

THE LANDLORD OFFER

**YOUR
CRE**

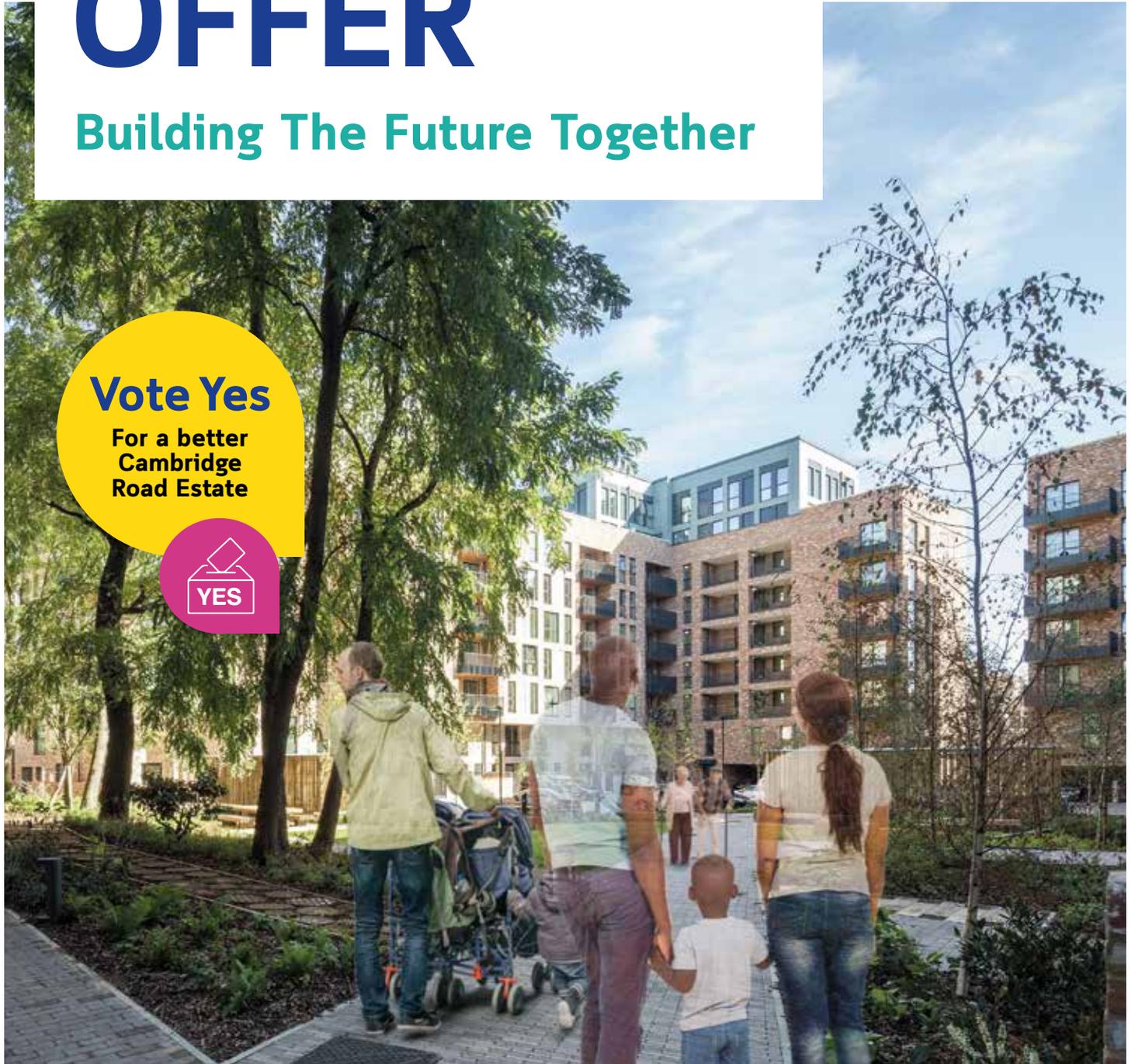
CAMBRIDGE ROAD ESTATE

February 2020

Building The Future Together

Vote Yes

For a better
Cambridge
Road Estate



Your CRE. Your future. You decide.

www.cambridgeroadestate.com





04



18



THE LANDLORD OFFER

Contents

- 04 **A new Cambridge Road Estate**
- 06 **What did you tell us?**
- 08 **What will the new neighbourhood be like?**
- 10 **Hawks Road clinic site**
- 11 **A community centre and public spaces**
- 12 **Your new home**
- 16 **Making your new home your own**
- 18 **Safety and security**
- 20 **Money matters**
- 22 **How we will support you**
- 24 **The landlord offer**
- 26 **The offer - secure council tenants**
- 28 **The offer - housing association tenants**
- 30 **The offer - freeholders and leaseholders**
- 32 **The offer - temporary accommodation residents**
- 33 **The offer - tenants renting from a private landlord**
- 34 **The ballot question**
- 35 **What it means for you**
- 36 **The ballot**
- 37 **The voting process**
- 38 **What happens after the ballot?**
- 39 **A big thank you**

We have an opportunity to build a better Cambridge Road Estate.

We have sent this booklet to you because you have a vote in the Residents' Ballot which will decide the future of the Cambridge Road Estate.

This is your Landlord Offer from Kingston Council. On the following pages, you'll find all the information you need to help you make your decision.

We've worked with you to help us understand what matters to you. What you told us has helped shape the ideas and plans for a new estate – regeneration is the best way to make this happen.

If you want regeneration to go ahead, vote 'YES' in the ballot.

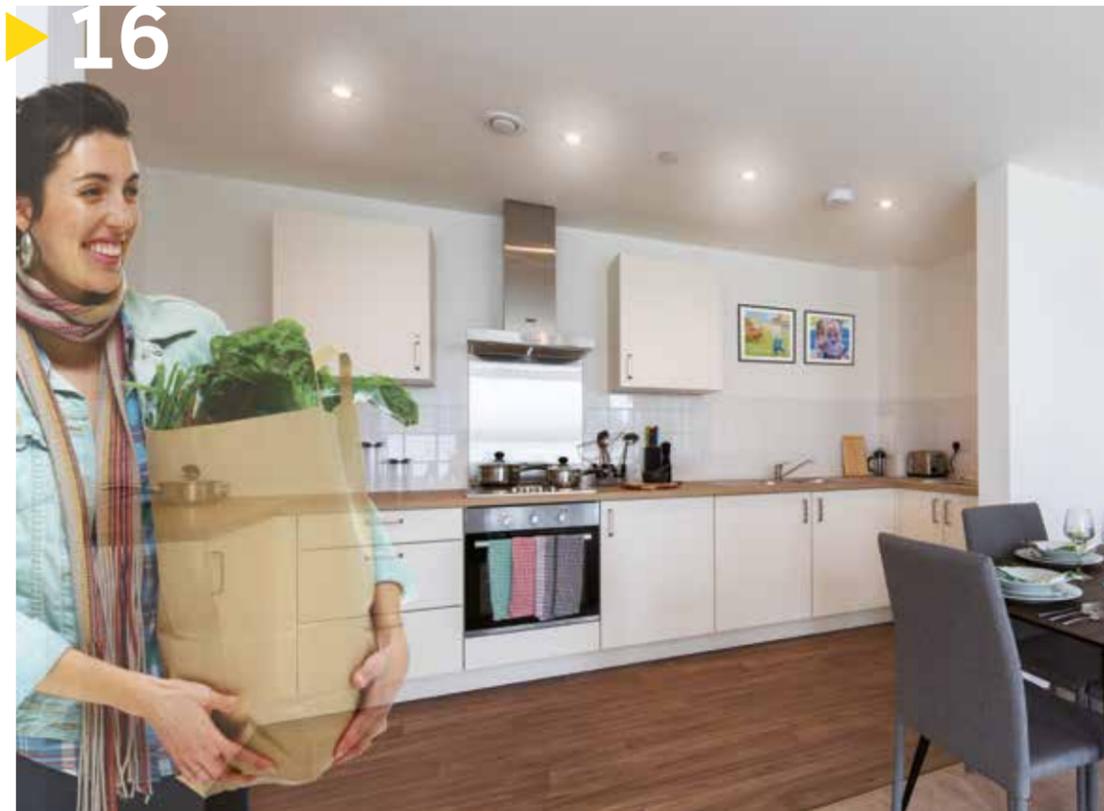
You'll receive your ballot papers separately. They will be sent out on Monday 24 February and you will have up until Wednesday 18 March 2020 (3 weeks) to cast your vote.



