

# THE LANDLORD OFFER

## HAYES TOWN CENTRE ESTATE

Your homes. Your future. You decide



Artists' impression of what the new estate might look like



**HILLINGDON**  
LONDON



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## Contact us

Please do get in touch with our team on:

**0800 994 9323 (Freephone)**

**07881 897 306 (WhatsApp)**

You can also find out more information about the project at:

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

# INTRODUCTION

**Since August 2020, we have been working with you to understand some of the issues on Hayes Town Centre Estate and develop proposals that will mean that residents can live in modern high-quality homes in a safe and secure environment that we can all feel proud of.**

We have been delighted to see the high level of interest and participation from residents, despite the ongoing COVID-19 restrictions. The council has spoken to 90% of residents over the phone or in person. There has been impressive attendance at our resident steering group meetings and great conversations about design have taken place, both on the estate and at Zoom drop-ins with the architects. Thank you to everyone who has given us their time – your valuable feedback has shaped the proposals set out in this document.

We share your excitement about the positive opportunities that would come from a new development, including private secure outside space for everyone, energy efficient and accessible homes, alongside the chance to help overcrowded families and provide more council homes.

This Landlord Offer has been sent to you so that you can see the design vision for the

new estate and the new homes. It also sets out our commitments to you and the choice of new home that you will have if there is a 'YES' vote, so that you can see what redevelopment would mean for you and your family. Finally, it also sets out the arrangements for voting.

Our aim is to provide you with all of the information you need to make an informed decision in the resident ballot, and we will have a team on hand right the way through to the close of the ballot to answer your questions and help you with anything that is unclear.

We believe that a 'YES' vote is the best way to deliver a bright future for Hayes Town Centre Estate, but this is a resident decision. These proposals will only go ahead if there is a majority in favour.

**This is your chance to have your say – please use your vote.**



**Councillor Jonathan Bianco**  
Deputy Leader of the Council  
and Cabinet Member for  
Property and Infrastructure



**Councillor Eddie Lavery**  
Cabinet Member for  
Environment, Housing and  
Regeneration



## WHAT YOU TOLD US

Without a 'YES' vote, redevelopment of the estate won't go ahead



Resident consultation on Hayes Town Centre Estate

### **Your feedback has helped us to develop plans to build better homes and a safer neighbourhood on Hayes Town Centre Estate.**

We have spoken to more than 90% of households on Hayes Town Centre Estate by telephone, email or in person since we began talking to residents in summer 2020 about the potential redevelopment.

We heard that while most residents like their homes and enjoy living on the estate, there are significant problems that directly impact their quality of life, particularly:

- There is a lot of anti-social behaviour on the estate with groups hanging out and causing nuisance in communal areas

- Many of you feel unsafe and there is a fear of crime
- Some households are overcrowded
- Homes need improvements
- The estate needs to be more accessible to those with pushchairs or mobility issues

We began talking to you about possible design solutions for the estate in December 2020 and your feedback has helped to shape the proposals presented in this Landlord Offer.

If there is a majority 'YES' vote from residents, we are committed to continuing to work with residents on the detailed design of the estate and new homes.

## OUR COMMITMENTS TO YOU

Members of the residents steering group have worked with the Independent Tenant and Leaseholder Advisors to give the council feedback on our original ideas for rehousing and design. We have listened to the issues that are important to residents and refined our offer where possible. This process has shaped the commitments below.

- 1 **We will work with you to create a safe and secure new estate through better design**
- 2 **Secure council and assured housing association tenants who wish to stay on the estate will be guaranteed an offer of a new home at social rent levels on the new estate**
- 3 **We will make sure that resident leaseholders receive a fair deal and affordable options to assist you to buy one of the new homes on the estate**
- 4 **We will begin the buy-back process for resident leaseholders early after a 'YES' vote and the council's Cabinet decision, if they wish**
- 5 **We will ensure that secure and assured tenants are provided with a home that matches their housing needs, which will mean that overcrowded families will be able to move to a larger home**
- 6 **Secure and assured tenants that under occupy (for instance a couple living in a two bedroom home) will be able to keep an extra bedroom**
- 7 **For residents taking a new home on the estate we will take into consideration your preferences in terms of location, floor level and neighbours**
- 8 **We will make sure that our temporary accommodation tenants can access suitable alternative accommodation**
- 9 **We will work with private tenants whose homes are affected on a one-to-one basis to provide support and guidance to secure an alternative home**
- 10 **We will pay compensation and cover the cost of moving for all households that are eligible**
- 11 **Vulnerable residents will receive additional practical help with moving**
- 12 **All residents will have the opportunity to participate in the next stage of the design process, working alongside the design team**
- 13 **We will build modern homes that are attractive, energy efficient and accessible**
- 14 **We will make sure that all homes have private secure outside space, either a balcony or terrace, that is big enough to accommodate everyone in the household**
- 15 **We will build a mixture of maisonettes and apartments and there will be a mixture of homes with separate or open plan kitchens**
- 16 **All residents moving into one of the new homes on the estate will have the opportunity to personalise it with a choice of kitchens, floor coverings and paint colours**



## WHAT WILL THE NEW ESTATE BE LIKE?

**Redevelopment gives us the opportunity to design a new neighbourhood which is safer, more secure and a better place to live.**

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

Windows and front doors at street level will provide **overlooking** helping streets feel safe and pleasant places to be.

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

**Our key design principles for the estate are:**

- Safer streets and play areas
- Secure entrances and stairwells
- A step-free, direct route from the building entrance to your home
- Doors and entry systems with good security ratings
- Shared outdoor courtyard spaces for residents only
- Excellent overlooking to make it safe for residents
- Well managed and secure car parking
- A dedicated secure storage room for cycles
- More trees and planted areas
- Safe, secure and accessible homes

The designs on the following pages are indicative and subject to technical design and planning approval.



