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1. Offer

The Council has worked hard with residents of the Haggerston West and Kingsland Estates to see what can be done to make the Estates a better place to live. The Council has been doing this because it does not have the resources needed to bring all its homes up to a decent standard.

The Council wants to offer you the option of transferring to another not-for-profit landlord, London & Quadrant Housing Trust (L&Q) who will be able to build new homes and provide an improved management and maintenance service.

Transfer can only go ahead if the majority of tenants are not opposed to it in a ballot which the council plans to hold after it has considered tenants views on the proposals contained in the offer document.

The key points of this offer are:

- All homes will be demolished and replaced with brand new homes
- Every tenant will be offered a new, modern quality home within 5 years of the start of construction
- There will also be a brand new Community Centre
- The whole area will be transformed to create a place where tenants are proud to live
- The design of new homes, along with improved management, will lead to a reduction in the anti-social behaviour which has affected so many residents
- You will continue to have security of tenure and all of your key rights will be protected
- Generally, the new homes will be bigger than existing homes
- Overcrowded families will be allocated homes which are large enough for them
- L&Q will set rents in the same way as the Council and will give you a 10 year rent promise
- Residents will have direct involvement in decisions about the redevelopment of the Estates and the future management of homes.

If the transfer goes ahead, the Council will enter into a contract with L&Q. Under this contract L&Q and the Council will be bound to fulfil all of the promises for the Estates and its tenants.

This guide provides a summary of the offer. It tells you where you can find more information about key issues in the document, which we urge you to read as well.

Background information about the proposal is set out in Section 1 of Booklet 1.

This includes a list of key benefits on pages 11 and 12 and the Council's agreement with L&Q on page 15.

Joint Tenants

Each tenant should have received their own copy of the consultation document. Please let us know if a joint tenant living in your household has not received a copy of the document. Phone 020 8356 4875.

The Ballot

If the Council proceeds with the ballot, it would be carried out by Electoral Reform Services. This is an independent organisation with a great deal of experience of running elections in this country.

The ballot would be conducted by post. Each joint tenant would receive a separate ballot paper and voting would be easy. You would just place a tick in either the "yes" or "no" box and post the form in the prepaid envelope provided.

The Council will only ask the Secretary of State for her consent to proceed with the transfer if a majority of tenants who take part in the ballot vote in favour.

More information about the ballot is shown on page 25 of Booklet 1.

Protecting your rights

Your new tenancy agreement would protect all of your key rights.

Your rights with London & Quadrant Housing Trust (L&Q):

- security of tenure - a home for life
- the right of succession, so you would be able to pass on your home to your spouse or another eligible person
- the Preserved Right to Buy your home at a discount
- the right to have repairs carried out within set timescales
- the right to make improvements and, in certain circumstances, receive compensation for them
- the right to be consulted and receive information
- the right to exchange your home
- the right to take in lodgers

You can see that all your key rights will be preserved after the transfer. The only right you would lose would be the Right to Manage, but L&Q will set up a resident-led management forum, with its own budgets and responsibilities.

Extra right of succession

Tenants who have already had their tenancy passed on to them before the transfer would have a new right to pass on the tenancy to their partner or a member of their family under the new tenancy with L&Q.

New safeguard

Once you sign the new tenancy agreement, L&Q could not alter it without your personal written agreement. This is an important extra safeguard that you do not have with the Council.

The difference between your current tenancy agreement and your tenancy agreement with L&Q is explained in Section 6 of Booklet 1.

The proposed new tenancy agreement with L&Q is set out in full in Booklet 4.

Haggerston West and Kingsland Local Management Forum

L&Q will set up a Local Management Forum to oversee the delivery of local services and the regeneration proposals. The Forum will be made up of tenants and leaseholders, representatives from L&Q and the Council. The Forum will guide delivery of high quality, affordable, local services which meet the needs of the whole community and ensure that Haggerston West and Kingsland becomes, and remains a place where people want to live.

If the Estate residents want greater involvement in managing their homes L&Q will provide the support to consider a range of options which could include a fully operational Tenant Management Organisation (TMO).

Information about the Local Management Forum and other forms of resident involvement are set out in Section 7 of Booklet 1.