11



36



16



26

Difficulty reading this document?



If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call our helpline on Freephone 0800 304 7633 or ask someone to call on your behalf.

A NEW CAMBRIDGE ROAD ESTATE



Artist's impression showing new streets and homes



Ian Thomas CBE
 Chief Executive,
 Royal Borough of
 Kingston upon
 Thames



Dear resident,

I write to you as a former council tenant and a man who has spent most of his life helping families. This includes working with people from different backgrounds and all walks of life. I believe that having somewhere safe and decent to live is a basic right for everyone and in my time at a number of councils and Shelter, I have worked alongside others to help thousands of families secure a nice home.

I know Cambridge Road Estate (CRE for short) is your home and many will have fond memories of growing up here. However, as lots of you have told us, the place is now in a very poor

condition. The way the homes are arranged makes life easier for criminals and this is why crime rates on CRE are the highest in Kingston. There's a link between poor housing and poor health. Unemployment is high and community facilities are poor. But where you live doesn't have to be like this.

Voting YES to new homes can help with making the changes you deserve and improve life on the estate for you and your children. A YES vote will ensure you and your family get a brand new home and a safer place to live - the Police are working with us on the design of the new estate to reduce crime. There will be more green spaces

for you to use, which the NHS say will help you live healthier for longer. There will be apprenticeships and jobs for local residents and new community facilities, including a brand new youth service.

A YES vote will deliver all the things I have described. So, please vote YES if you want these changes to happen.

Both me and my team are passionate about the redevelopment of CRE because we believe that thousands of people will benefit, for years to come.

Mary Hughes
 Resident



"I've lived on the estate for 33 years. We sit outside and chat with neighbours in the summer. That's nice.

You see some kids playing out in the summer on the green but they haven't got anything to go to. It isn't as friendly for children and families as it could be.

The idea of the whole area being new is great. All of the flats are getting old and need an awful lot of work done to them.

We're having to spend quite a bit on heating the place and it's not that warm. A warmer home that's easier to heat would be really nice. It's going to be so exciting if this all happens."

Cllr Liz Green
 Leader of the Council



I stood to be a councillor because I wanted to help improve people's lives. 17 years on, that is why I am still going. I see the opportunity to rebuild the Cambridge Road Estate as a major way to increase residents' standard of living. I got into politics to help people, and I would not be advocating for this scheme if I thought it would make anyone worse off.

All our residents deserve the best homes and I don't believe those living on the estate currently have that. The layout of the estate gives poor outdoor space and makes criminal activity easier. You do not have to put up with this!

You have made your house or flat your home, and I understand the worries about upheaval, but to get the warm, safe and quality homes you deserve a complete rebuild is the only option. Refurbishment cannot address the fundamental problems with the buildings and design of the space.

We are a community in Kingston and we value you as part of that. We do not want to see you leave Kingston - the vast majority of residents will move straight into their new home on the estate and for the few that do need to move temporarily, homes will be local. This booklet will give you all the details of how we will help you with moving.

Rebuilding the estate also gives us an opportunity to increase the number of council rent homes. This means we can help more people on our waiting list with a secure home.

I urge all residents to vote YES in the ballot. Vote YES so we can give you the quality homes you deserve. Vote YES to help those waiting on our housing lists. Vote YES to help those currently overcrowded. Vote YES so we can work with Police to design out crime. Vote YES to get great open spaces for adults and children. Vote YES and I promise we will continue to work with you to make Cambridge Road Estate the best place to live.



WHAT DID YOU TELL US?

Listening to you, we've come up with plans to build better homes and a safer neighbourhood.

You told us:

-  **Some households are overcrowded**
-  **Homes need improvements**
-  **You want a community centre suitable for all ages and interests**
-  **Some of you feel unsafe and there is a fear of crime**
-  **You want safer gardens, open spaces and streets**
-  **Residents with cars need more secure, priority parking spaces**
-  **Lifts need to be much more reliable**
-  **You want traffic calming to make the roads safer**
-  **You want spaces, streets and homes that are accessible to those with mobility issues**



How many residents have been involved so far?

- > 532 came to fun days, exhibitions or the Tadlow Hub
- > 863 met our housing team to find out more
- > 930 individual residents have helped to shape the masterplan

Life has changed and, as you told us, it's time your homes did too

Without a 'YES' vote, regeneration won't go ahead

This has been a team effort and your input has been really valuable. If there is a majority 'YES' vote from residents, it will be your ideas and inspiration that will shape the future of Cambridge Road Estate.

You helped us with the proposed layout of new homes and made sure we got the details just right. You said that you liked the ideas for new green areas, safer streets and family-friendly spaces.

We've also worked with architects, developers, the Greater London Authority (GLA), the police and the Safer Neighbourhood Team.

You told us how important it is to keep the sense of community that you have on the estate. That's why the plans for new homes prioritise keeping that.



Jo Farrar
CEO, Kingston Hospital

The Cambridge Road Estate is the most disadvantaged area of the Borough of Kingston upon Thames and within the 20% most deprived areas of England. The close link between social inequality and disparity in health outcomes is well documented.

We are supportive of this plan to regenerate homes as the proposed development has the potential to significantly improve the physical and emotional health, well-being and resilience of local residents. In particular, for those currently living in poor quality accommodation, and for those living with long term health conditions. As the Chief Executive of Kingston Hospital, I am committed to improving the health of the population we serve. I welcome the proposed development of the Cambridge Road Estate.



Gerry O'Sullivan
Resident

"I've lived on the estate for 44 years and remember the day I moved in. I've had many happy times and got to know so many people. I like to look after my place and do my best to maintain the hanging baskets.

"I'm looking forward to a comfortable space. There's quite a lot of open spaces in the designs and they look really good. The planting and seating areas are really nice.

"I've been to lots of the regeneration events and given my opinions about the designs. I go to them all. The quality of the new homes is really important and they've provided key information on things like rents. They've been very helpful. I've seen the plans and looking forward to what could be."

WHAT WILL THE NEW NEIGHBOURHOOD BE LIKE?

You told us:

- > You want spaces, streets and homes that are accessible to those with mobility issues
- > Residents with cars need more secure, priority parking spaces
- > You want traffic calming to make the roads safer

The designs on the following pages are what you will be voting for in the Residents' Ballot.

Regeneration gives us the opportunity to design a neighbourhood with a much-improved layout. This means easier access and greater security.

New pathways and public spaces have been designed to be more

pedestrian-friendly. All new homes will have step-free access to front doors and building entrances. Each block will have at least two CCTV-monitored lifts, designed with room for wheelchairs, pushchairs, moving furniture and carrying shopping.

A variety of buildings with their own character and a new street layout will create better connections with the surrounding neighbourhood.

