to understand the financial viability of the schemes to ensure that they do not vote for something in a ballot which gets down-graded or abandoned. Through regular meetings with Newlon and the joint venture and refurbishment developer partners they will review progress and phasing across the entire programme.

2.0 Masterplan for new and refurbished public realm /landscape

It is intended that proposals for Old Barnsbury and the new build development at New Barnsbury will demonstrate a clear understanding and interpretation of traditional street patterns, terraces, squares, and through routes. Acknowledgement and understanding of the surrounding existing architecture within the area and space is to be considered within proposals regarding massing form, external hierarchy of spaces, land and material usage.

All site layouts, external landscaping, and dwelling security are to take account of the requirements recommended in 'Secured by Design'. The Metropolitan Police must be consulted on all new build proposals. As guiding principles, the layouts will:

- Provide natural surveillance to communal areas from nearby dwellings
- Deter unnecessary through traffic from vehicles and pedestrians
- Ensure that public and other footpaths are well-lit at night, are overlooked by adjoining dwellings and avoid blind corners

Redevelopment proposals will create an opportunity to provide private garden spaces for all dwellings with access from the ground floor. Dwellings with no ground floor access should be provided with private balconies that are large enough to accommodate a small table and two chairs.

Soft and Hard Landscaping

There should be a balance within design proposals to soft and hard landscaping. Where possible existing trees of noticeable value should be retained, however if the development dictates, they should be replaced with similar quality tree(s), shrubs etc in appropriate locations. Replacement trees should be of suitable maturity, planting and species. Hard landscaping should be of high-quality materials, sustainable and balanced with similar quality soft landscaping treatment. The new development proposals should demonstrate a considerable importance to soft landscaping planting etc. The size of courtyards should be sufficient to create attractive communal gardens balanced with private space.

The potential for the provision of external play spaces shall be considered in the development and shall be designed for all year-round use with appropriate surfaces. The design strategy shall take into account the potential for residents to play a role in supervising the area by overlooking from kitchen or living room windows.

Vehicle Parking Standards

Car parking provision for existing permit holders on Old Barnsbury and New Barnsbury should be re-provided, subject to planning, and additional blue badge parking provided along with electric vehicle and car sharing parking bays. Where street level parking is provided it should, as close as possible to car owners' homes, to ensure maximum security and visibility from nearby dwellings. Vehicles should not dominate the scale of streets/public space. Parking areas should therefore be visually enhanced by the use of robust planting and good quality paving.

Refuse Storage and Disposal

Refuse collection stores to each ground floor dwelling and block of flats need to be conveniently placed for tenants use but must not dominate or be conspicuous features on the approach to front entrances. Areas for recycled materials also need to follow this principle. Communal refuse stores and the approaches thereto must be well lit.

Residents wish to work with Newlon and the local authority to improve the arrangements for the storage and collection of bulk refuse which is currently a major issue causing eyesores and encouraging fly-tipping. The Developer will consult with residents during the design process on the placement of refuse stores within the development.

3.0 Design of New Build Homes for New Barnsbury

The orientation of dwellings on individual sites will take into account the effects of shadows cast from the surrounding buildings and the effect of wind turbulence around the base of any high structures. Site layout will also take into account any possible noise pollution and lack of privacy. There is a preference for double aspect dwellings to maximise natural light throughout all dwellings and internal corridors should be avoided.

Design of blocks and communal areas should have regard for minimising future running costs (service charges).

Space standards

The design of all affordable dwellings is to comply with the London Plan and the minimum overall dwelling size for all new build social dwelling will be as follows:

MINIMUM Gross Internal Area in Square Metres (m ²)				
Size Type	Level Access	Duplex	Storage	Outside space
1B2P	50 m ²	58 m ²	1.5 m ²	4 m ²
2B3P	61 m ²	70 m ²	2 m ²	5 m ²
2B4P	70 m ²	79 m ²	2 m ²	5 m ²
3B4P	74 m ²	84 m ²	2.5m ²	6 m ²
3B5P	86 m ²	93 m ²	2.5 m ²	6 m ²
3B6P	95 m ²	102 m ²	2.5 m ²	6 m ²
4B5P	90 m ²	97 m ²	3 m ²	7 m ²
4B6P	99 m ²	106 m ²	3 m ²	7 m ²
4B7P	108 m ²	115 m ²	3 m ²	7 m ²
4B8P	117 m ²	124 m ²	3 m ²	7 m ²