A sketch of how the new estate might look viewed down Austin Road towards the canal

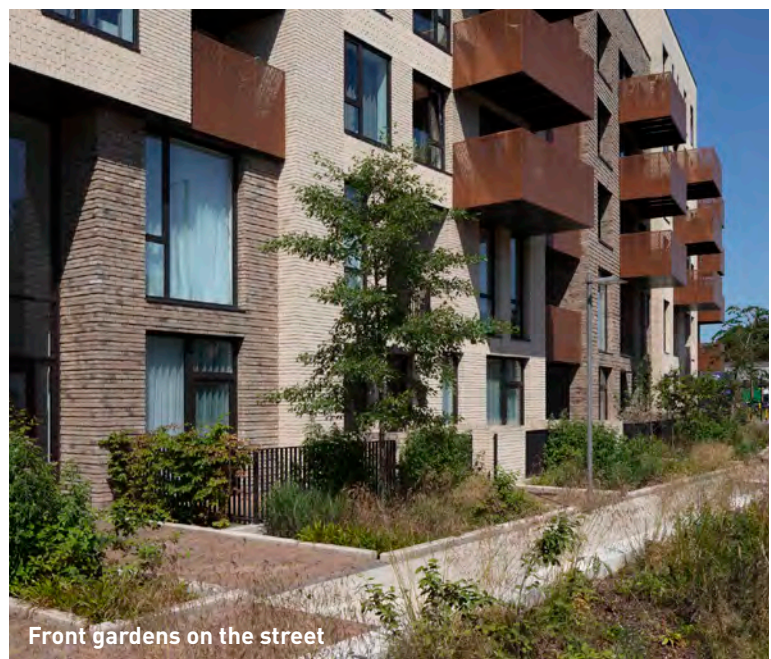


A play area





Your new  
Hayes Town  
Centre Estate  
will be bright,  
modern and  
safe



Front gardens on the street



A shared entrance





A sketch of how one of the new traditional residential streets might look on the new estate

**The architects are still at an early stage of design development and much more work will be done with residents over the coming months should there be a 'YES' vote.**

The proposed designs currently include:

- More than 500 new one, two, three and four bedroom apartments, maisonettes and houses
- The new homes will be a mixture of replacement social rented homes, additional council homes, shared equity homes, shared ownership homes and homes for sale.
- A range of building heights, mostly between five and eight storeys, but also two storey homes on Austin Road and a 12 storey building near the canal
- Resident only courtyard gardens
- Secure resident only car parking below the courtyard plus well-designed on-street parking and electric charging points for cars
- Secure resident only cycle, bin and recycling storerooms
- New play areas for children designed with residents
- A new community room

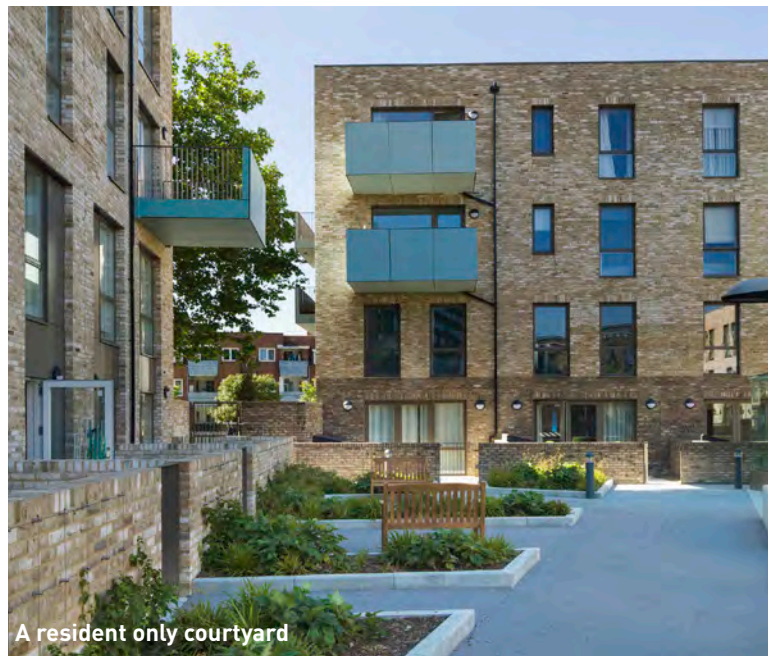




A sketch of how the new estate might look viewed at the junction of Austin Road and Silverdale Road



A shared entrance



A resident only courtyard



# PROPOSED SITE PLAN

-  Apartment buildings of new homes
-  Landscaping
-  Trees
-  On street parking
- 1 New traditional street
- 2 Two storey houses
- 3 Community square
- 4 Community room (at ground floor)
- 5 Resident only courtyard
- 6 Potential children's play area
- 7 Safe and attractive route to the high street

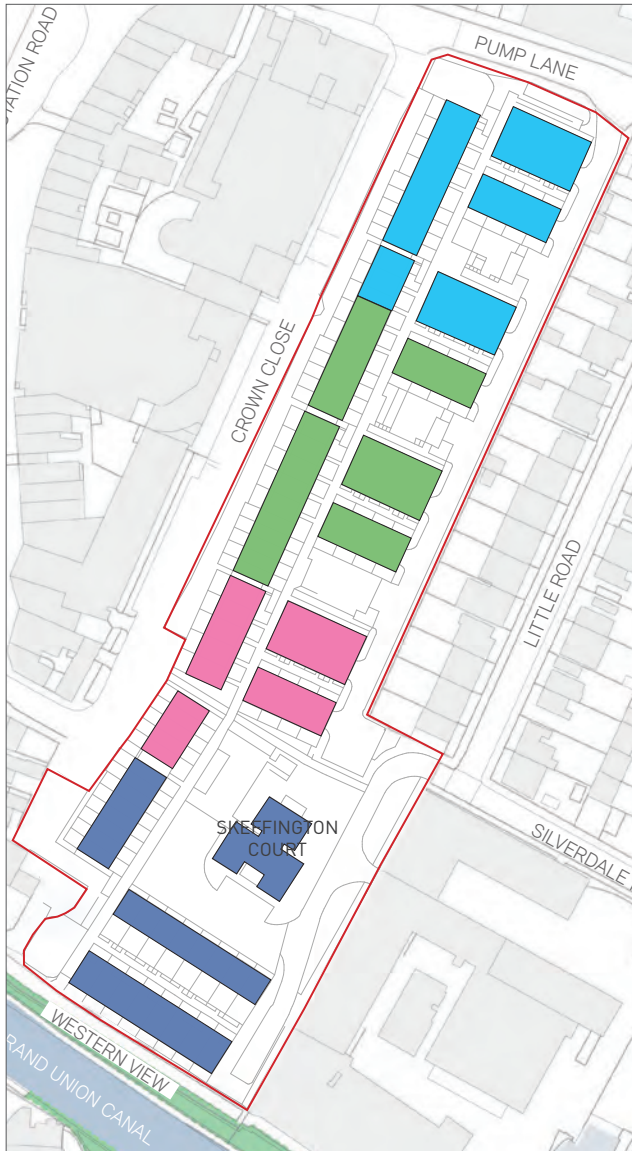


All design proposals are subject to planning approval



# WHAT HAPPENS AND WHEN

## Site plan of the existing estate showing the indicative demolition phases



If the development proceeds it is going to take some time to rehouse all tenants and buy back properties.