- > A new community centre
- > Safer streets and play areas
- > Better parking
- > More trees and planted areas
- > Safe, secure accessible homes
- > It is proposed that there will be 2170 homes of which 767 will be council rent, 100 shared equity/ownership, together with 1303 for private sale. There will be an extra 114 Council homes



Your new Cambridge Road Estate will be bright, modern and safe. It will be easier to get from A to B

Vote Yes

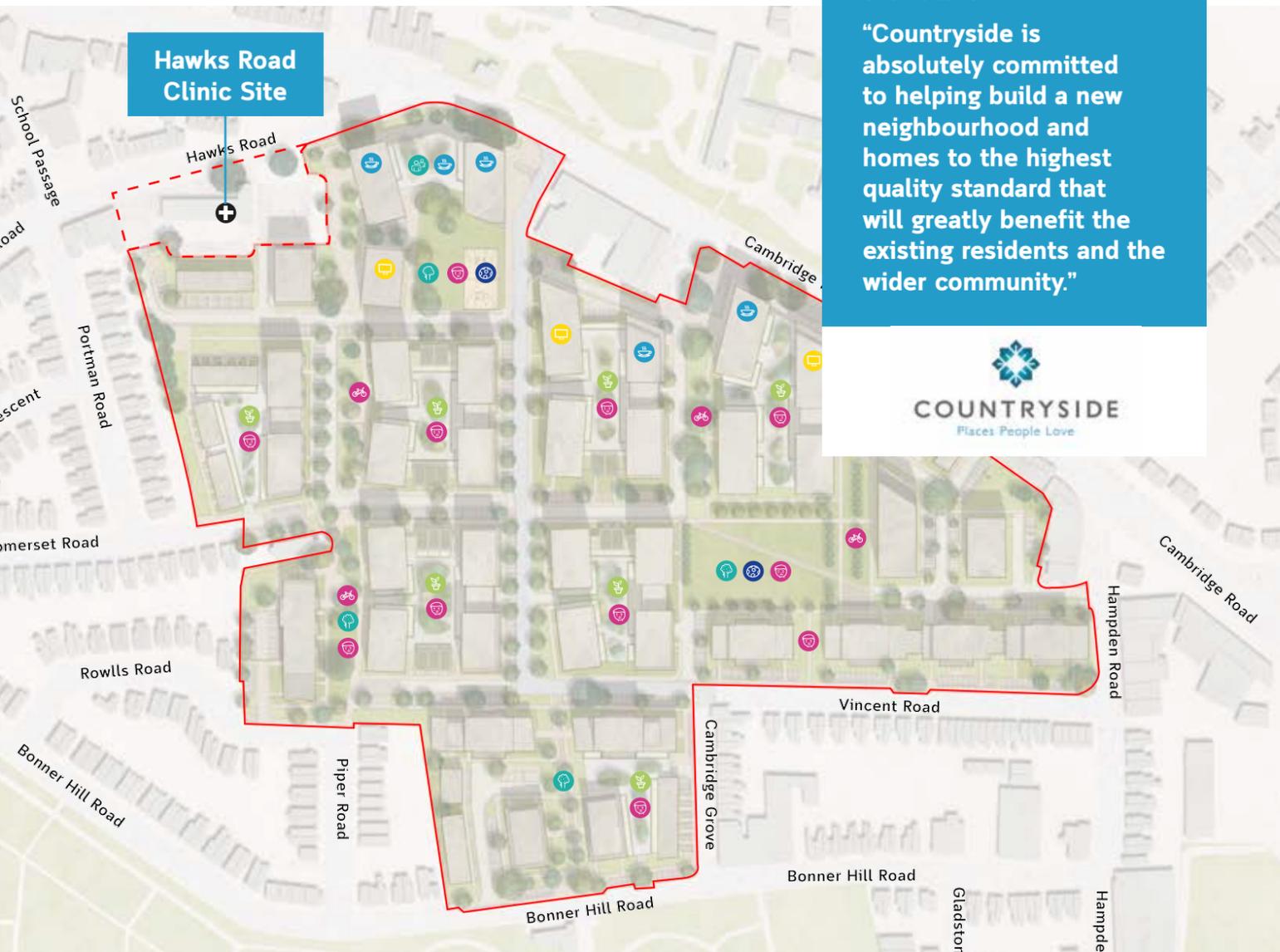
For a better Cambridge Road Estate



- | | | | |
|-----------------|-------------------|--------------------------------|-----------------|
| Safe play areas | Community centre | Shop | Sports activity |
| Play space | Community gardens | Office/Workspace | Courtyard |
| | | Cambridge Road Estate boundary | |

HAWKS ROAD CLINIC SITE

This plan shows the Hawks Road Clinic Site which belongs to the NHS. The Council would like to buy the site to build homes as part of the regeneration project. The Council is talking to the NHS and when the site is put up for sale the Council will bid to try to secure it.



Mark Ludlow
Countryside Properties



Malcolm Wood
Countryside Properties

“We are incredibly grateful for all the time that residents have given us to help shape the design so far and look forward to continuing to work closely with you in the future.”

“Countryside is absolutely committed to helping build a new neighbourhood and homes to the highest quality standard that will greatly benefit the existing residents and the wider community.”



A COMMUNITY CENTRE AND PUBLIC SPACES

You told us:

- > **You want a community centre suitable for all ages and interests**
- > **You want safer gardens, open spaces and streets**

A new community centre

The new community centre will be suitable for a variety of ages, interests and activities: social, worship, group learning, keep fit, childcare and a community kitchen.

The new community centre will be affordable and flexible, with lots of different spaces for the whole community to enjoy and be proud of.

While building work is going on, we'll make sure there's a temporary community centre available until the new one is completed in phase 1.

New attractive open spaces for everyone to enjoy

You said that the existing estate has unused outdoor spaces that encourage antisocial behaviour.

The new neighbourhood will be designed to tackle the antisocial behaviour that you've told us about.

There will be safe, well-lit open spaces: communal areas, courtyard spaces and play areas for friends and neighbours to get together.

Working with young people

We worked with a group of young people who shared their experience of living in the area and helped shape the plans from their perspective.

“The good thing about this project is that it takes young people's opinions and tries to make something out of it. It's a way to show what we want on the estate.” - Cambridge Road Estate youth panel member.



The new neighbourhood will be designed to tackle the antisocial behaviour that you've told us about

YOUR NEW HOME

You told us:

- > Homes need improvements
- > Lifts need to be much more reliable
- > Some households are overcrowded

The new homes will be built to the highest modern standards using the latest, high-quality construction and insulation materials. Cosier, more energy-efficient, smarter homes.

Thoughtfully designed new homes:

- > Modern kitchens and bathrooms
- > Private outdoor space, its own balcony, terrace or garden
- > Meet London Plan space standards and 'Secured by Design' standard
- > Modern heat and sound insulation
- > High-quality and energy-efficient
- > Have super-fast broadband
- > Corridors and doorways providing step-free easy access
- > At least 10% designed to wheelchair access standards
- > New reliable, accessible lifts to homes
- > Modern fire safety standards

The new homes will be a mix of flats, maisonettes and houses of various sizes with the number of bedrooms matched to your housing need. There will be an extra 114 Council homes



Home layouts have been shaped by your ideas



"I've lived here since 1971 and liked the new houses. I've liked the people most. My neighbours, they're so kind and I've lovely friends.

"The problem with the homes now is that everything is getting old. Problems when the lifts break down and it can be difficult getting around the estate from one side to another. I try to move around the flat areas but it is difficult and I have to stop and rest. The new estate would have step-free access which is much better.

"Everything is old. I have draughts coming through at my current home. It needs renewing. The new homes and estate would be really lovely, I really am happy with it. It would be able to meet my needs and it's really beautiful.

"I've been over to Tadlow quite a few times. So good to see all of the things like the bathroom and kitchen. It is really, really lovely.

"I'm encouraging all my neighbours to vote 'yes!'"

**Isabella Oldknow
Resident**

The proposed new council rent homes feature:

- > Either an open plan or separate kitchen layout
- > Floor coverings to all rooms
- > Blinds to all windows
- > Bathrooms that can be adapted to specific mobility needs
- > A modern kitchen including an oven, hob and extractor hood
- > A utility cupboard for services with space and plumbing for a washing machine
- > Separate storage cupboard
- > Thermostatically controlled energy-efficient heating
- > High performance double glazed windows
- > TV aerial and satellite points to the living room and all bedrooms
- > A sprinkler system as part of the fire safety strategy

The plans

The plans on this page show an example of different layouts. The new homes will be a mix of:

- > Flats
- > Maisonettes
- > Houses

They will be of various sizes with the number of bedrooms matched to the housing need.