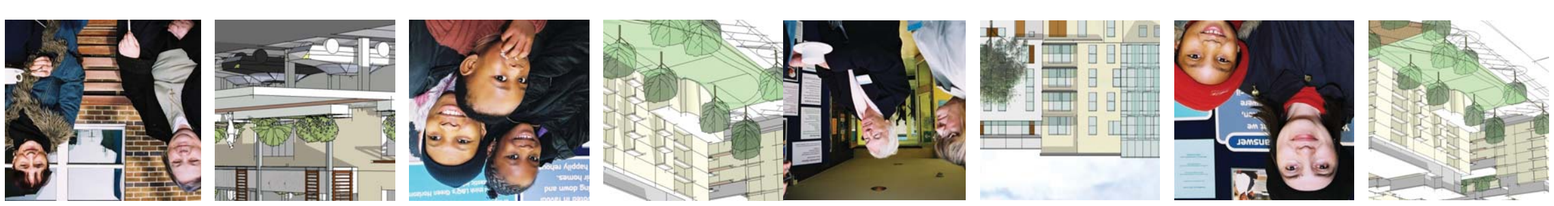
The first 100 days

You would not have to wait until all the new homes are built to see the Estates improve. To make a difference right away, L&Q has made a 100 day promise, guaranteeing that you will see real improvements in the first 100 days. For details see section 8 of Booklet 1.

A responsive high-quality repairs service

L&Q's repairs services are designed to ensure that residents are continuously satisfied.

Details of the repairs service you will receive after transfer can be found in Section 9 of Booklet 1.



If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali ☐
এই ফরমের কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এই নীচের ঠিকানায় ফেরত পাঠান।

Somali ☐
Haddii aad jeclaan lahayd in aad ogaato waxa dokumentigani sheegayo fadlan calaamadi goxa ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

French ☐
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Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

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Urdu ☐
اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو براہ کرم مناسب باکس میں نشان لگائیں اور اپنا نام، پتہ اور فون نمبر اس صفحے کے نیچے لکھیں اور اسے نیچے دیئے گئے پتے پر واپس بھیج دیجئے۔

Chinese ☐
如果你想知道這分文件的詳細內容，請在方框內打鈎，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

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Your Guide
TO THE OFFER DOCUMENT

The Haggerston West and Kingsland Estates proposed transfer to London and Quadrant Housing Trust

Brand new homes for Haggerston West & Kingsland Estates

This guide tells you about the complete transformation of the Estates that you have been waiting for over so many years.

Bryant Homes by Taylor Woodrow · PRP · L&Q Housing Trust · F.A.R.S.T. CALL · Hackney

2. Your New Home

All secure tenants living on the Estates will be offered a brand new home within 5 years of the transfer to L&Q.

A "Masterplan" has been prepared following extensive consultation with residents.This shows what both the Estates would look like at the end of the redevelopment. In particular, it offers:

- New homes which are larger than existing homes
- Better safety and security
- A design which will help to overcome anti-social behaviour
- Private courts, roof terraces or private balconies
- A new community centre with flexible spaces, which can be used to meet the changing needs of the estates.

Bigger Homes

A key factor of the proposal is the amount of space in each home. There will be no bedsits and all homes will have much more useable space than existing homes with the same number of bedrooms.

A table comparing the number of each type of home for rent before and after the redevelopment is shown on page 24 of Booklet 2.

Typical floor layouts of the new flats are on pages 12 to 18 of Booklet 2.

Tables comparing the floor areas of existing homes and new homes are on pages 27 to 28 of Booklet 2.

A High Specificiation

These are some of the features of new homes and the areas around homes:

Inside

- Showers above all baths, and four bedroom homes will have a separate shower room, and all homes with three bedrooms or more will have two toilets
- Double glazed high performance windows with security locks
- Individual gas central heating and hot water systems
- Kitchens will be more spacious with room for appliances.

All homes will comply with the latest regulations on thermal insulation to cut gas bills. They will also have high standards of insulation to reduce the noise between neighbouring properties. You will be able to choose from a range of options to personalize your home. This will include colour schemes for kitchens and walls throughout the property as well as carpet colours and wall tiles in kitchens and bathrooms.

Communal Areas

All new homes will have front entrance doors that meet the Secure by Design Standards. All new blocks will be protected by an entry phone system.

Outside

Enhanced external lighting and well maintained trees and shrubs will make outside spaces more attractive and secure.

L&Q will be providing either private courts or balconies. Some blocks will, in addition to private outside space, have a communal garden to enhance the community spirit. This will be an enclosed courtyard garden which will be for the exclusive use of the residents in the surrounding blocks

The new Community centre has been designed together with residents and will provide space for existing groups, as well as accommodating new activities and services.

You can find out more about the specification of new homes on pages 29 and 33 of Booklet 2. Details of the choices you will be able to make are shown on page 40 of Booklet 2.

Below: Plan view of Haggerston West and Kingsland Estates following the redevelopment. (All plans and architects drawings are subject to planning approval)

Haggerston West Estate

Kingsland Estate

Architects' Impressions

3. The Masterplan

Information and Advice

If you want someone to contact you to answer your questions please write your details on the enclosed prepaid card or contact:

Hackney Council on 020 8356 4785 or email Ken.Ibe @hackney.gov.uk

L&Q freephone 0800 955 5108 or email ggirling@lqgroup.org.uk

F.I.R.S.T. Call (The Independent Residents' Advisors) was chosen by resident representatives to provide independent advice to all residents. If you wish to seek independent advice please call F.I.R.S.T. Call on freephone 0500 291 999 or email nealpurvis@tiscali.co.uk

More details of where to get further information are shown at the end of Booklet 4.

