

 Building more
and better homes



Looking after you and your new home

Issued September 2017

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While each of the estates that will be rebuilt is at different stages, we want to know what's important to you about how the future estate will be looked after. This is because the rebuilding of your estate will only be successful if Homes for Lambeth both builds the more and better homes we need but also looks after them and you properly.

While your new home and estate may be a few years away, we want to do this now so that Homes for Lambeth can start with the right approach and select the best housing management provider for the new estate.

This booklet is a part of this process. In it, you will find information to consider and questions to respond to, these are:

1. How you want to talk to your estate's housing management provider
2. How you want to access their services
3. How you want to report repairs and get them resolved
4. How Homes for Lambeth should support you and your family
5. How communal and shared spaces should be looked after
6. How you should be involved in running your new estate

Your views, along with the feedback from consultation on tenancies and leases, will help to finalise the 'specification of service' which will define what Homes for Lambeth expects from providers bidding to provide housing management services. The specifications will also help to determine the cost of these services to Homes for Lambeth and the level of the service charges for your new home.

■ Homes for Lambeth

Homes for Lambeth is a new group of companies wholly owned by the council. It will build homes at council rent, intermediate rent and market rent levels, with options for long tenancies and stable rents. If you choose to stay living on your estate during and after regeneration takes place, then you will be moving into a new home that will be owned and managed by Homes for Lambeth.

Homes for Lambeth will sell and rent some homes at market rates. This will pay for new and better homes, and allow the council through Homes for Lambeth to reinvest the 15-20% development surplus (money that private developers normally make) back into more homes.

The structure of Homes for Lambeth puts its governance firmly within the council's democratic structures. All decisions made by the council's cabinet will be based on recommendations from a new 'Ownership and Stewardship' panel made up of 4 cabinet members and a tenant. Cabinet decisions will also be subject to the normal checks and balances of the council's constitution.

The new homes that Homes for Lambeth will build will be high quality, low maintenance and low energy. Therefore, all new homes built by Homes for Lambeth will conform to the following 10 Design Principles:

1. Secure, warm, safe and comfortable homes with high levels of insulation and sound proofing
2. Practical homes with plenty of storage space and easy access to services
3. Where we are re-housing residents, they will be involved in the design process
4. Personal outdoor space for each home

5. New homes will fit well into the existing pattern of streets and open spaces
6. Communal spaces that residents enjoy spending time in, designed with safety in mind
7. Discreet, convenient waste & recycling areas and secure covered storage for cycles
8. Places that support the character of the area, contribute to Lambeth's rich architectural heritage, and are built to last
9. Streets and public spaces that create a safe and secure environment for all
10. Sustainable buildings and spaces that are easy and economical to manage and maintain

■ Rents and Service charges

All secure tenants and homeowners currently pay service charges for the upkeep of communal spaces, gardens, lifts, caretaking, repairs, landscaping, and lighting. Some secure tenants pay this combined with their rent; some have it as a separate item. In either case, all secure tenants pay a service charge. The service charges for secure tenants is averaged across the borough while for leaseholders it is set specifically for the estate the leaseholder lives on.

Homes for Lambeth will set your service charges based on the costs of maintaining the estate you live on. It is likely that there will be two parts to your service charge – one part will be for the wider estate and the second part will be specific to the building in which you live. Your service charges will be based on the services that you receive and will be listed as a separate item in bills so you can see the costs.

Service charges will also be different for homeowners and tenants as homeowners are responsible for insurance costs whereas tenants aren't.

When design work reaches an advanced stage on individual estates, we will be able to estimate the level of services charges. These will only be estimates until we have finalised the specifications of services, and we have consulted you on the details of the future tenancy and lease agreements.

What we can tell you is that the more services you want, the higher the service charges will be. For example, a supplier who provides a staffed concierge and a local office will add significant extra costs compared with telephone and online support.

Please keep the cost implications of different service charges in mind as you answer the questions as well as when you give feedback on your tenancy and leasehold agreement.

Have your say

To have your say please read the below and respond to the questions below and please return it to:

FREEPOST PLUS RTTG-SZLT-RCZJ
Have your say - Housing Management
C/O Consultation and Engagement Team
Third Floor
Olive Morris House
Brixton Hill
London SW2 1RD

Or in the Freeport envelope in this mailing.