1 BEDROOM

Typical 1 bedroom (2 Person) flat - Type 2, Separate Kitchen. Size- 50 Sq.m



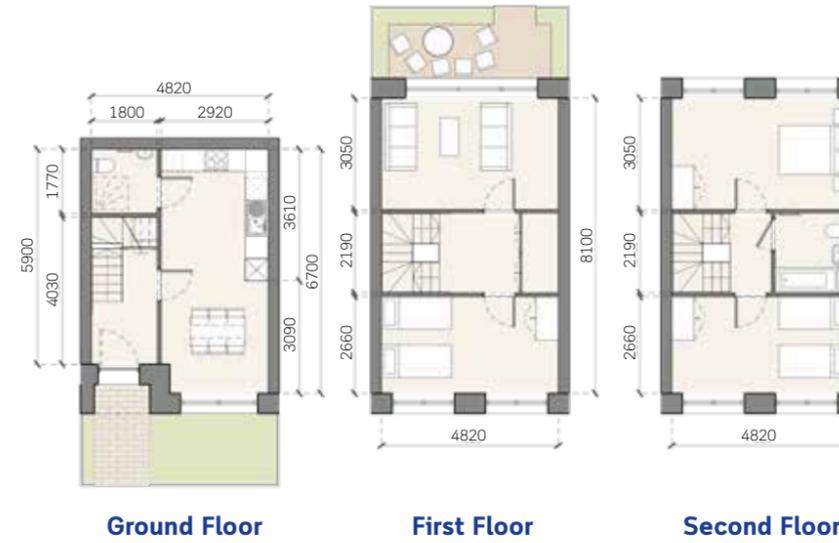
2 BEDROOM

Typical 2 bedroom (4 person) flat - Type 2, Separate Kitchen. Size- 70 Sq.m



3 BEDROOM

Typical 3 bedroom (6 person) house. Size- 108 Sq.m



4 BEDROOM

Typical 4 bedroom (7 person) maisonette. Size- 115 Sq.m



MAKING YOUR NEW HOME YOUR OWN



This section applies to Secure Tenants, Housing Association Tenants and shared equity homes.

You told us that you want to be able to put your own stamp on your new home. We will provide a range of colours and finishes to choose from that fit your own style.

Your new home will come fitted with:

- > Carpets
- > Flooring in bathrooms and kitchens
- > Blinds at all windows

Every home will also come fitted with:

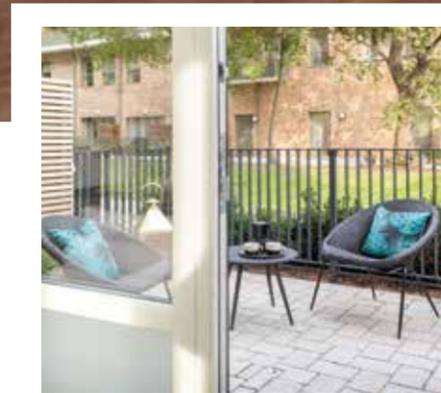
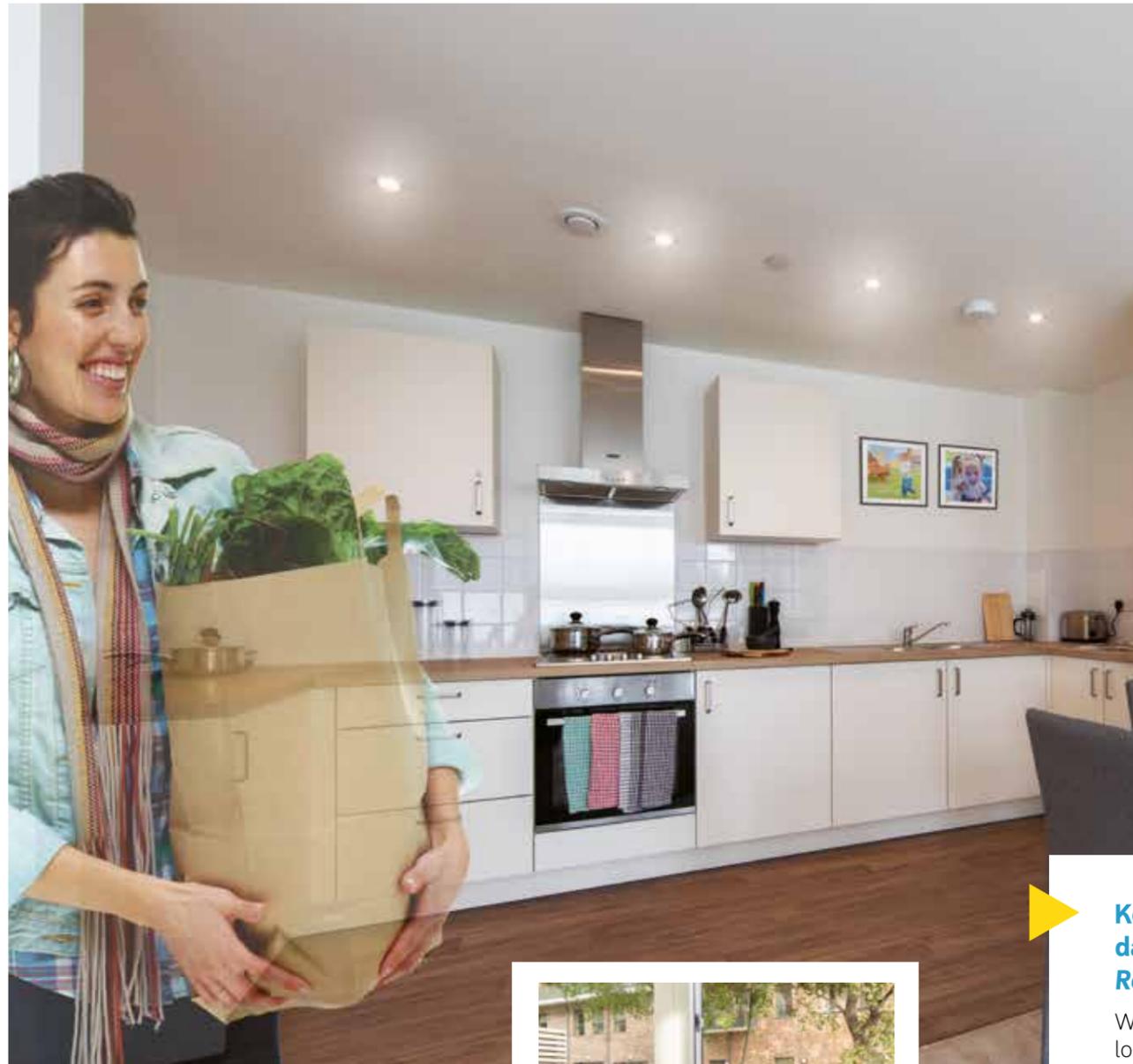
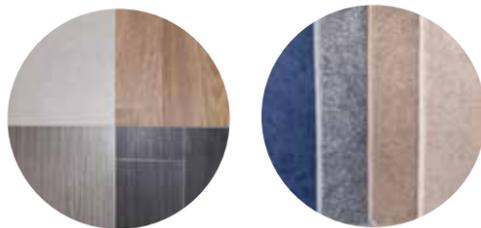
- > A cooker, hob and extractor fan

You will have a choice of colours and finishes at no cost to you, from a range available when your new home is being built.

You will be able to choose:

- > Kitchen cupboard and worktop finishes
- > Paint colours and bathroom border tile colours
- > Carpet colours
- > Kitchen and bathroom floor colours

For example:



Put your own stamp on your new home

Keith Thomas and daughter Mayzee Residents



We really like the location and the friends we've made. But it could really do with improving.

In our [current] house, we love the front room but we lose space with the current design. The home works okay but there are design flaws and it would be great to have an extra bedroom and a bigger toilet and a shower.

It needs to happen, particularly for future generations. When I drive past sometimes and I look at the estate, it just looks run down. I'm definitely excited by the regeneration and can imagine what it will look like.

I've visited Acton Gardens. It looks really nice and modern. It blew me away. I was so impressed and we're excited about what this neighbourhood could be like. I think as many residents as possible should see for themselves and what they could potentially be moving into here if people vote 'yes'.

