

THE FUTURE OF HAYES TOWN CENTRE ESTATE



Your homes. Your future. You decide

It has been great to see so many of you face to face at our drop-in events on the estate over the past couple of weeks. Our team has greatly appreciated hearing your feedback and answering your questions on the possible redevelopment.

We will also be starting to call those of you that we haven't managed to speak to yet to make sure you have all of the information you need.

The Landlord Offer

We hope that everyone who is eligible to vote has now received their copy of the Landlord Offer (see picture above). If you have not received your copy and think you might be eligible, please contact us as soon as possible. You can check to see if you are eligible to vote later in this newsletter.

You can view the Landlord Offer and find answers to questions you might have on our website:

www.hillingdon.gov.uk/hayes-tc-estate

If you are having trouble understanding the offer document or need translation support, please contact us on the numbers on the back page of this newsletter.



IT WAS GOOD TO MEET YOU!

"I think the offer to us is great"

Richard, Austin Road leaseholder

"I want the proposals to go ahead. There's so much anti-social behaviour on the estate"

Buchell, council tenant on Silverdale Road

We are here to answer your questions

Why not have a conversation with our team about what redevelopment might mean for you and your family? Call our number on 0800 994 9323.

We will be on the estate between 11am and 3pm on Friday 7th November to answer any of your last remaining questions about how to proceed with the Landlord Offer.

We have had some really useful design discussions at our drop-in events on the estate and hope everyone came away with the information they needed.

We really value your feedback and we have been asked some useful questions so keep an eye out for forthcoming newsletters and on the council's website for updates.

Some of the more frequently asked questions were:

Q Will all residents be moved off the estate at the same time?

No. Residents living in homes in the first demolition phase will have to move off the estate temporarily while we build new homes, but they will be the first people to move into one of the new homes when they are completed. Residents in the later phases can stay in their current home until a new home is ready for them on the estate.



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“I am very happy to know I will finally receive a permanent home, my worries have lifted”

Abdi, temporary accommodation tenant in Skeffington Court



Q When will I have my housing needs assessment meeting?

A dedicated decant officer will meet with you six to nine months before your move and carry out a full housing needs assessment. The timing will be in line with the phase that you are in. If you are in phase one it will happen in the second half of 2021.

If in the meantime you want to update us on your circumstances you can always reach us on 0800 994 9323.

Q Will I remain a secure council tenant on social (council) rent when I move into one of the new properties?

Yes. Existing secure council tenants on Hayes Town Centre Estate who move to one of the new properties on site will remain council tenants with a secure tenancy and be charged the social rent appropriate to that new home.

Q As a secure council tenant, do I still get help with moving and a homeless payment if I decide to move away from the estate?

Yes. If you choose to move away from the estate we will still pay for the reasonable costs in moving and you will receive the homeless payment of £6,500 too.

Q What happens if there is a no vote?

If there is a 'no' vote then we won't be able to go ahead with our plans to redevelop the estate. We will continue to meet the repair obligations expected of us as a landlord but we would miss the opportunity to address the significant issues on the estate.

PLEASE CALL US IF YOU NEED HELP UNDERSTANDING THIS NEWSLETTER

Getting ready to vote

Ballot papers will be going out in the post on Wednesday 28 April. The ballot is being run by Civica and the envelope will look like this:



You can vote as soon as your ballot papers arrive, or take a little more time if you wish. You have three weeks to cast your vote using your unique code by phone, online or by post in the pre-paid envelope that will be included with your ballot papers. Please do make sure you use your vote.

This is your home, your future, and you decide.



Who gets a vote?

The Mayor of London sets out the rules for who gets to vote.

To be eligible you must be aged 16 and above and must fall into one or more of the following criteria:

- A council tenant named on a tenancy agreement who has lived on the estate for at least 12 months before 14 April 2021
- A housing association tenant named on a tenancy agreement who has lived on the estate for at least 12 months before 14 April 2021
- A housing association shared owner who has lived on the estate for at least 12 months before 14 April 2021
- A resident homeowner named on the lease who has lived on the estate for at least 12 months before 14 April 2021
- Anyone who has been an applicant on the council housing register for at least 12 months before 14 April 2021 and whose principal (main) home is on the estate.

You can get in touch with Civica by calling 020 8889 9203 or emailing support@cesvotes.com if you have a query about eligibility to vote.

Contact Us

If you have any further questions, please do get in touch with us or visit our website

www.hillingdon.gov.uk/hayes-tc-estate

0800 994 9323 (Freephone)

07881 897 306 (WhatsApp)

You can also contact your Independent Tenant and Leaseholder Advisor Public Voice on

0800 169 8677

info@publicvoice.london