

# THE FUTURE OF HAYES TOWN CENTRE ESTATE RESIDENT NEWSLETTER



## Voting now open!

### Your homes. Your future. You decide

You should have received your ballot papers for the potential redevelopment of the estate in the last couple of days. They were sent out in the post by Civica on Wednesday 28 April in envelopes that look like this:



Please do get in touch with Civica urgently if you have not received your ballot papers by:

- ☎ Telephone on 020 8889 9203
- ✉ Email at [support@cesvotes.com](mailto:support@cesvotes.com).



### If you know how you want to vote why not vote straight away?

You can post back your ballot paper in the pre-paid envelope or you can use your unique code to vote by

☎ phone or 🌐 online.

If you need a little more time, you have until voting closes at

**5pm on Friday 21 May 2021**

Civica will write to all voters 10 days later with the result of the ballot.

### Every vote is important

This is a great opportunity for a bright future for the estate but it needs the majority of residents to vote for it or it will **not** go ahead so please make sure you use your vote.





## Did you know?

The new homes on the estate will be a **mix of one, two, three and four bedrooms** apartments and maisonettes, all designed with **fire safety and security** as a priority.

All new homes will have **step-free access** to front door and there will be few homes sharing a single entrance meaning it will be **easier to know your neighbours** and support those that shouldn't be there.

You should have received the Landlord Offer in the post two weeks ago. Visit our website for a digital copy at:

[www.hillingdon.gov.uk/hayes-tc-estate](http://www.hillingdon.gov.uk/hayes-tc-estate)

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 Is there extra help for older residents?

Yes. Residents that need additional support will receive further help with the practical arrangements for moving including a packing service when they move.

#### Q As a leaseholder, how do I know that I will be paid a fair price for my property?

As a resident leaseholder you will be entitled to the full market value of your property plus 10 % on top as your 'homeloss payment'. The council will also pay for the reasonable costs you

might have to pay to move, such as legal or surveyor's fees, cost of removals etc.

The council will appoint a fully qualified chartered surveyor to advise on the market value of your home. The chartered surveyor will be employed by an external company and will need to visit your home at a mutually convenient time to undertake an inspection. They will take into account the size, internal condition and any improvements made. If you disagree with the council's offer, the council will pay for you to appoint your own independent RICS valuer for a second opinion.

#### Q I am a leaseholder in a later phase - can I still sell my property to the council this year and get my compensation?

Yes. If there is a yes vote and you are a resident leaseholder, you do not have to wait for your phase to be redeveloped to sell to the council. You can sell your property to the council in 2021 once the council's Cabinet formally approves the redevelopment.

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## Did you know?

If you have been living on the estate in council **temporary accommodation** for over a year then you will be offered a permanent council home on the new estate.

### **Q I'm a leaseholders who purchased my property from the council in the last five years. Will the early sale clause apply?**

Should the ballot be successful and the redevelopment proceeds, resident leaseholders who have completed a purchase under the Right to Buy do not need to repay the discount upon completion.

### **Q Will there be separate kitchens or will it be open plan?**

We've had some great feedback from residents on the initial design ideas for the new homes, particularly on whether there would be separate kitchens or open plan living.

All homes with three or four bedrooms will have a separate kitchen and living room.

For two bedroom homes, our architects will design some with open plan living and others with separate kitchen and living rooms so there will be a variety of options.

### **Q Will I be able to personalise my kitchen and bathroom?**

Yes. Residents who qualify for and accept a new home on the estate, including shared equity or shared ownership homes, will be able to choose from a selection of colours and finishes for your new home.

### **Q Will the council make me downgrade to a one bed flat as a single person, even if I have a two bed now?**

No. Secure council and assured housing association tenants who are currently living in a two bedroom flat alone or as a couple will be offered a two bedroom home on the new estate, if they want.

### **Q I have a five year fixed term tenancy at the moment. What will happen to me?**

If you have a five year fixed term tenancy and the redevelopment proceeds, the council commits to providing you with a new home on the development that meets your housing needs and extending your tenancy for a another 5 years.

# PLEASE CALL US IF YOU NEED THIS NEWSLETTER TRANSLATING

The new neighbourhood will be connected to the surrounding area by **traditional streets** with front gardens, trees and planting.

We are here to answer your questions

Come and meet the team next to Skeffington Court between

**11am and 3pm**  
on  
**Friday 7 May**

**Get in touch**

Call on our team  
**0800 994 9323**

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

**0800 169 8677**  
**info@publicvoice.london**