SAFETY AND SECURITY

You told us:

- > Some of you feel unsafe and there is a fear of crime
- > You wanted safer gardens, open spaces and streets



Home security

Access to all main entrance and lobby doors will be by fob entry control and intercom systems. You will have an entryphone system so that you can see and talk to visitors before you let them in.



Fire safety

Your new home will be designed to meet modern fire safety regulations.

All blocks will be fitted with sprinklers and dry risers to provide water for firefighting, and there will be efficient smoke ventilation in all communal corridors.



A safer Cambridge Road Estate

Your new estate will meet Secured by Design* standards. Secured by Design is a standard for the way in which the design of your home and estate will make you both feel and be safer.

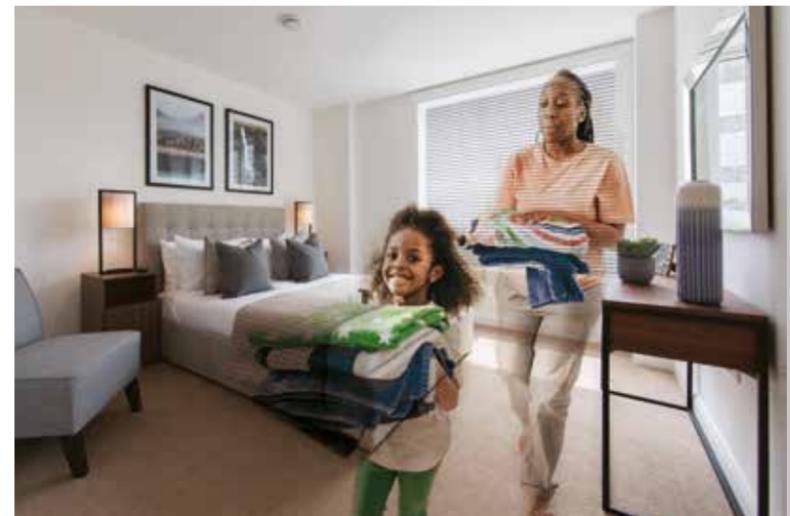
The new layout will light up unused or dark areas, and give clear views to public spaces from homes, to help make them safer.

Vehicles will be kept away from open spaces and traffic calming will keep vehicle speeds down - helping to keep everyone safe.

***Secured by Design is an initiative approved by the Metropolitan Police proven to reduce crime by up to 87% in new developments.**

It's very difficult to improve security on the estate without making big changes.

A 'YES' vote allows us to redesign the overall layout and create public spaces that are safe for everyone to enjoy.



Chief Superintendent Sally Benatar
 South West London Command Unit
 Metropolitan Police

"On the South West London Command Unit, we work closely with the Metropolitan Police Designing Out Crime team. This team's aim is to reduce crime and anti-social behaviour by working with planners, architects and developers throughout the design and planning stages, right through to the completion of the final build. The team carries out the Mayor of London's Office for Policing and Crime (MOPAC) Secured by Design scheme. The benefits of this scheme are supported by independent academic research and it consistently achieves results in reducing crime and the fear of crime, with a significant decrease in the chance of being burgled, less vehicle crime and a reduction in criminal damage.

"The Designing Out Crime team was first contacted by the Royal Borough of Kingston Housing Estates team regarding the Cambridge Road Estate in 2015 and it continues to work with the programme team to provide regular input.

"Overall, the new design for the Cambridge Road Estate will be a vast improvement from a community safety and security perspective. It will bring a reduction in the opportunity for crime, and the fear of crime – creating a safer, more secure and sustainable Cambridge Road Estate. As the leader of the Metropolitan Police South West London Command Unit, I am committed to the prevention of crime and anti-social behaviour. I welcome this new design and support the proposed regeneration."

MONEY MATTERS

How will a new Cambridge Road Estate benefit your pocket?



Bills

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

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

You will be able to choose your preferred electricity provider and control the amount of energy you use with your own thermostat.



Service charge

If you are a tenant you currently pay a service charge with your rent. Leaseholders also pay a service charge.

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

- > Caretaking services
- > Grounds and lift maintenance
- > Heating, lighting and cleaning communal areas

We will make sure that your service charges are good value for money and that you can see exactly what you are paying for each year. We will confirm standards of service in advance with you. Contractors will be appointed on a competitive basis.



Council tax

Council tax charges will be assessed when the new homes are built.

The banding of property for Council Tax is not assessed by the Council, but by the Valuation Office Agency.

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

If you are on a low income or benefits, you may be eligible for a council tax reduction.



Energy efficiency

The new estate will use less energy and help to reduce pollution and the effects of global warming. Your new homes will be better for the environment and kinder to your pocket too.

On average, new homes will use 60% less energy.

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

Solar panels will be installed to help reduce the electricity costs for communal areas.

An energy-efficient neighbourhood:

- > Modern home insulation
- > Solar panels to generate green energy
- > Water-saving fittings
- > Individual meters for water, electricity and heating
- > Green roofs to reduce rainwater runoff
- > Lower impact on the environment
- > Lower heating bills



Housing Benefit/Universal Credit

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



Right to buy

When the new homes are built, secure tenants will have the opportunity to buy their home.

- > You will keep your right to buy subject to the cost floor rule
- > You will keep your qualifying years for discount (even if you move temporarily)

You can find out more at www.gov.uk/right-to-buy-buying-your-council-home



On average, new homes will use **60%** less energy and this will cost you less money

HOW WE WILL SUPPORT YOU

You have told us you will need our support to move to your new home. We will do all we can to make the move as easy as possible for you and your family.

Helping with the move

You will be given the help and support you need with moving. Whether you want to stay on the estate or move to another home in Kingston Borough, we will help. We can also offer additional help and support if you have special needs or a disability. You will have an officer from the council to support you who will work with you all the way through your move.

The Council will help with:

- > Removals
- > Disconnecting and reconnecting appliances
- > Redirecting mail
- > Reconnecting telephone, TV and broadband
- > Replacing major appliances if they don't fit in your new kitchen
- > Replacing fitted furniture
- > Packing/unpacking costs

Whatever help you feel you need, please ask. Call us or email on Freephone 0800 304 76 33, creregen@kingston.gov.uk or come and see us at the Hub in Tadlow opposite Piper Hall.

You, your friends and neighbours

You told us that your friends and community on the Cambridge Road Estate are really important to you. Where we can, if you wish, we will make sure you have the chance to stay as close as possible to your friends and neighbours on the new estate.

Most residents will only need to move once

Most residents will move straight into a brand new home on the estate.

Some residents in phase 1 may need to move into a temporary home. If this is the case, we will work with you to find you a suitable home, either on Cambridge Road Estate or nearby within the Kingston borough.



Keeping in touch

We will keep in touch with you and work with you to find a suitable home.



Visit your new home

You can visit your new home and have a look around before you move in. You can even start taking measurements.



Your Moving Support Officer

You can meet your moving support officer who will help make sure you have all the support you need during the move.



Moving day

You will get all the support you need with the move, from help moving boxes and packing/unpacking a van, through to making sure all your furniture is where you need it to be.



Checking everything is going well

Your moving support officer will stop by to check you are settled in and if there is anything else we can help with.