Our aim is to carry out the redevelopment in phases so most residents will only have to move once into a new home built for them on the estate.

It is still too early in the design process to be completely sure which homes are in which phase, but we have provided indicative dates below.

If you are in phase one we will start talking to you about your move in summer 2021.

If you are in a later phase we will start planning your move with you around nine to 12 months before the demolition date for your phase, or even earlier for resident leaseholders.

Please see the Landlord Offer specific to you from page 18 for more detail.

We anticipate the first new homes will be ready to move into in autumn 2024.

### Indicative date for the start of each demolition phase

<span style="color: blue;">■</span>	Phase 1	Autumn	2022
<span style="color: green;">■</span>	Phase 2	Autumn	2024
<span style="color: pink;">■</span>	Phase 3	Summer	2026
<span style="color: darkblue;">■</span>	Phase 4	Spring	2028

**Most residents will only have to move once**



## YOUR NEW HOME

### You told us:

- Homes need improvements
- Some homes get too hot in the summer and too cold in the winter
- Some households are overcrowded
- Repairs are hard to do and often don't last
- Not everyone has access to their own outdoor space

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

**Cosier, more  
energy-efficient  
and smarter  
homes**





A photograph of an open plan kitchen



A photograph of a living room and balcony

### The new homes will:

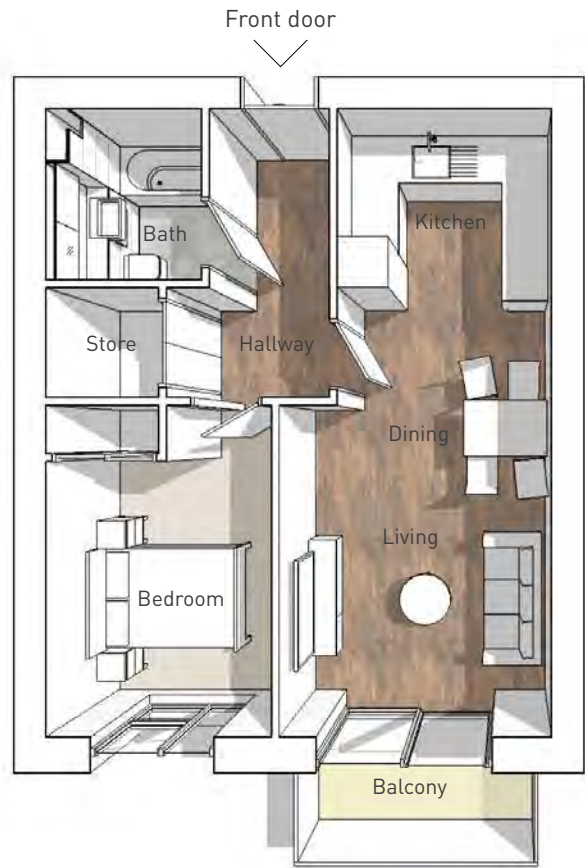
- Be well designed, energy efficient, built to modern standards and meet or exceed space standards
- Be safe, with fire safety and security as a priority
- Have good sized, well-proportioned rooms and generous built-in storage
- Have a private outdoor space; a balcony or terrace
- Have modern kitchens and bathrooms
- Be well insulated so it is warm in the winter and cool in the summer
- Achieve good sound insulation
- Have good ventilation so there is no damp or condensation
- Have two toilets if you have three or more bedrooms
- Be adapted to meet the accessibility needs of residents, if required.
- Meet 'Secured by Design' standard

The new homes will be a mix of apartments and maisonettes, all with their own private outdoor space.



**The proposed new homes will have:**

- Either an open plan or separate kitchen layout
- Bathrooms that can be adapted to specific mobility needs
- A utility cupboard for services with space and plumbing for a washing machine
- A separate built-in storage cupboard in the hallway
- Thermostatically controlled energy-efficient heating
- High performance double glazed windows
- TV aerial and satellite points to the living room and all bedrooms



**An example of a one bedroom apartment**



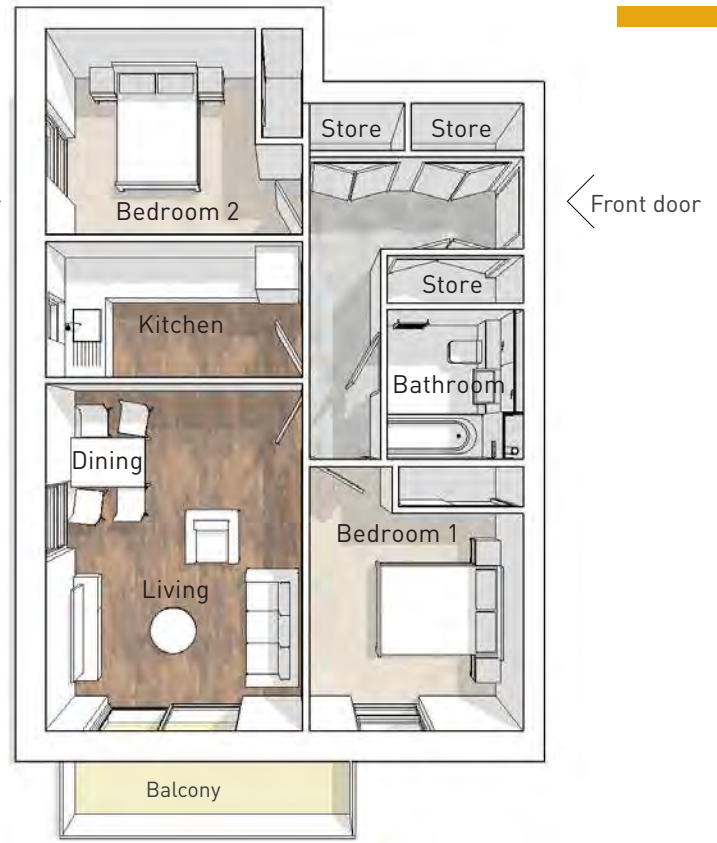
**An example of a two bedroom ground floor maisonette**

As a two storey home it will have two WCs





**An example of a two bedroom open plan apartment**



**An example of a two bedroom apartment with separate kitchen**

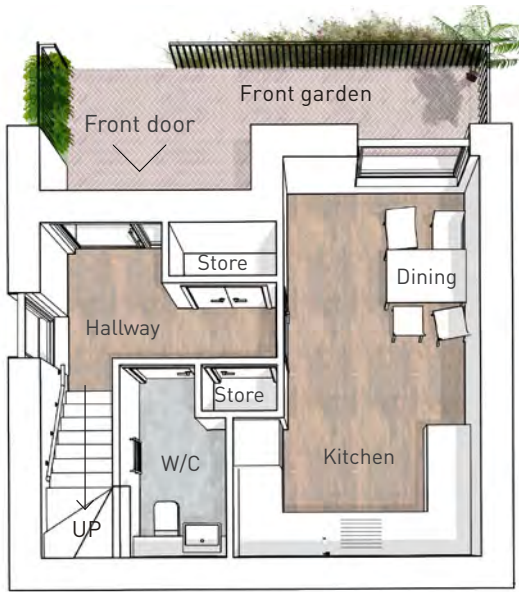
**Homes adapted to the medical needs of your family**