Newlon will ensure that all new homes will meet the London Plan standards above as a minimum; comparisons between the sizes of old and new homes will be available during the post-ballot consultation. Discussion regarding preferences over the design and layout of flats will form part of the consultation exercise and will include issues such as separate kitchen and living

Layout

The consultation process has highlighted other key concerns for residents in terms of dwelling layouts. These elements must be incorporated within developments:

- Dwelling layouts should be flexible to provide an element of Residents' Choice in the selection of kitchen/dining rooms or dining/living rooms
- Room layouts should allow for the provision of choice of a focal point in living rooms and the option to rearrange furniture in all habitable rooms
- There will be appropriate combinations of additional bathroom and/or kitchen utilities/fittings provided to large and extended family accommodation.
- Newlon Housing Trust, in partnership with residents and developer partners, will be responsible for setting up procedures for identifying any special requirements needed for health, disability, cultural or religious reasons.

Accessibility

Mobility Standards shall be achieved for at least 10% of all new dwellings and all homes to meet the lifetime standard for future needs of residents.

The redeveloped estate will have a much greater variety of property types including more ground floor homes. Current building regulations require all new properties to be adaptable for the future needs of residents as they become older or have disabilities. This means that new homes can be adapted to your needs in the future without you having to move elsewhere.

Crime Prevention

All internal designs will take in to account the requirements recommended in 'Secured by Design'

- Blocks to be designed to provide natural surveillance to courtyards, streets, entrances
- Blocks to provide secure communal entrances
- Second stage security doors to be provided at each floor level
- All dwellings will have window and door locks
- All dwellings will be fitted with video entry phones
- Security lighting at entrances and in lobbies and stairwells

External Private Space

Redevelopment proposals will create an opportunity to provide private garden spaces for all dwellings with access from the ground floor. Dwellings with no ground floor access should be provided with private balconies that are large enough to accommodate a small table and the appropriate number of chairs for the person's occupancy

Accidents in the Home

A significant proportion of accidents in the home arise as a result of falls, particularly amongst the young and elderly. Specific design standards to help prevent falls will be:

- Stairgates integral with the banister/ newel post construction to the stairs in duplexes
- For dwellings with internal staircases (maisonettes) handrails to be provided on both sides and the design of the staircase shall permit later installation of a chair lift.
- Baths with integral grab rails or wall mounted grab rails by the bath
- Non-slip flooring to all dwelling and communal areas
- Window catches/locks on **all** windows to prevent children falling out
- Smoke alarms and carbon monoxide detectors shall be fitted in all dwellings
- Doormat wells to be provided where needed for level access

Heating and Energy

All new and refurbished dwellings must incorporate cost effective and energy efficient devices so that residents can benefit from affordable costs in use. Residents wish to be fully consulted on the selection of the heating system and the fuel type. Heating and hot water systems should reduce energy use and achieve the following objectives:

- Affordable fuel bills
- Smart metering
- Controls (timers and thermostats) that are easy to understand and operate
- Warm up the dwelling from cold in a reasonable time
- Use energy as efficiently as possible
- Be reliable and easy to maintain (no waiting for parts for months and months)
- Greater warmth and comfort
- A healthier living environment
- Lower maintenance requirements
- Reduced carbon dioxide emissions and other pollutants.
- Saving of non-renewable fuel sources.

Newlon will investigate the practicality and economics of installing systems that will allow the use of alternative sources of energy. In line with the London Plan, Newlon expects an assessment of the energy demand of proposed major developments to be undertaken. Developer partners will need to demonstrate the steps taken to apply the Mayor's energy hierarchy, which states that essential energy needs should be met by applying in sequence the factors of; using less energy, using renewable energy and supplying energy efficiency. Furthermore, the development is to demonstrate how it would generate a proportion of the site's electricity or heating needs from renewables.

Insulation Standards and Construction

Minimising the cost of fuel consumption to the end user will be the starting point for setting an appropriate efficiency standard for all housing. The design of all new housing will be expected to maximise natural sunlight and heating by reducing overshadowing to a minimum and where possible, living rooms should be south or west facing elevations with ancillary spaces to the north.