Home Visits

Council officers and staff from L&Q are visiting tenants to talk about the transfer proposal and answer your questions.

The transfer will only go ahead if tenants vote "yes" in the postal ballot. But before you are asked to take such an important decision we want to make sure that you have all the information that you need.

The visits are taking place from now until the planned start of the ballot. If you are not at home when someone calls, they will leave a card and try to come back on another day.

All staff visiting your home must show you their identity card.

Would you like someone to call at a particular time?

You can arrange an appointment by calling L&Q's Freephone Number 0800 955 5108 or the Council's Freephone Number [to be provided].

4. Moving Home

L&Q have planned a phased programme of demolition so that all secure tenants can move directly into their new homes.

The phased programme of newbuild and demolition is explained on pages 34 to 39 of Booklet 2.

A separate booklet tells you about:

- How the new homes will be allocated to tenants
- Planned dates for moving to your new home
- The help you will be offered with moving
- The money you will receive as compensation for having to move home - this is currently £4,000
- The things which L&Q will pay for when you move, like the cost of removals and the adaptation of curtains
- Opportunities for adult children to move to a home of their own
- Low cost home ownership options

All of this information is in Booklet 3 "Moving to your new home".

How would the transfer affect leaseholders?

If the transfer goes ahead the Council's responsibility and interest in the freehold of Leaseholders will be transferred to L&Q. The conditions of the lease will be unchanged with L&Q taking over the responsibilities previously held by the Council.

There are a number of options for new homes for leaseholders, details of which can be found in section 14 of Booklet 1.

Your Rent

You will have a legally binding rent promise from L&Q.

Rent for your present home

The rent inclusive of service charges, until you move to your new home, will be the same as the amount the Council plans to charge if the Estates do not transfer to L&Q.

Rent for your new home

All rents will be set in accordance with Government targets. When you move into your new home, the total weekly rent and service charge will be based on the average charge for an existing home with the same number of bedrooms.

Because the new homes will be of a much better size and quality the usual practice would be to increase the rent by an additional amount to reflect this. However, following discussion with the EDMC, L&Q have agreed that they will not add this extra amount all at once so that no one will have a sudden increase in their rent.

Instead, L&Q have agreed to the EDMC's request that the change to target rents is spread over several years.This means that weekly rents will increase each year by a maximum of RPI + 0.5% + £2 until the Government's target rents are reached.

The rents for new homes will be the same for all existing tenants moving to the same type and size of new home.

Government rent policy

The government sets target rents for each home to ensure that all housing association and Council tenants living in the same area pay the same rents for similar properties. Once you reach the target rent for your home, your rent will increase by no more than inflation plus 0.5% each year under current government guidelines.

An individual rent forecast

The offer document includes rent tables showing the average rents up to 2012 for existing homes and 2017 for brand new homes. Before you are asked to vote on the transfer, L&Q will send you an individual forecast which will show how much rent you can expect to pay after the transfer for your current home and when you move into your new home.

Service charges

The offer document also includes details of L&Q's Service Charge Promise.

Housing Benefit

The transfer would not affect your right to claim Housing Benefit, which would continue to be paid by the Council.

Details of future rents and service charges are explained in Section 5 of Booklet 1.

Your neighbourhood, your vision, your vote

Hackney Council is offering you a choice about the future of your home and your estate. You will soon be asked to vote to:

(a) Keep the Council as your landlord
Or

(b) Transfer to London and Quadrant Housing Trust

This pack explains the London and Quadrant Housing Trust proposals for the future management of your Estates, the new homes London and Quadrant Housing Trust would build, and its plans to make your neighbourhoods cleaner, safer and more pleasant. The proposals have been drawn up following extensive consultation on the Estates led by your Estate Development Management Committee (EDMC).

Your views are very important so please take time to read through the information and use the response form to let us know what you think. We will consider all the comments received. You will be asked to vote on a final proposal that takes your views and ideas into account.

When we have considered the comments received, we will decide whether or not to make any changes to the proposals outlined in this pack.

If there are changes these will be set out in writing in a legal notice, before tenants are invited to vote. If you like what's on offer, you can vote to transfer to London and Quadrant Housing Trust, if not, you can vote to stay with the Council.

This document is a summary of the main points of the offer.

London and Quadrant Housing Trust (L&Q)

If the transfer goes ahead, L&Q would own all properties on the Estates and be your landlord. It would provide all management services on the Estates and carry out all the redevelopment works.

More information on L&Q is included in Section 2 of Booklet 1.