**An example of a three bedroom apartment**

All homes with three or more bedrooms will have two WCs





**Ground floor** with front door and garden on the street and stairs to first floor.

**First floor** with a private terrace onto the shared resident only courtyard.



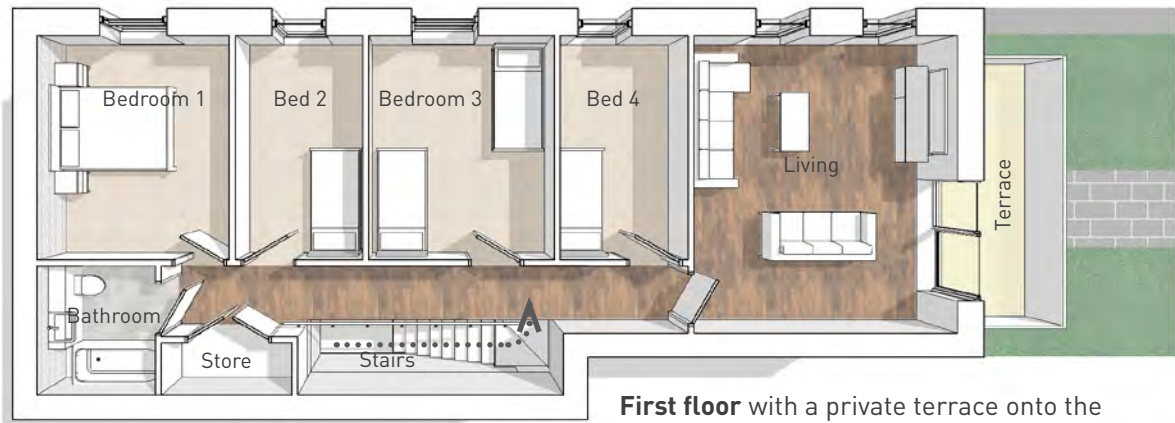
**An example of a three bedroom ground floor maisonette**  
- Ground floor above, upper to the right







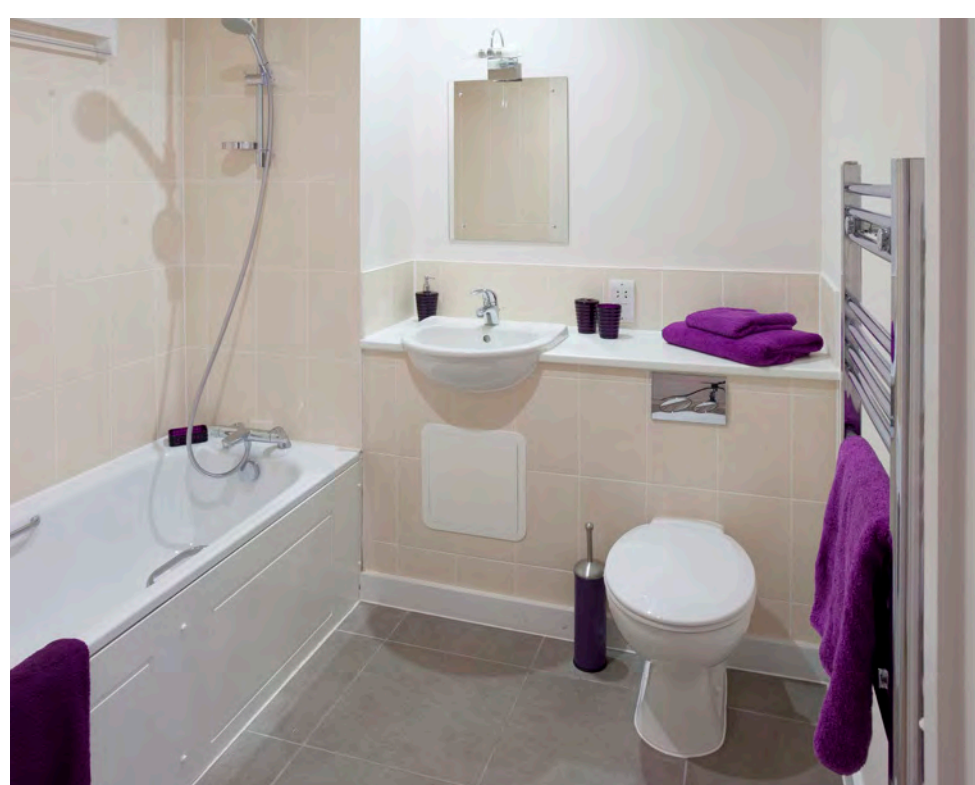
**Ground floor** with front door and garden on the street and stairs to first floor.



**First floor** with a private terrace onto the shared resident only courtyard.

### An example of a four bedroom ground floor maisonette

Ground floor top, upper below





## MAKING YOUR NEW HOME YOUR OWN

**This section applies to existing residents who qualify for and accept a new home on the estate, including shared equity or shared ownership homes.**

We know that residents want to be able to make their new home their own. As such, we will provide a variety of colours and finishes to choose from that fit your own style 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
- The colour of floor finishes



A photograph of a resident in her new kitchen



## SAFETY AND SECURITY

You told us:

- Anti-social behaviour is a big problem
- Many of you feel unsafe and there is a fear of crime
- Estate security is a problem with entrance doors repeatedly getting broken as soon as they are repaired
- You wanted safer gardens, playgrounds and streets

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 spaces that are safe for everyone to enjoy.**



Your new estate will meet Secured by Design standards - an initiative approved by the Metropolitan Police proven to reduce crime by up to 87% in new developments.

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, and be easier to police.