Water Consumption and metering

Residents wish to ensure that water charges remain reasonable and manageable. Whilst it is accepted that current building regulations will require new homes to be fitted with a water meter, Newlon should ensure that a number of water saving measures are taken within the new homes to reduce costs to include:

- Dual Flush toilets
- Water saving tap and shower fixtures
- Rainwater recycling for toilets and water butts

4.0 The refurbishment of retained blocks and homes in Old Barnsbury

Works to the Blocks

The refurbishment works would provide a long-term solution to damp and other ongoing issues with these buildings and would also include the following:

- New or overhauled lift system
- New, useable landscaped areas
- New windows to all homes
- New front doors to all homes
- New floor coverings to communal areas
- Extensive repairs of the external brickwork walls to the entire building

[Full schedule still to be agreed]

Internal works to dwellings

- Remedial and insulation works to alleviate damp and mould growth
- New Kitchen and bathrooms
- Layout alterations to improve space standards wherever possible
- Refurbishment of heating systems and removing obsolete piping and tanks
- Provision of additional radiators to hallways and insulation to improve home comfort

Newlon will consider the possibility of leaseholders buying into internal improvement works while these are being undertaken to tenants' flats. We believe that we can offer Old Barnsbury leaseholders benefits from economies of scale and will explore this option further if there is sufficient interest

[Full schedule to be agreed along with opportunities for leaseholders to buy in]

Crime Prevention and Fire Risk

All designs will take in to account the requirements recommended in 'Secured by Design' and current Fire Risk Assessments

- All blocks to have video entry phone
- All dwellings will have window and door locks
- Blocks to provide sprinklers and / emergency lighting where recommended by the fire risk assessment

Water Consumption and metering

Residents wish to ensure that water charges remain reasonable and manageable. Whilst it is accepted that current building regulations may require extensively refurbished homes to be fitted with a water meter, Newlon should ensure that a number of water saving measures are taken within refurbished homes to reduce costs which may include:

- Dual Flush toilets
- Water saving tap and shower fixtures
- Rainwater recycling for toilets and water butts

5.0 Residents' Choice in Design

Residents are to be offered choice regarding the design of their new or refurbished homes. This will require pre-allocation of new-build dwellings, to enable Residents' Choice to be exercised. It is proposed that as a minimum the following items should be subject to Residents' Choice:

5.1 Internal Choice

In order to maximise the scope for residents' choices in the layout and finishes of their new homes, a number of design features should be reserved for choice by residents. Layout choices should be listed. The number of items available for residents' choice should be as great as possible, but as a minimum should include the following two lists:

- Flexibility of kitchen/dining, living/dining layouts and front or back kitchens where practicable.
- Style and colour of kitchen fittings and worktops from a range.
- Internal wall finishes from a range – (BS paint colours) not just magnolia!
- Tiling to bathroom and kitchen walls and associated trim.
- Colour of floor covering in other rooms.
- Choice of internal ironmongery from a range.

5.2 External Choice

In order to create a scheme which is attractive whilst allowing for individual choice, the following areas of choice are to be provided:

- Front door design and colour from an agreed range.
- Front door ironmongery from a range.
- Balcony railings/balustrades for the scheme from a range.
- Private garden layout.

6.0 The Protection of Rights of Tenants

A fundamental objective of the Charter must be to minimise the effects of any difference in statutory rights enjoyed by secure tenants of Newlon Housing Trust and those statutory rights extended under the terms of an Assured Periodic Tenancy.

Contractual rights are to be extended to all those tenants currently having these in their existing tenancies living on the estate.

6.1 Protected Tenancy Conditions

Newlon will produce a contractual agreement, to be attached to the Tenancy Agreement, which will set down in detail the following contractual rights:

- Right to remain in their home (security of tenure)
- Right to succession
- Right to take in lodgers with landlord consent
- Right to mutual exchange
- Right to make improvements with landlord's prior consent
- Right to repair
- Right to information and consultation
- Right to Buy / acquire where this is already in a tenancy agreement

6.2 Rents

Existing tenants

The principal objectives in relation to rent setting and control must be the pursuit of anti-poverty strategies to reduce reliance on benefits, the creation and maintenance of real affordability and fair distribution of costs across all tenures on the estate. Newlon will publish the rent structure and their policy on future rent setting and review mechanisms as part of working out detailed development proposals.

- Existing Tenants will pay existing levels of rent for dwellings with the same number of bedrooms
- Base line rents for new tenants for the new homes will be set as closely as possible to existing rent levels.
- Rent increases will be set in accordance with the existing rent structure
- Rents will be reviewed annually, with new rents coming into force in October of each year.