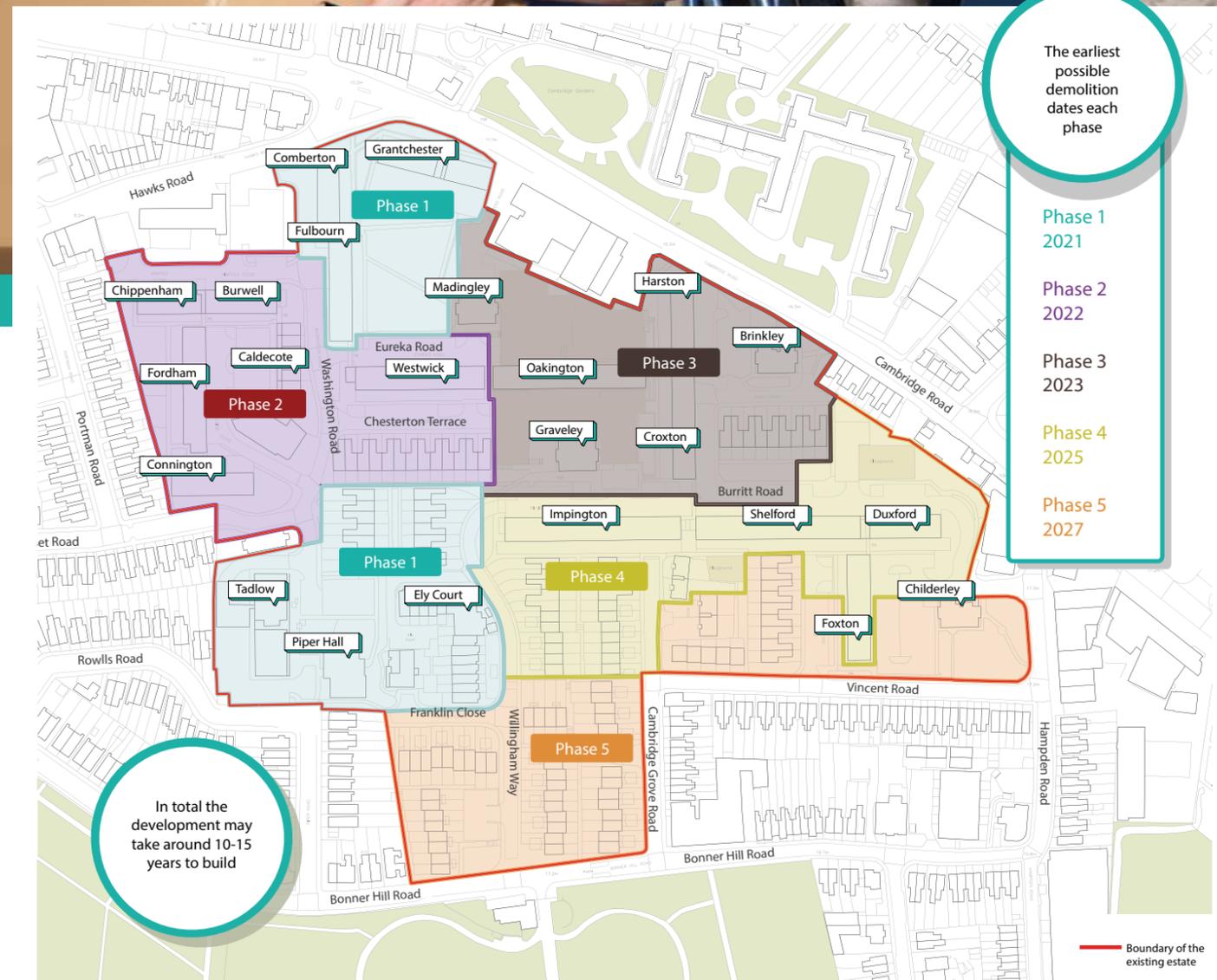
All along the way

6 weeks before move

2 weeks before move

Moving day

1 month after moving



THE LANDLORD OFFER

On the next pages are the full details of the landlord offer. This is a summary. Please read the detailed information, too, to help you fully understand your offer.

The offer is based on the type of tenancy you have, these sections are colour coded to make it easier to find your offer. If you are not sure what type of tenancy you have, please contact us by email at creregen@kingston.gov.uk or by telephone on FREEPHONE 0800 304 7633 and we will help.

Secure Council Tenants (Pages 26-27)

- > You have a right to a new home on the estate or a different council home in Kingston Borough
- > The Council will be your landlord and you will remain a secure tenant
- > If you have to move temporarily (because your new home is not ready for you) we will provide a temporary home for you in Kingston Borough, as near to the estate as possible
- > You are entitled to a £6,400 home loss payment for moving if you have lived in your home for 12 months when you move out. Joint tenants will receive one payment
- > Home loss payments are reviewed and decided annually. The payment may be higher at the time you move home
- > The Council will pay your reasonable moving costs
- > Pets can move with you if you move to a new home on the estate
- > Your new home will meet your disability or mobility needs
- > If you move into the same size home the rent you pay will be the same
- > If you need more bedrooms (because you are overcrowded), you can move into a home that is the right size for you
- > If you need to move to a larger home (because you are overcrowded) you will pay the council rent for that home
- > If you're under-occupying, you can move into a home with one more bedroom than you need
- > You will be given all the help and support you need with moving
- > If you have a vehicle and you remain on the estate you will be allocated a parking space

Housing Association Residents (Page 28-29)

- > You have a right to a new home on the estate or a different council home in Kingston Borough
- > The Council will become your landlord and you will become a secure tenant
- > If you have to move temporarily (because your new home is not ready for you) we will provide a temporary home for you in Kingston Borough, as near to the estate as possible
- > You are entitled to a £6,400 home loss payment for moving if you have lived in your home for 12 months when you move out. Joint tenants will receive one payment
- > Home loss payments are reviewed and decided annually. The payment may be higher at the time you move home
- > The Council will pay your reasonable moving costs
- > Pets can move with you if you move to a new home on the estate
- > Your new home will meet your disability or mobility needs
- > If you move into the same size home you will pay the Council rent for that home
- > If you need more bedrooms (because you are overcrowded), you can move into a home that is the right size for you
- > If you need to move to a larger home (because you are overcrowded) you will pay the council rent for that home
- > If you're under-occupying, you can move into a home with one more bedroom than you need
- > You will be given all the help and support you need with moving
- > If you have a vehicle and you remain on the estate you will be allocated a parking space

Resident Freeholders/ Leaseholders (Page 30)

- > You will receive the full market value of your home
- > If you have lived in your home for 12 months when you move out, you will also receive an extra 10% home loss payment. Joint owners will receive one payment
- > Home loss payments are reviewed and decided annually. The payment may be higher at the time you move home
- > You can choose to buy a new home on the estate outright
- > If you are unable to afford to buy a new home on the estate we will help you to buy a shared equity home on the estate or elsewhere
- > Or, if you wish you can buy a shared ownership home on the estate
- > If you have to move temporarily (because your new home is not ready for you) and you have decided to purchase a home on the estate, we will provide a temporary home for you in Kingston Borough, as near to the estate as possible. If you complete the purchase, you will not be charged rent for a temporary home
- > The valuation of your home will be carried out by a qualified independent surveyor
- > We will start the process of buying back your property 18 - 24 months before the redevelopment of your area of the estate begins
- > We will pay your reasonable legal fees
- > We will pay your reasonable moving costs
- > You will be given help and support with moving
- > Pets can move with you if you move to a new home on the estate
- > If you have a vehicle and remain on the estate you will be allocated a parking space

Temporary Accommodation (TA) Residents (Page 32)

- > If you've been on the Housing Register for 12 months or more and live on the Cambridge Road Estate at the time of the Landlord Offer, you are eligible to vote
- > If there is a yes vote, you will be placed in Band 1 (high priority) on the Housing Register 6 months before you have to move out of your current home
- > If you do not secure a new permanent home by the time you have to leave your current temporary home on the estate, the Council will provide alternative temporary housing in Kingston Borough
- > You will receive a £6,400 home loss payment if you have been living in your home for 12 months when you move out. Joint tenants will receive one payment
- > Home loss payments are reviewed and decided annually. The payment may be higher at the time you move home
- > We will pay your reasonable moving costs
- > You will be given all the help and support you need with moving

Tenants Renting from a Private Landlord (Page 33)

- > If you've been on the Housing Register for 12 months or more and live on the Cambridge Road Estate at the time of the Landlord Offer, you are eligible to vote

The Offer

SECURE COUNCIL TENANTS



You have a right to a new council home on the estate or a different council home in Kingston Borough

The regeneration will happen in phases and the Council will make sure that a suitable home is available for you at the time you need to move. As a secure tenant you will have a right to a new home on the estate. In other words there will be a brand new council home in the new neighbourhood for all Cambridge Road Estate secure tenants that want to stay. If you do not wish to remain on the estate you can choose to move to a different council home in Kingston Borough. You will be given the highest priority for a move.