The new layout will have:

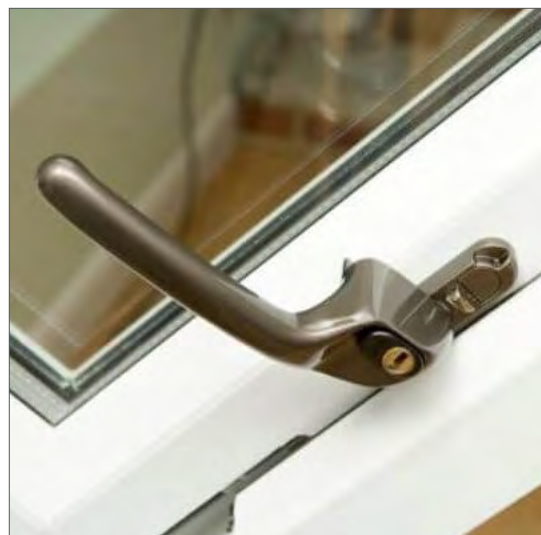
- Better sightlines with no hidden corners
- Fewer homes per shared entrance so you know your neighbours
- Good quality street lighting
- Excellent overlooking
- High quality doors and windows with excellent security ratings
- Better designed car parking



Video entry system



CCTV camera



Window locks



## A SUMMARY OF THE LANDLORD OFFERS

**This is a summary of the key parts of the offer to you.**

Please read the detailed information in the rest of this document to help you fully understand your offer and check our website for more key facts.

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 telephone on FREEPHONE 0800 994 9323 and we will help.

If you have any further questions, check the key facts on our website or get in touch - details on the back cover.

### Secure Council Tenants (turn to page 20)

- A choice of a new home on the estate or elsewhere in the borough, if that is your preference
- A homeloss payment of £6,500 to spend as you wish
- The cost of moving home paid for by the council
- A new home that meets your needs - this means enough bedrooms for your household at the time of your move
- However, if you are currently under occupying, a new home that meets your needs plus one extra bedroom, or a cash incentive to downsize

Turn to page 20 for more information on the offer and other benefits.

### Housing Association Assured Residents (turn to page 23)

- A choice of a new home on the estate or elsewhere in the borough, if that is your preference
- A homeloss payment of £6,500 to spend as you wish
- The cost of moving home paid for by the council
- A new home that meets your needs - this means enough bedrooms for your household at the time of your move
- However, if you are currently under occupying, a new home that meets your needs plus one extra bedroom, or a cash incentive to downsize

Turn to page 23 for more information on the offer and other benefits.

### Resident Leaseholders (turn to page 26)

- The full market value of your property **plus** a homeloss payment of 10% of the value of your home, capped at £65,000
- A disturbance payment to cover reasonable costs that you incur when moving home such as surveyor's fees, legal fees, Stamp Duty Land Tax, removal costs, the costs of any fixtures and fittings or electrical items which cannot be moved and it is reasonable to replace, and transferring utilities/ mortgage etc.
- The opportunity to sell your home as soon as the final decision to redevelop the estate has been made

Turn to page 26 for more information on the offer and other benefits.





### Temporary Accommodation Residents (turn to page 28)

- Help to move to suitable alternative accommodation that fits your housing need
- For temporary accommodation residents living on estate for more than one year, you will be offered a new council home for rent on the new estate, or priority banding on the council's Choice Based Letting system
- For temporary accommodation residents living on estate for less than one year, you will be offered dedicated support and a tailored housing advice service

Turn to page 28 for more information on the offer and other benefits.

### Tenants Renting from a Private Landlord (turn to page 30)

- Help to find alternative accommodation including support through the Homeless Prevention Service and a tailored housing advice service
- Subject to eligibility, you will also receive a tenancy deposit, the first month's rent and reasonable removal costs covered
- For households on Band A and B of the housing register, the council will reserve the additional new council homes on the new estate and give you priority banding ahead of households from elsewhere in the borough

Turn to page 30 for more information on the offer and other benefits.



## SECURE COUNCIL TENANTS

**This offer applies to all council secure tenants, including probationary tenants and those with fixed term tenancies.**

You will have a right to a home on the new estate or, if you prefer, you can choose to move to other council or housing association properties in the borough instead.

### Your choice of new home

The redevelopment will take place in phases and as it comes close to your move date you will be able to choose from either:

- a. Your choice of permanent council or housing association property off the estate or
- b. A permanent move to a new council home that we build for you on the new estate

If there are sufficient properties in a new build phase, we will be able to offer you a choice of properties on the estate.

We will facilitate off-site moves by giving you priority banding on the council's Choice Based Letting system at least six months before your move. You will be able to bid for properties that you are interested in across the borough and, if you need us to, council officers will help you to use the system.

### Moving temporarily if necessary

Most tenants will only have to move once but some tenants, particularly those living in phase one, will have to move temporarily while we build a home for them on the site. A council tenant household that is required to move temporarily will have a guaranteed right to return. We will make sure that temporary moves affect as few households as possible and minimise the length of any short-term stay.

### Homeless payment

Secure council tenants who have lived in their home for more than 12 months will be entitled to a statutory homeless payment of **£6,500 per household**. This figure is set by the government and reviewed every year.

This is payable whether you move to one of the new properties on the estate or choose to move off the estate. If you are in arrears when you move to the new property, the council is able to deduct the arrears from your compensation.

### Help with moving

In addition to the compensation, the council will cover the reasonable costs of moving. This can include:

- Disconnection and reconnection of white goods
- Telephone/satellite tv/broadband reconnection
- Redirection of mail
- Removal costs

To make moving day run more smoothly, you will have a dedicated decant officer assigned to you and the council will organise removals for you using a reputable company. You will be given plenty of notice of your move day and packing boxes will be delivered well in advance so that you have time to prepare. Additionally, in most cases we will be able to organise a viewing of your allocated new build property in advance so that you can measure up etc.

**£6,500  
homeless  
payment plus  
help with  
moving**





Tenants will be supported with their move whether they are moving to a new home being built as part of the new development or moving away from the estate. If you need to move twice your removal costs will be paid twice.

### **Extra help for those that need it**

Vulnerable residents that need additional support will receive further help with the practical arrangements for moving including a packing service.

### **Housing that fits your needs**

The council will make sure that you are allocated a home that fits your housing need which is assessed in line with the council's Social Housing Allocation Policy and Local Lettings Policy. To do this, a dedicated decant officer will meet with you six to nine months before your move (virtually or in person) and carry out a full housing needs assessment of your household's individual requirements.

### **Overcrowded households will be allocated a larger home**

Households that are overcrowded will be rehoused in a larger home that fits their housing need, in accordance with our policy.

### **Under-occupiers can choose to keep one extra bedroom**

Those secure council tenants currently living in a property with more rooms than their housing need are 'under-occupying'. If this applies to your household, you will be able to keep one extra bedroom above your housing need when you move, if that is your preference.

For example, if you are a single person or couple currently living in a two bedroomed flat you would ordinarily be offered a one bedroomed flat, but because you are already under-occupying you will be able to move into a two bedroomed flat if you wish.