7.0 Offer to New Barnsbury Resident Leaseholders whose Homes are to be demolished

Under current legislation, once planning permission is granted, Newlon has the authority to compulsorily purchase property for the purposes of re-development. Newlon will use this as a last option but where it exercises Compulsory Purchase, Newlon has certain obligations to those who are displaced. Those obligations are:

- To pay Open Market Values (OMV) for the purchase of leaseholders' homes Including a refund of the sinking fund held by Newlon
- To pay statutory homeloss compensation and disturbance costs of reasonable expenses or losses incurred as a result of the Compulsory Purchase

Fuller details of homeloss and disturbance payments are set out in the next section.

Establishing Open Market Value

Newlon will pay the leaseholder or freeholder on the Open Market Value (OMV) for the purchase of the property. The OMV will be determined by an independent Valuer, under the Red Book Guidance issued by the Royal Chartered Institute of Surveyors (RICS) employed by Newlon and an original un-redacted version of the Valuation Report will be issued to the leaseholder. If the leaseholder does not agree with the Valuer's Report, the leaseholder will have the right to seek a second valuation from an independent valuer of their own choice, who shall be suitably professionally qualified. The open market value will then be determined by negotiation between the leaseholder/freeholder and Newlon with negotiation based on the valuation evidence received. Newlon will pay all reasonable costs in respect of the second valuation and the negotiation subject to a cap of 2% of final agreed value.

In the event of there being no agreed valuation as a result of negotiation, the matter will be settled by a third RICS Surveyor arbitrating in a process known as expert determination

Shared Equity for resident leaseholders

Where a resident leaseholder wishes to remain in the Barnsbury Estate the net equity value of their present home can be put towards the new home the remaining equity they do not acquire will be held by Newlon as a "silent partner" on a percentage basis. Rent would not be charged on the un-owned share and could not be reclaimed until the property is sold, at which point Newlon would redeem its portion. The leaseholder would be responsible for 100% of service charges

Options for New Barnsbury non-resident leaseholders whose property is to be demolished (suggested Optional Clause)

Where a non-resident leaseholder can demonstrate that they have a long-established private tenant in occupation who would be vulnerable to homelessness and has no history of causing nuisance to neighbours, Newlon will undertake to give that leaseholder the option to buy a new property outright in the new scheme subject to

carrying over the existing tenancy for a minimum of five years. This undertaking is made on the understanding that:

- A) At no time will Newlon owe any formal legal duty or obligation to the tenants of any non-resident leaseholder or to any non-resident leaseholder who may be unable to raise a mortgage to acquire a dwelling in the redeveloped scheme.
- B) It is subject to the agreement of a developer partner introduced to the scheme by Newlon.

8.0 Offer to Old Barnsbury Resident Leaseholders whose Homes are to be Refurbished

The leaseholders who have resided in their homes for twelve months prior to the Ballot will not be recharged for the refurbishment of their blocks or the wider estate. No debit will be made from sinking fund contributions accrued.

If the leaseholder sells or sublets within 5 years then Newlon will recharge you an additional amount dependent on how many years it has been since the bill for the works has been issued to you

- If you leave your property within one year of the date of completion of the works, or earlier, you will be charged 100% of the full cost of the works
- If you leave within two years of completion, you will be charged 80% of the full cost
- If you leave within three years of completion, you will be charged 60% of the full cost
- If you leave within four years of completion, you will be charged 40% of the full cost
- If you leave within five years of completion, you will be charged 20% the full cost.
- You will be required to sign up to this agreement and may also be required to have a legal charge registered against the property

Options for Old Barnsbury non-resident leaseholders (Suggested Clause)

Old Barnsbury non-resident Leaseholders will be charged the full cost of works except where these are improvements and the lease is a non-charging lease. Recharges will be subject to a cap of £50,000.

9.0 Home Loss, Disturbance and other Compensation Arrangements

The principle of the Land Compensation Act 1973 applies to Homeloss and Disturbance payments in that Homeloss is a statutory compensation paid for giving up a home compulsorily. Disturbance is defined as ensuring that no resident is financially disadvantaged by the costs of moving as a result of home loss through regeneration. Other compensations could be considered in addition for loss of service or amenity or the need for two stage moves.

9.1 Tenants' Home Loss Payment

Where a tenant's existing home is to be lost the tenant will be entitled to a minimum mandatory Home Loss Payment, set by Statute, of £6,500.00 to reflect the loss of the home. (This sum is subject to periodic statutory review). The payment will be made when the tenant's household moves, on either a temporary or a permanent basis, out of the existing home and certainly no later than ten working days from the move. Where a tenant has rent arrears, the arrears will be deducted from the home loss payment.