Question 1

How do you want to talk to your housing management provider and access customer services?

We know it's important that Homes for Lambeth makes sure you can access housing services easily and have your questions answered promptly and politely. We are planning for you to:

- Meet face-to-face with staff working in the local community and on your estate. However, we don't plan for each estate to have its own local housing management office.
- Use a telephone service with emergency calls answered 24/7 and non-emergency calls answered during normal office hours. We are considering whether to have non-emergency contact in the evenings and Saturdays as well.
- Send your questions and raise general issues via a dedicated website. We plan to allow you to pay your rent and leasehold charges via this website as well.
- We will expect rents and services to be collected through direct debit arrangements, but will provide other options where necessary, such as credit/debit card and cash payments at local post offices.

What do you think? Do you have any comments or feedback on Homes for Lambeth's planned approach to customer services? Please let us know.

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Question 2

How do you want to report repairs and how do you want them resolved?

We believe that the housing management services suppliers that Homes for Lambeth employs should carry out the repairs you request 'right first time'. We plan that:

- All residents receive a prompt, efficient, flexible and good value for money repair service.
- Emergency repairs (i.e. those that pose a danger to life or property) are attended within two hours and completed within 24 hours. Non-emergency repairs will be completed at a time / appointment that suits you e.g. by offering two hourly appointment slots.
- You will be kept informed of your repair at key stages via your choice of text, phone or email, with appointment times and dates confirmed and telling you about any delays.
- You will be able to report and track repairs online via a dedicated website.

Do you have comments or feedback on Homes for Lambeth's planned approach to repairs? Please let us know.

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We're also interested in how you feel about Homes for Lambeth offering vouchers you can use in local DIY stores if you want to decorate your home yourself at the start of your tenancy.

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How else can I have my say?

You can also complete the survey online at: estateregeneration.lambeth.gov.uk/housing_management

You can also attend an event on your estate and give your views. You can find information on these events at: estateregeneration.lambeth.gov.uk/events

You can also go and see your local independent resident adviser and tell

them your views. They will pass on your comments. You can find their contact details via: estateregeneration.lambeth.gov.uk/estates or by going to your estates engagement hub. You can give feedback on this on the webpage itself or at the hub if you would prefer.

All feedback needs to reach us by the 5pm on December 15th.

What happens next?

Your views, along with the results of the tenancy and lease consultation, will be used by Homes for Lambeth to finalise the specification for housing management for all six estates. Home for Lambeth will write into the specification, key council policies which, for example, ensure the needs of vulnerable residents are met.

By the end of the year we will publish:

- The finalised specification which will have taken account of feedback from the consultation
- A summary of the feedback that we received
- Our comments on this feedback

Homes for Lambeth will then put together a list of companies who have shown that they are competent and able to meet the specification. As rebuilding work nears completion on your estate Homes for Lambeth will invite the companies bidding

to present themselves at an exhibition. You will be able to ask them questions and score each company.

These scores, along with scores from a full tender process and an interview, will decide which company is chosen to look after each estate. Representatives from your Resident Engagement Panel (REP) will be invited to take part in the interview panel.

When this company is chosen, it will be the role of the company to create the tenant's handbook. This handbook will be based on the current one used by Lambeth Council and will operationalise the terms of your new lease.

Your estate team will tell you when this selection process is happening. Until you move into your new home, your local estate team will remain your point of contact through the rebuilding process.

Spanish

Si desea esta información en otro idioma,
rogamos nos llame al 020 7926 1369

Portuguese

Se desejar esta informação noutro idioma
é favor telefonar para 020 7926 1369

French

Si vous souhaitez ces informations dans une autre
langue veuillez nous contacter au 020 7926 1369

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন
হলে অনুগ্রহ করে ফোন করুন 020 7926 1369

Somali

Haddii aad jeclaan lahayd in aad warbixintan ku hesho luqad
kale, fadlan annaga nagala soo xiriir lambarka 020 7926 1369

Polish

Aby otrzymać niniejsze informacje w innej wersji językowej,
prosimy o kontakt pod numerem 020 7926 1369

■ **W:** estateregeneration.lambeth.gov.uk

■ **E:** estateregeneration@lambeth.gov.uk

■ **T:** 020 7926 1369