Alternatively, you can choose to be allocated to a home that fits your housing need exactly and be offered further compensation, on top of the £6,500 homeloss payment, of **an additional £1,500 - £2,500**, depending on how large your current property is.

### **Tenants needing adaptations**

In assessing housing needs, the council will also take into account a tenant's requirements in terms of any adaptations needed, for instance where there are mobility issues and adaptations are recommended by the occupational therapist.

In exceptional cases where your housing need cannot be accommodated on site this will be looked at on a case-by-case basis.





## Tenant preferences

In allocating homes on the new estate, the council will take residents' preferences into account where possible, such as allocations on lower floors or close to existing neighbours. However, the council is not able to guarantee meeting all individual household preferences.

## Age restricted housing, including bungalows

Hillingdon Council has several properties away from the estate that are designated for older residents. If you are aged 60 or over you may be eligible for one of our **bungalows**, subject to availability, and if you are aged 55 or over you may be eligible for one of the specialist flats. **If you are interested in this option**, we will help you to bid for these properties through the Choice Based Lettings system. Tenants from the estate will have **priority banding** on the system.

## 'Split' households

In some instances, the council may consider providing **two separate homes** for households that are willing to split in return for trading down in property size.

For example, a household due to be moved with an adult child may consider applying for a split into separate households to be allocated 2 x 1 bed roomed flats.

## Social rents

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 formula social rent appropriate to that new home.

Tenants choosing to move off the estate will pay the rent as set out on the Choice Based Letting system for that particular property.



# HOUSING ASSOCIATION ASSURED TENANTS

## This offer applies to housing association tenants with an assured tenancy.

You will have a right to a home on the new estate or, if you prefer, you can choose to move to other council or housing association properties in the borough instead.

## Your choice of new home

The redevelopment will take place in phases and as it comes close to your move date you will be able to choose from either:

- a. Your choice of permanent council or housing association property off the estate or
- b. A permanent move to a new council home that we build for you on the new estate

If there are sufficient properties in a new build phase, we will be able to offer you a choice of properties on the estate.

We will facilitate off-site moves by giving you priority banding on the council's Choice Based Letting system six months before your move. You will be able to bid for properties that you are interested in across the borough and, if you need us to, council officers will help you to use the system.

**Importantly, unless you choose to move to another housing association home using Choice Based Letting, you will change landlord and become a council tenant.**

## Moving temporarily if necessary

Most tenants will only have to move once but some tenants, particularly those living in phase one, will have to move temporarily while we build a home for them on the site. A household that is required to move temporarily will have a guaranteed right to return. We will make sure that temporary moves affect as few households as possible and minimise the length of any short-term stay.

## Homeloss payment

Assured tenants who have lived in their home for more than 12 months will be entitled to a statutory homeloss payment of **£6,500 per household**. This figure is set by the government and reviewed every year.

This is payable whether you move to one of the new properties on the estate or choose to move off the estate. If you are in arrears when you move to the new property, your landlord will be able to deduct the arrears from your compensation.





## Help with moving

In addition to the compensation, the council will cover the reasonable costs of moving. This can include:

- Disconnection and reconnection of white goods
- Telephone/satellite tv/broadband reconnection
- Redirection of mail
- Removal costs

To make moving day run more smoothly you will have a dedicated decant officer assigned to you and the council will organise removals for you using a reputable company. You will be given plenty of notice of your move day and packing boxes will be delivered well in advance so that you have time to prepare. Additionally, in most cases we will be able to organise a viewing of your allocated new build property in advance so that you can measure up etc.

Tenants will be supported with their move whether they are moving to a new home being built as part of the new development or moving away from the estate. If you need to move twice your removal costs will be paid twice.

### Extra help for those that need it

Vulnerable residents that need additional support will receive further help with the practical arrangements for moving including a packing service.

## Housing that fits your needs

The council will make sure that you are allocated a home that fits your housing need which is assessed in line with the council's Social Housing Allocation Policy and Local Lettings Policy. To do this a dedicated decant officer will meet with you six to nine months before your move (virtually or in person) and carry out a full housing needs assessment of your household's individual requirements.

## Overcrowded households will be allocated a larger home

Households that are overcrowded will be rehoused in a larger home that fits their housing need, in accordance with our policy.

## Under-occupiers can choose to keep one extra bedroom

Assured tenants currently living in a property with more rooms than their housing need are 'under-occupying'. If this applies to your household, you will be able to keep one extra bedroom above your housing need when you move, if that is your preference.

For example, if you are a single person or couple currently living in a two bedroomed flat you would ordinarily be offered a one bedroomed flat, but because you are already under-occupying you will be able to move into a two bedroomed flat if you wish.

Alternatively, you can choose to be allocated to a home that fits your housing need exactly and be offered further compensation, on top of the £6,500 homeloss payment, of **an additional £1,500 - £2,500**, depending on how large your current property is.

## Tenants needing adaptations

In assessing housing needs, the council will also take into account a tenant's requirements in terms of any adaptations needed, for instance where there are mobility issues and adaptations are recommended by the occupational therapist.

In exceptional cases where your housing need cannot be accommodated on site this will be looked at on a case-by-case basis.





## Tenant preferences

In allocating homes on the new estate, the council will take residents' preferences into account where possible, such as allocations on lower floors or close to existing neighbours. However, the council is not able to guarantee meeting all individual household preferences.

## Age restricted housing, including bungalows

Hillingdon Council has several properties away from the estate that are designated for older residents. If you are aged 60 or over you may be eligible for one of our **bungalows**, subject to availability, and if you are aged 55 or over you may be eligible for one of the specialist flats. **If you are interested in this option**, we will help you to bid for these properties through the Choice Based Lettings system. Tenants from the estate will have **priority banding** on the system.

## 'Split' households

In some instances, the council may consider providing **two separate homes** for households that are willing to split in return for trading down in property size.

For example, a household due to be moved with an adult child may consider applying for a split into separate households to be allocated 2 x 1 bedroomed flats.

## Social rents

Existing housing association Assured Tenants on Hayes Town Centre Estate who move to one of the new council properties on site will be given a secure tenancy and be charged the formula social rent appropriate to that new home.

Tenants choosing to move off the estate will pay the rent as set out on the Choice Based Letting system for that particular property.

## Housing association tenants on Assured Shorthold Tenancies or Licences

You may be a housing association tenant on an Assured Shorthold Tenancy or Licence. If you have been provided the accommodation as part of an ongoing homelessness duty by Hillingdon Council, and you have been living on the estate for more than one year, **you will be offered a new council home for rent on the new estate** that meets your housing need. Please see section 'TENANTS IN TEMPORARY ACCOMMODATION PROVIDED BY THE COUNCIL' for more details regarding this.

