

## 1. Welcome

**Welcome to our exhibition.  
Thank you for taking part and speaking to us today.**

Welcome to our exhibition about the closure of Grampian House and what this means for you.

This event is an opportunity to learn about our investigations into the building, and speak with us about your moving options and how we plan to support you.

We know this is a lot to take in. We're here to answer your questions, and help you understand what happens next.

### **Need help with translating this information?**

If you need this information in braille, audio transcription, or larger print, or would like a conversation with us in a language other than English, please let us know, alternatively scan the QR code for more information on our translation services.



## 2. Your building - what we know about Grampian House

**As you may be aware, we have done extensive structural investigations at Grampian House.**

Grampian House was built in the 1960s, and our structural engineers have confirmed it was partially built using a Large Panel System (LPS). This is the same construction method used at Mendip and Pennine House.

This means that Grampian House may not meet current building requirements around robustness to withstand extreme events. It also means it might require significant strengthening works in the future.

Since we confirmed this, we've been carrying out more detailed investigations to understand the building's condition, as well surveys of some of the empty homes and the communal areas on the ground and first floors.



## 3. Maintaining building safety

**Your safety is our top priority, and there is no immediate need to move out of Grampian House.**

All our existing safety measures will remain in place, and we'll continue carrying out regular checks and improvements, including:



Annual fire risk assessments



Monthly building safety inspections



Regular estate inspections



Ongoing planned fire safety improvement works, such as communal fire door replacements.

Our specialist consultants will continue their structural investigations over the coming months too. Once we have these results, we will of course share them with you.



## 4. Why we are closing Grampian House

After careful investigation and independent expert advice, we have decided that the safest and most responsible long-term option is to support you and your neighbours to move to new homes and close Grampian House over the next three years.

We have explored all possible options for the future of the building, including whether we can fully upgrade the building. However:

- The works required would be highly disruptive, meaning you and your neighbours would need to move out of your homes for long periods
- Even after significant work, we could not guarantee the building would remain suitable in the long term
- Due to the building's age, design and increasing maintenance needs, there would still be uncertainty about its safety in the future.

**Supporting you and your neighbours to move once, permanently, avoids repeated upheaval and gives greater certainty for you and your neighbours.**



## 5. What does this mean for me?

Everyone living in Grampian House will need to move permanently. We want this process to be clear and as smooth as possible. You will be supported through each step of your move.

### For L&Q tenants:

- We will work with you to find another suitable home
- You will not need to bid or apply for a home – we'll work with you to find one that meets your needs
- You will receive one permanent move to a safe, good quality home.

**If you are temporarily housed at Grampian House, this process does not apply to you, and is for your awareness only. The officer managing your temporary move will advise you on your next steps.**

### For leaseholders:

- We will work with you to buy back your home
- An independent valuer will assess the market value of your home
- If you are a resident homeowner, you will receive a **10%** home loss payment in addition to the market value of your home
- If you are a non-resident homeowner, you will receive a **7.5%** home loss payment in addition to the market value of your home
- We will guide you through the valuation process, legal and conveyancing steps, and support you to explore other L&Q homes to buy, if you wish.

## 6. What happens next?

Over the next 3 years, we will work with you and your neighbours to find you good quality and safe homes away from Grampian House.

### Process for L&Q tenants

For **L&Q tenants**, your rehousing journey will follow these steps:

1. A communities coordinator from L&Q will discuss your housing needs with you and support you to complete a housing needs survey
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2. We will identify suitable alternative homes
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3. You will be offered a viewing of the new home
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4. Once you have accepted the new home, we will arrange and pay for your move including packing materials and boxes
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5. If you have lived in your home for at least one year, you will get a home loss payment of £8,100. Reasonable expenses associated with move costs will also be reimbursed
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6. We will work closely with you throughout, so you always know what's happening

You won't have to move out straight away. Moves will happen in phases, so we can support everyone properly. We'll start by helping residents with medical needs, larger families, or those who have lived at Grampian House for longer.

### Process for leaseholders

For **leaseholders**, your rehousing journey will follow these steps:

1. A communities coordinator from L&Q will arrange an independent valuation of your home
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2. We will begin the buyback process and guide you through the legal steps
- ↓
3. We will give you information about other L&Q homes available to buy in the area (option to invest the equity from your home)
- ↓
4. Home loss payments will be processed in addition to the market value of your home (**10%** for resident leaseholders, **7.5%** for non-resident leaseholders)
- ↓
5. We will work closely with you throughout, so you always know what's happening

We will keep you updated through letters, newsletters and regular onsite drop-ins at our office base, and ensure your move is as supported and well organised as possible.

## 7. Understanding your housing needs as L&Q tenants

**We will do a housing needs survey with every L&Q tenant that lives at Grampian House.**

Your communities coordinator will arrange your survey to understand:



Who lives with you and how you all use the home



What medical needs you might have



Where you would want to move to



Any other support you might need.

To help us assess your needs accurately and match you to the right home, please have the following ready:

- **Proof of identity for all household members** (passport, driving licence, birth certificate)
- **Proof of address** (recent utility bill, bank statement, or official letter)
- **Medical evidence**, if anyone has health conditions that affect the type of home you need
- **Details of your household** (ages of children, caring responsibilities, vulnerabilities)
- **Information** about accessibility needs, adaptations or equipment you rely on.

Providing this information early helps us find the right home for you as quickly and smoothly as possible.

**There will be a range of ways for you to complete the survey, including online, over the phone, or in person.**





## 8. Thank you

**We know this is a big change.  
We understand how significant this news is for you,  
your home, and your household.**

We're here to be **clear, open** and **straightforward** with you.

### How we will support you

Your communities coordinators will support you throughout this process. They will:

-  Keep in regular contact with you so you know what's happening, when and why
-  Listen to your questions and explain things in plain language
-  Help you understand your options and support you to make decisions that are right for you and your family
-  Provide extra support where needed, including translation services and support for older or vulnerable residents.

### Your day-to-day services will continue

While you are living at Grampian House, your everyday services will continue as normal, including:

- Housing management support from your Neighbourhood Housing Lead
- Concierge services
- Caretaking, cleaning, repairs and safety checks.

### We want to hear from you

Your views will help shape how we support you. We know there is a lot to take in, and we are here to help you through every stage of this journey.

You can contact the team if you have questions, concerns or need support:

-  **020 8189 0472**
-  **grampianhouse@lqgroup.org.uk**
-  **yourgrampianhouse.co.uk**