Disturbance payments

Where a tenant is required to vacate their home, the tenant will be entitled to receive disturbance allowances to meet the following costs:

- The cost of removals if Newlon does not provide this service at the time of the agreed move
- Practical help with packing and decluttering where needed
- The cost of disconnection/reconnection of washing machines, telephone lines,
- Replacement costs for electric or induction appliances to gas cookers and hobs where gas is not to be provided in new-build homes
- Reconnections of television services, broadband etc.
- Cost for dismantling of large furniture items and reassembling in new home
- Costs to adapt or replace curtains, blinds, carpets etc as needed
- Any costs for redirection of mail and the cost of informing service providers of change of address (doctors, dentists,
- All reasonable costs incurred with the move

Where tenants state they wish to remain on the estate following redevelopment and are required to move temporarily prior to taking up residency in their new permanent home, a one-off Home Loss payment and disturbance payment for each move will be paid.

Generally, disturbance payments will be reimbursed on production of invoices reflecting the reasonable amount of expenditure incurred in the move. Although consideration may be given to paying a fixed sum or an advance to enable tenants to order replacements in advance.

9.2 Leaseholders' Home loss Payments

Newlon Housing Trust will pay to leaseholders in occupation a statutory homeloss payment equivalent to 10% of the Open Market Value, subject a maximum of £65,000.00. Non-Resident leaseholders are entitled to 7.5% of the purchase price, subject a maximum of £75,000.00. All values are dependent upon the leaseholder providing vacant possession of the property upon completion.

Disturbance Payments

Newlon will pay to the leaseholder the proper cost of the conveyance of the flat and other reasonable expenses or losses which are incurred as a result of the acquisition of a new property whether within the redeveloped Barnsbury or elsewhere provided this is within a year of completing the sale. Generally speaking, disturbance allowances cover everything the tenants are offered above plus the following costs:

- Redemption costs in connection with certain types of mortgage
- Survey costs in relation to subsequent acquisition
- Legal costs of acquiring a new home including a contribution to Stamp Duty (usually equivalent to value of existing home)
- All reasonable costs incurred with the move.

Generally, disturbance payments will be reimbursed on production of invoices reflecting the amount of expenditure incurred in the move.

10.0 Local Lettings Policy

The Local lettings Policy is (at the time of this pre-ballot draft) subject to discussion with London Borough of Islington who retain the statutory housing responsibilities but the policy should include:

- a) **Guarantee that existing tenants will be rehoused:** Existing tenants will be rehoused within the new redevelopment, unless a move to another area is requested by the tenant.
- b) **Maintaining the same tenancy type:** tenancies on the new estate will remain the same as existing tenancies, secure tenants will have their rights preserved, and assured tenants will remain assured. Future lettings to new incoming tenants may be on the basis of assured shorthold and introductory tenancies.
- c) **'Right to Remain' and moving to new homes (known as 'decanting') in a single move:** The works to the estate will be organised to minimise a double decant (move) for tenants. Most tenants to have a single move on the estate.
- d) **Size of homes:** Tenants will be offered a home to meet their housing needs. If a tenant is currently under-occupying their home (under-occupying means having at least one bedroom more than need), they are to be rehoused either in a new home that matches housing need or provides one extra bedroom.
 - Tenants who are currently over-crowded and are required to move due to the demolition of their home will be offered the correct size of property in the permanent move on the estate
 - Newlon will publicise a clear definition of what housing need will cover and how it is assessed Newlon will agree and confirm in writing a household's housing need prior to any decant and any offer of a new home on the estate. Where a household's circumstances change, tenants should inform the landlord as soon as practicable and Newlon will seek to accommodate this within the proposals.
 - A change in circumstances will include, new people coming to live in the home; children expected or born; adult children leaving home; members of the household having medical needs; members of the household dying.
- e) **Splitting Households** where a household includes adults with or without children eligible for separate housing, consideration should be given to splitting the household into two or more properties based upon need.
- f) **Location of homes, (including floor and outlook):** Newlon will work with tenants to identify their preferences for the new build and to accommodate them where possible. Precise location and outlook will depend on the design, size and phasing of the new homes that get planning approval.
- g) **Rehousing with neighbours:** Newlon will work with tenants to identify their preferences for the new build and to accommodate them where possible.