If the accommodation has been provided directly by the housing association or by another council then Hillingdon Council has no formal statutory duty to rehouse residents affected by the redevelopment, but it will work with your landlord to make sure you can move to suitable alternative accommodation. See the Private Renters offer for details of how the council can help.

If you are a temporary tenant who has also been on the council's housing register for more than a year when the Landlord Offer is issued you will get a vote in the ballot.

If the redevelopment goes ahead, the council intends to build a large number of additional council homes on the estate in addition to re-providing homes for the current council tenants. If you are on the housing register and using the Choice Based Letting system this should mean there will be more homes to bid for in the future.



## RESIDENT LEASEHOLDERS

The council will need to buy back all leasehold homes, over time, to allow the redevelopment to take place. The council understands that this might be unsettling for you but wants to reassure leaseholders that it will provide a fair deal, and timely information, including plenty of notice of any key dates that need to be planned for. There will also be affordable options to stay on the new estate if you wish.

### Compensation

The council will pay leaseholders compensation on top of the market value of their property, in line with the statutory requirements, as set out below.

If you are a **resident leaseholder**, that is a leaseholder who has been resident in the property for more than 12 months when it is bought back:

1. you will be entitled to the **full market value** of your property **plus a home loss payment which is set at 10%** of the value of your home, subject to a maximum of £65,000. The maximum amount is set by the government on an annual basis every October.
2. the council will also pay for other **reasonable costs that you incur when moving home**. These are known as 'disturbance costs' and might include:
  - Surveyor's fees
  - Legal fees in connection with the sale of your property to the council
  - Legal fees incurred in connection with the purchase of the home that you move to
  - Stamp Duty Land Tax (SDLT) payable on the purchase of the new home, up to the amount that would be payable on an equivalent home
  - Removal costs

- The costs of any fixtures and fittings or electrical items which cannot be moved and it is reasonable to replace
- Costs transferring utilities/ mortgage etc

If you are a **non-resident leaseholder**, that is a leaseholder that has not been resident for 12 months before it is bought back, you will be entitled to the full market value for your property and a basic loss compensation payment of 7.5% of the value.

### Purchase by agreement

The council will instruct an independent qualified surveyor, who is a member of the Royal Institution of Chartered Surveyors (RICS) to prepare a valuation of your home. Typically, the council will start the process of buying back your property approximately 18 months before the redevelopment of your block begins or earlier in certain circumstances (see section 'Flexibility of timing of buy backs' below).

The council's valuer will visit to inspect the property at a time to suit you and you will be contacted in advance to ensure that the visit is COVID-secure. The valuer will take into account the internal condition and any internal improvements to the property such as new bathrooms and kitchens. You will then receive a written offer from the council. If you disagree with its valuation the council will reimburse you for the reasonable costs of appointing your own independent RICS valuer to get a second opinion.

The council's objective is to purchase leasehold property by agreement where possible and will work with leaseholders to find a solution that is mutually acceptable. However, if residents vote in favour of redevelopment, the council may pursue compulsory purchase powers to use as a fall back to ensure that the new development can be achieved.



## Affordable options for resident leaseholders to stay on the estate

Many leaseholders will wish to make their own arrangements when they have agreed a valuation for their existing home and simply purchase a replacement property on the open market in the borough or elsewhere.

However, the council would like resident leaseholders to be able to remain on the estate and move into one of the new properties if they wish. The council will provide assistance in the form of shared equity or shared ownership properties for those current resident leaseholders who would otherwise find it difficult to buy one of the new properties outright.

### Shared Equity and Shared Ownership options

Where the value of your existing home is less than the value of a similarly sized new home on the estate, as a resident leaseholder you will still have the opportunity to buy a new home on a **shared equity** basis. This is where a resident re-invests the value of their current home, plus any homeloss payment, into one of the new properties and the council invests the balance. You will not pay any rent on the council's share. The council receives the value of its share when you sell the property, based on the value of the property at the time.

Should a change in financial circumstances mean that a resident leaseholder is unable to re-invest the full value of their current flat the council may offer the alternative option of **shared ownership**. This will mean a resident can invest a smaller percentage, to a minimum of 25%, but this does mean that the council will need to charge a standard shared ownership rent on its share.

In exceptional cases, the council will consider offering council tenancies to eligible leaseholders, particularly in the case of vulnerable residents.



### Flexibility on timing of buy backs

Any redevelopment of the estate will be phased over a number of years. The council intends to purchase leasehold properties in phase one during the summer of 2021, and so if you are in this phase, discussions about your sale will begin soon after the ballot result if there is a 'YES' vote. If you are in a later phase, there is no urgency for the council to complete a purchase on your property and the council will approach you to purchase approximately 18 months before it is needed.

However, **if you are a resident leaseholder** in a later phase who wants to sell your property in 2021, the council will agree to that request and will move to complete the purchase as quickly as the valuation and legal process will allow, if that is your preference.

## TENANTS IN TEMPORARY ACCOMMODATION PROVIDED BY THE COUNCIL

If you are a temporary accommodation tenant, that is a tenant who has been provided the accommodation as part of an ongoing homelessness duty with the council, we will help you to move to suitable alternative accommodation that fits your housing need and will always act fairly and in line with good practice.

Temporary accommodation tenants who have been on the housing register for more than a year are eligible to vote in the ballot.

The council understands that this can be an unsettling time but wants to reassure you that it will provide regular, open, transparent, and timely information to residents including plenty of notice about the programme and any key dates that need to be planned for. The council will redevelop the estate in phases, so most residents will not need to move out immediately.

### Temporary Accommodation residents living on estate for more than one year.

If the redevelopment goes ahead, the council intends to build a large number of additional council homes on the estate, in addition to re-providing homes for the current council tenants. If you are in temporary accommodation and you have lived **on the estate for more than a year** before the date that this Landlord Offer is published, **you will be offered a new council home for rent on the new estate**, that meets your housing need.

This offer is not open to lodgers or residents who are not considered to be part of the tenants' household. You will be assessed for



a property that fits your housing needs in line with the council's Social Housing Allocation Policy.

As a temporary tenant you will become a new council tenant on Hayes Town Centre Estate and you will be allocated a property let at the 'London Affordable Rent' appropriate to that new home. You will be provided with an introductory tenancy for 12 months and once this period completes, and if there are no issues with your tenancy during the trial period, this will become a five-year fixed tenancy.

To make the moving day run more smoothly you will have a dedicated decant officer assigned to you and **the council will organise removals** for you using a reputable company. You will be given plenty notice of your move day so that you have time to prepare.