The Council will be your landlord and you will remain a secure tenant

The Council will be the landlord of your new home. Your tenancy type will not change. Your rights and the Council's responsibilities to you will stay the same as they are now.

If you have to move temporarily (because your new home is not ready for you) we will provide a temporary home for you in Kingston Borough, as near to the estate as possible

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

You are entitled to a £6,400 home loss payment for moving

If you have lived in your home for 12 months at the time you have to move, you will receive a £6,400 statutory home loss payment when you move to your new permanent home. This amount is decided annually and may be higher at the time you move. Joint tenants receive one payment. You can spend your home loss payment as you wish. If you owe the Council money for rent or other costs we will agree this amount with you and this will be taken out of your home loss payment before you receive it.

The Council will pay your reasonable moving costs

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

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

Pets can move with you

Your pets can move to your new home with you if you move to a new home on the estate.

Your new home will meet your disability or mobility needs

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



If you move into the same size home the rent you pay will be the same

If you move to a home with the same number of bedrooms, your rent will be the same as it would have been for your old home. The Council increases your rent each year by a small amount which is set by the Government. These usual rent increases will apply during the regeneration.

If you need more bedrooms (because you are overcrowded), you can move into a home that is the right size for you

If you need more bedrooms than you have now and are assessed as overcrowded you will be able to move into a new home that is the right size for you and your family.

If you need to move to a larger home (because you are overcrowded) you will pay the council rent for that home

If you move to a larger home you will pay the council rent for a home of that size. The rent you pay will be the same as it would have been for that size home before the regeneration. The usual rent increases each year will apply during the regeneration.

If you're under-occupying your home, you can move into a home with one more bedroom than you need

If you have more bedrooms than you need and you are assessed as under-occupying, you can choose a new smaller home that is the right size or you can choose a new home with one extra bedroom.

For example: a couple that only needs one bedroom and currently lives in a three bedroom home may choose to move into a new one or two bedroom home.

You will be given all the help and support you need with moving

You will get all the help and support you need to move. For example, we can organise removals, disconnect and reconnect washing machines and dishwashers, help with reconnecting your TV. We can also offer additional support if you have special needs or a disability.

If you own a vehicle at the time you move to your new home, you will be allocated a parking space

If you own a vehicle and you remain on the estate, you will be guaranteed one parking space on the new estate.

The Offer

HOUSING ASSOCIATION TENANTS

This section applies to Housing Association Tenants who have an Assured Tenancy or Housing Association residents who are shared owners

You have a right to a new home on the estate or a different home in Kingston Borough

The regeneration will happen in phases and the Council will make sure that a suitable home is available for you at the time you need to move. As a housing association tenant you will have a right to a new home on the estate. In other words, there will be a brand new council home in the new neighbourhood for all Cambridge Road Estate housing association tenants that want to stay. If you do not wish to remain on the estate you can choose to move to a different Council home in Kingston Borough. You will be given the highest priority for a move.

The Council will become your landlord and you will become a secure tenant

The Council will be the landlord of your new home. Your tenancy type will change. You will become a secure tenant.

If you have to move temporarily (because your home is not ready for you) we will provide a temporary home for you in Kingston Borough, as near to the estate as possible

If you have to move temporarily because your new home is not ready for you, we will make sure you have

a suitable temporary home for the time you need it. We will help to find a temporary home that is as close as possible to your work, schools and family or friends, so that you don't have to change your life while you are living in your temporary home.

You are entitled to a £6,400 home loss payment for moving

If you have lived in your home for 12 months at the time you have to move out, you will receive a £6,400 statutory home loss payment when you move to your new permanent home. This amount is decided annually and may be higher. Joint tenants receive one payment. You can spend your home loss payment as you wish. If you owe the Council or your housing association money we will agree this amount with you and this will be taken out of your home loss payment before you receive it.

The Council will pay your reasonable moving costs

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

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

Pets can move with you

Your pets can move to your new home with you if you move to a new home on the estate.

Your new home will meet your disability or mobility needs

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

When you move, the rent for your new home will be the same council rent that secure tenants pay

If you move to the same size home, the rent you will pay for your new home will be the same council rent that secure tenants, who are returning to the estate will pay. If you move to a larger home the rent will be the same as returning secure tenants pay for the same size home. The Council increases rents each year by a small amount which is set by the Government, these usual rent increases will apply during the regeneration.

If you need more bedrooms (because you are overcrowded), you can move into a home that is the right size for you

If you need more bedrooms than you have now and are assessed as overcrowded you will be able to move into a new home that is the right size for you and your family.

If you're under-occupying your home, you can move into a home with one more bedroom than you need

If you have more bedrooms than you need and you are assessed as under-occupying, you can choose a new smaller home that is the right size or you can choose a new home with one extra bedroom. For example: a couple that only needs one bedroom and currently lives in a three bedroom home may choose to move into a new one or two bedroom home.

You will be given all the help and support you need with moving

You will get all the help and support you need to move. For example, we can organise removals, disconnect and reconnect washing machines and dishwashers, help with reconnecting your TV. We can also offer additional support if you have special needs or a disability.

If you own a vehicle and you remain on the estate at the time you move to your new home, you will be allocated a parking space

If you own a vehicle and you remain on the estate you will be guaranteed one parking space on the new estate.



The Offer

FREEHOLDERS AND LEASEHOLDERS

This section applies to Freeholders/ Leaseholders who live on the estate and it is their main and only home



You will receive the full market value of your home plus 10% home loss payment

You will receive the full market value of your home at the time it is sold to the Council and a home loss payment of 10% if you have lived in your home for 12 months at the time you have to move. The home loss payment will be capped at a maximum level of £64,000. This amount is decided annually and may be higher. Joint owners receive one payment.

You can choose a new home to buy on your own on the estate

If you are unable to afford to buy a new home on the estate on your own, we will help you to buy a shared equity home on the estate or elsewhere. This will be a home that you will own on a shared equity basis. The money you put into the new property will be all of the funds from the sale of your home and any mortgage you are able to secure. The council will put in the rest of the money to buy the home. You will be able to buy the Council's deposit share over time and in stages if you wish. You will not pay rent on the Council's share.

Or, if you wish you can buy a shared ownership home on the estate

Shared ownership means that you will part own and part rent your new home. You will have to buy a share

of at least 25% of the total value of the home. The Council will own the remaining share and you will pay rent on the Council's share. This is an option if you don't wish to put all the funds from the sale of your home into the new home. You will be able to buy the Council's share in stages if you wish.

If you have to move temporarily (because your new home is not ready for you) and you have decided to purchase a home on the estate, we will provide a temporary home for you in Kingston Borough, as near to the estate as possible

If you choose to buy a new home on the estate, either on your own, by shared equity or shared ownership and it is not ready for you to move into at the time you have to move from your current home we will provide a temporary home for you. As long as you complete the purchase of a new home on the estate, you will not be charged rent while you are living in a temporary home.

The valuation of your home will be carried out by a qualified independent surveyor

The valuation of your property will be carried out by an independent qualified surveyor who will take into account the local property market, the internal condition of your property and any improvements made.

We will start the process of buying back your property 18 - 24 months before the redevelopment of your area of the estate begins

The Council will pay your reasonable legal fees

We will pay the legal fees for the sale of your property to the Council and the fees and costs of the purchase of a new home including Stamp Duty Land Tax (SDLT).

The Council will pay your reasonable moving costs

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

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

You will be given help and support with moving

You will get all the help and support you need to move. For example, we can organise removals, disconnect and reconnect washing machines and dishwashers, help with reconnecting your TV and moving curtains or blinds. We can also offer additional support if you have special needs or a disability.

Your pets can move with you

Your pets can move to your new home with you if you move to a new home on the estate.

You will be allocated a parking space

If you own a vehicle at the time you move to your new home and you remain on the estate you will be allocated a parking space.