- h) Offering a property based on needs:** when an offer is made to a tenant, it should first take into consideration the tenant's needs based on the following list. It should also be balanced against the type of property being offered and the individual preferences of the tenant. The offer should state:
- Where on the new estate the offer of a new home will be
 - Whether it is allowed to have pets in the premises, where it is reasonable and appropriate, and permission has been sought
 - Full consideration should be given to the preference of the tenant about floor level and preferences will be met as far as possible.
 - Where a member of the household has a mobility problem, there should be easy access
 - For vulnerable tenants, a full assessment of property's suitability should be undertaken before offering that property
 - Ground floor properties will be prioritised for medical needs, families with children and those who have a garden to their current home
- i)** Tenants will be given the opportunity to make representations regarding needs and preferences before an offer is made.
- j) Rehousing off the estate:** Newlon will offer options for temporary or permanent rehousing off the estate.
- k) Number of Offers:** tenants will not be denied further rehousing offers if they do not accept the first one but only if they can demonstrate that the home offered was unreasonable and did not suit their requirements.
- l) Adult Children:** In families with adult children, where they have long-term residence, Newlon will consider offering the choice of being decanted into separate tenancies. Each household would, in these circumstances, be rehoused in accommodation with the correct number of bedrooms for their household need.
- m) Adaptations:** Tenants who require adaptations to their property due to disability or to the disability of a family member will be given a commitment that this will be carried out before they are required to move into a new property. Any necessary adaptations will be carried out in consultation with the tenant and their household and with the advice of appropriate professionals such as an occupational therapist.

11.0 Good Building Practice

The building operations must be “good neighbours” to the residential community, and the following requirements must be observed, and included in operational instructions or contact documentation. For all building contracts, Newlon is required to provide Statements on:

- Public Safety and Security
- Maximum working hours
- Keeping parking, cleaning roadways and paths (and vehicles)
- Local Employment Initiatives
- Resident Participation and Involvement

Newlon Housing Trust along with the joint venture developer and refurbishment partners will monitor progress against the works programme. Regular reports to residents should review performance to date, including the cleanliness and security of the sites, consider the implication of forthcoming work and anticipate future problems, so that the residents may be provided with the information that they need.

Residents to be made aware of contractual milestones and the penalties upon the contractor for delays and over-runs. A panel of residents to be formed to monitor contract progress through monthly monitoring reports and site meetings at key stages.

Residents will not have access to the site, for security and safety reasons but there will be an opportunity for site visits for ‘Right to Return’ residents and any representative Residents Panel members will be able to see at first hand the progress on the new homes.

Training and Employment Initiatives

One of the primary objectives of the development is the regeneration of the community includes the creation of job opportunities, which shall be achieved by means of detailed initiatives and outputs. The training and employment strategy will cover construction related training and employment initiatives and the developer partner shall undertake to work closely with and use all reasonable endeavours to obtain additional resources from existing recognised agencies. The detail of training and employment initiatives will be agreed as part of S106 agreements.

12.0 **Optional Section** Housing Management Services

[To be reviewed and strengthened in discussion with the Housing Services Team]

During the period leading up to ballot, residents will have participated fully in a consultation process, from which have emerged the following housing management issues:

- Poor refuse arrangements leading to fly-tipping
- Problems relating to private tenants of absent leaseholders especially in relation to student lets and Air BnB lets
- Lack of access to green spaces which are largely fenced off and locked, different management is needed to allow access for residents whilst controlling anti-social use

Newlon want to meet the aspirations of residents in the quality and value of services by consulting and involving them throughout the life of the redevelopment and beyond.

Community Facilities

It is intended that community facilities which exist on the estate should be re-provided. Newlon shall consult with residents to determine the type and use of the facility. During the redevelopment phase, they will explore an effective process to run and maintain these communal facilities.

All residents, regardless of tenure will have rights of access to use any of the new of improved common facilities or areas provided through the redevelopment initiatives. Residents will contribute through rent and service charge payments, to the upkeep of those facilities and the running costs for community use.

Service Charges

High priority will be given to the accountability of the landlord for expenditure against service charge budgets. Residents will be provided with a breakdown of service charges and prior to the end of each financial year, will be consulted on service charge levels. This includes providing residents with a breakdown of actual costs against service charge income for that year.

Residents would like more transparent accounting for how service charges are spent and the opportunity to identify where better use of resources could be targeted to create a most cost effective service. Clearer accounting for major works and the use of sinking funds is also needed.