## An opportunity for a new home on the estate for residents in temporary accommodation

If you choose to move off the estate, you will be given **priority banding** on the council's Choice Based Letting system six months before your move. You will be able to bid for properties that you are interested in across the borough.

Temporary accommodation tenants will be supported with their move whether they are moving to a new home being built on the new development or moving away from the estate.

### **Help for temporary council tenants living on the estate less than a year**

The council is committed to offering continued support to residents living on the estate for less than a year to find a replacement home.

Therefore, the council will:

- assign a case worker to you to relocate you to alternative accommodation in the borough
- provide a tailored housing advice service to explain accommodation options
- commit to an ongoing communication process, so that affected tenants will know which phase they are in and the likely date that their property will be needed for redevelopment, so they will have a lot of time to plan their move

It will be some time before anyone needs to move but if you would like to discuss your individual situation and understand how we might be able to help you in the future, please phone the Homeless Prevention Team on 01895 556 666.

## PRIVATE RENTERS

If residents vote 'YES', and the council approves the redevelopment proposal, the council will buy back homes that are privately owned on the estate so that the existing buildings can be demolished, and new homes built. This means that private landlords will need to ask their tenants to move out of their homes before the council buys them back.

The council understands that this can be an unsettling time but wants to reassure you that it will provide regular, open, transparent, and timely information to landlords and their tenants, including plenty of notice about the programme and any key dates that need to be planned for. We will act fairly in line with good practice.

The council will redevelop the estate in phases, so most residents will not need to move out immediately. In most cases, the council will buy back before the phase of development is about to begin however this could be earlier if your landlord decides to sell their property back to the council earlier.

This allows the landlord to give you two months' notice when they need you to vacate. If you are a private tenant, you are likely to be renting on an Assured Shorthold Tenancy.

If you are a private renter who has been on the council's housing register for more than one year when this Landlord Offer was issued you will be eligible to vote in the ballot.

### Help for private tenants to find alternative accommodation

Many private tenants will manage to arrange alternative accommodation in their notice period, but we are aware that some tenants may find this challenging for various reasons.

The council is committed to offering relevant support and practical advice to enable affected tenants to find a replacement home. Therefore, the council will:

- assist private tenants through the Homelessness Prevention Service in order to find alternative and affordable private rented accommodation
- provide a tailored housing advice service to explain alternative accommodation options such as shared ownership or Help to Buy properties.
- support affected tenants by signposting local letting agencies, liaising with agencies and landlords, helping households to complete applications, and advising on benefit entitlements
- commit to an ongoing communication process so that private tenants will know which phase they are in and the likely date that their property will be needed so they will have a lot of time to plan their move

Subject to eligibility, the council may also be able to provide financial assistance to cover:

- a **tenancy deposit**,
- the **first month's rent** and
- reasonable **removal costs**.

It will be some time before anyone needs to move but if you would like to discuss your individual situation and understand how we might be able to help you in the future, please phone the Homeless Prevention Team on 01895 556 666.



## Private tenants on the council's housing register

The council is conscious that there are some private renters on the estate that are on the council's housing register and that they have been actively bidding for some time.

If the redevelopment goes ahead, the council intends to build a large number of additional council homes on the estate, in addition to re-providing homes for the current council tenants. If you are on the housing register and using the Choice Based Letting system this should mean there will be more homes to bid for in the future.

If you wish to discuss your individual circumstances and banding please contact the Homeless Prevention Team on 01895 556 666.

## Households on Band A and B on the housing register

In the interests of providing housing for those in the highest demonstrable housing need, while at the same time recognising the need to support sustainable communities, the council will **reserve** additional new council properties being built for those households on Band A and B who already live on the estate. This means that where there are surplus new homes in a phase, that meet your requirements, you will be given **priority** to bid for the homes, ahead of Band A and B households from elsewhere in the borough.

**This will only apply to private residents who are in Band A or B on the council's housing register and have been on the housing register and living on the estate for more than one year prior to the publication of the Landlord Offer.**

This offer is not open to lodgers or residents who are not considered to be part of the tenants' household. You will be assessed for



a property that fits your housing needs in line with the council's Social Housing Allocation Policy.

If you would prefer to move off the estate at that point, you will be given **priority banding** on the council's Choice Based Letting system six months before your move. You will be able to bid for properties that you are interested in across the borough.

As a private renter becoming a new council tenant on Hayes Town Centre Estate you will be charged the 'London Affordable Rent' appropriate to that new home. You will be provided with an introductory tenancy for 12 months and once this period completes, and if there are no issues with your tenancy during the trial period, this will become a five-year fixed tenancy. If you choose to move off the estate, you will pay the rent as set out on the Choice Based Letting system for that particular property.

The council will not need your landlord to provide vacant possession of your current property until it is needed in the phased programme. However if your landlord chooses to sell their property back to the council earlier than planned, you will be provided with **high priority banding to bid for alternative accommodation** away from the estate.

## THE BALLOT

### Who runs 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.

### Who can vote?

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

- Council tenants named on a tenancy agreement who have lived on the estate for at least 12 months before 14 April 2021
- Housing Association tenants named on a tenancy agreement who have lived on the estate for at least 12 months before 14 April 2021
- Housing Association shared owners who have lived on the estate for at least 12 months before 14 April 2021
- Resident homeowners named on the lease who have 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

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

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

The question you will be asked to vote on is:

### ARE YOU IN FAVOUR OF THE REDEVELOPMENT PROPOSALS FOR HAYES TOWN CENTRE 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 redevelop Hayes Town Centre Estate.

We will build brand new homes which are the right size, with terraces or balconies and the new neighbourhood will be designed to reduce antisocial behaviour and crime.

A 'YES' vote means that we can access funding to help make all of this possible.

#### 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 our plans to redevelop Hayes Town Centre 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.

If there is a 'NO' vote, the homes on the Hayes Town Centre Estate will be included in the council's boroughwide 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 Hillingdon.



## How do I 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.



Your ballot paper will be posted 1<sup>st</sup> class on Wednesday 28 April 2021 and look something like the picture above.

You will have three weeks to cast your vote and can vote as soon as your ballot paper arrives.

You have until 5pm on Friday 21 May 2021 to cast your vote. Any votes received by CES after the deadline will not be counted.

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](mailto: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 redevelopment 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.

## What happens next

CES will post an official confirmation letter to announce the result.

This will be approximately one week after the close of voting on 21 May 2021.

We will also post the result on the council's website.

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

Planning permission will mean that building should start in 2022. We are then aiming to have the first new homes ready to move into in 2024.

## 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 newsletters and website updates to share the latest information on what is happening.



## 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](http://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**



A sketch of how the new estate might look viewed down Austin Road towards the canal