The Offer

TEMPORARY ACCOMMODATION RESIDENTS

This section applies to Homeless Households, for which the Council has accepted a full housing duty under the Housing Act 1996 part 7 (as amended).

If you've been on the Housing Register for 12 months or more and live on the Cambridge Road Estate at the time of the Landlord Offer, you are eligible to vote.

If there is a 'yes' vote, you will be placed in Band 1 (high-priority) on the Housing Register 6 months before you have to move out of your home

If there is a 'yes' vote the Council will need you to move out of your home on the estate when development begins on your phase. Because you will have to move, you will be placed in Band 1 to bid for a new home in Kingston Borough. Band 1 is a high priority band. You will be placed in Band 1, 6 months before you need to move. This means that you are more likely to secure a permanent new home in the 6 month period.

If you do not secure a new permanent home by the time you have to leave your home on the estate, the Council will provide alternative temporary housing in Kingston Borough

The Council will provide you with an alternative temporary home in Kingston Borough under its duty to house you. This will be a temporary home provided by the Council because you have been accepted as homeless. You will be returned to Band 3 when you move to an alternative temporary home. You will be able to continue to be on the Housing Register for a permanent home.

You will receive a £6,400 home loss payment when you move to a new permanent home

If you have lived in your home for 12 months at the time you have to move out, you will receive a £6,400 statutory home loss payment when the Council needs you to move out. You can spend your home loss payment as you wish. However, if you owe the Council money for rent or other costs we will agree this amount with you and this will be taken out of your home loss payment before you receive it. This amount is decided annually and may be higher. Joint non-secure tenants receive one payment.

We will pay your reasonable moving costs

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

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

You will be given all the help and support you need with moving to your permanent home

You will get all the help and support you need to move. For example, we can organise removals, disconnect and reconnect washing machines and dishwashers, help with reconnecting your TV. We can also offer additional support if you have special needs or a disability.



The Offer

Tenants Renting from a Private Landlord

If you've been on the Housing Register for 12 months or more and live on the Cambridge Road Estate at the time of the Landlord Offer, you are eligible to vote.



THE BALLOT IS YOUR OPPORTUNITY TO DECIDE ON THE FUTURE OF CAMBRIDGE ROAD ESTATE

The question you will be asked to vote on is:

Do you support the Council's regeneration proposal for new homes on your estate?



What a 'YES' vote means

If the majority of residents who vote in the ballot vote 'YES', we will be able to go ahead with our plans to regenerate Cambridge Road Estate.

We will:

Build brand new homes which are the right size, with terraces, balconies or gardens. There will be shared outside spaces and areas where children can play safely. The new neighbourhood will be designed to reduce antisocial behaviour and crime and there will be modern community buildings – a place for everyone to enjoy.

A 'YES' vote means that we can access funding from the Greater London Authority to help make all of this possible.

Why should I vote 'yes'?

This is your chance to have your say. The way you vote is your decision – a 'yes' vote will mean:

- > A new secure, energy-efficient home that's the right size for you
- > A modern kitchen and bathroom
- > A safer, more attractive estate
- > Public spaces and play areas for everyone to enjoy
- > New reliable, accessible lifts
- > There will be more new council homes than there are at the moment

The Council has secured funding from the Greater London Authority (GLA) to help pay towards the regeneration. These funds may not be available again which is why voting 'yes' is so important.



What a 'NO' vote means

If the majority of residents who vote in the ballot vote 'NO', we won't be able to go ahead with regeneration.

We will continue to:

- > Carry out repairs to your home and the estate as they are reported
- > Carry out essential maintenance

If there is a 'no' vote, the homes on the Cambridge Road Estate will be included in the Council's borough-wide housing improvement programme.

When these improvements might happen will depend on the amount of money available each year and the condition of other homes in Kingston Borough.

Regeneration is the best way to improve Cambridge Road Estate – nothing else provides the same certainty and long-term benefits.

The funding we now have access to may not be available again, this funding is not for refurbishment, it is only for regeneration so we don't want to miss this opportunity.

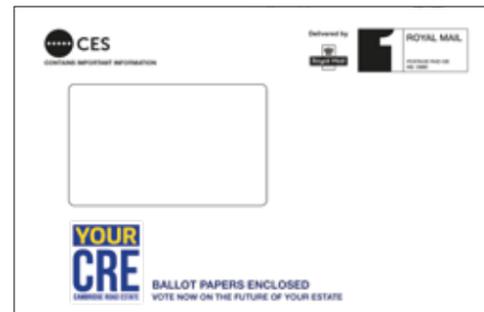


If you have the right to vote, make sure you use it

THE BALLOT

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

Your ballot paper will arrive in a white envelope like this:



Who can vote?

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

- > Council tenants named on a tenancy agreement before 3 February 2020
- > Housing Association tenants named on a tenancy agreement before 3 February 2020
- > Housing Association shared owners who have lived at Cambridge Road Estate for at least 12 months before 3 February 2020
- > Resident homeowners named on the lease or freehold who have lived at Cambridge Road Estate for at least 12 months before 3 February 2020
- > Anyone who has been an applicant on the Council housing register for at least 12 months before 3 February 2020 and whose principal (main) home is on the estate

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

Different ways to vote

-  **By post**
Return your ballot paper in a pre-paid envelope
-  **Online**
Vote online using a unique code
-  **Telephone**
Vote by telephone using a unique code.
-  **Ballot Box**
Put your ballot paper in a ballot box on the estate

Details on how to vote will be sent out with your ballot paper.

THE VOTING PROCESS

Your Cambridge Road Estate. Your future. **Vote 'YES'.**



Your ballot paper will be posted 1st class on Monday 24 February 2020 and you will have three weeks to cast your vote by Wednesday 18 March 2020.

You can vote as soon as your ballot paper arrives. You have until 5 pm on 18 March 2020 to cast your vote. Any votes received by CES after the deadline will not be counted.

You will have three weeks to cast your vote by 5 pm on 18 March 2020.

Opening times and location of the ballot box will be provided with your ballot paper.

If you choose to vote by post, please allow enough time for your ballot paper to arrive.

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

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

The result of the ballot

The result of the ballot will determine the future of your estate. There is no minimum turnout needed. 'YES' or 'NO', whichever gets the most votes will win; it's as simple as that.

The regeneration will only go ahead if the majority of residents vote 'yes' in the Residents Ballot. This is why it's so important that you use your vote.



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



CES will post an official confirmation letter to announce the result. This will be approximately one week after the close of voting on 18th March 2020.

We will also post the result on the Cambridge Road Estate website.

If the result of the ballot is 'yes', there will be planning applications and further discussions with residents.

Planning permission in 2020 will mean that building should start in 2021. We are then aiming to have the first homes ready for moves in 2023.

Keeping you involved

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



WHAT HAPPENS AFTER THE BALLOT?



Finally...

A really big THANK YOU to everyone who got involved and shared their ideas for the new homes and neighbourhood.



We couldn't have done it without your help!

Building the future together

Make sure you vote in the residents' ballot.

You'll receive your ballot paper separately. It will be sent on Monday 24 February and you will have up until 5 pm Wednesday 18 March 2020 (3 weeks) to cast your vote.

Keeping you informed

After the ballot, we will be in touch with regular updates and make sure you're given plenty of notice to plan for your move.

Independent Regeneration Expert

If you would prefer to talk to an independent regeneration expert, the PPCR team can offer advice and support. You can get in touch or arrange a meeting with them by:

T: 020 7407 7452 or FREEPHONE 0800 317 066

E: info@ppcr.org.uk

Tadlow Hub opening times:

Monday - Friday (10 am - 5 pm)

Saturday (11 am - 3 pm)

Drop in at the Tadlow Hub:

2 Tadlow, Tadlow House,
Washington Road, KT1 3JL

Vote Yes

**For a better
Cambridge
Road Estate**



Get in touch with the CRE Regen team



FREEPHONE 0800 304 76 33



creregen@kingston.gov.uk



www.cambridgeroadestate.com

**YOUR
CRE**
CAMBRIDGE ROAD ESTATE