

Riverside's offer to build a new Pike Close

We are asking **you** to vote
on the future of Pike Close



Transforming **lives**
Revitalising **neighbourhoods**

Contents

A fresh start for Pike Close	3
A foreword from Mark Patchitt, Director of Development and Growth	
Designing a Pike Close for future generations to enjoy, making homes for life that everyone can be proud of	
Why we want to build a new Pike Close	6
Rectifying existing problems on the estate such as antisocial behaviour, security and accessibility	
Your new neighbourhood	9
Creating a safer community with buildings that are ‘Secured by Design’	
Landscaped communal open spaces for all ages and a better mix of homes providing more family housing	
Your new home	15
A home designed to meet your needs and preferences, providing greater accessibility	
Homes fit for the 21 st century that are easier to maintain with modern kitchens and bathrooms, spacious rooms and a private balcony or garden	
Managing Pike Close	27
Alongside our designs, our new estate management plan will help tackle antisocial behaviour, improve security and ensure residents have reserved parking spaces	
Living at Pike Close	30
Your finances and what living on the new estate may mean for you	
Your rights	33
Your rights as a Riverside tenant	
Home loss and disturbance payments	
Phasing and timescales	35
The process of building a new estate and how we will mitigate disturbance	
Ensuring tenants only move once directly into their new home and how long it may take to complete	
The ballot and beyond	38
Your vote in the ballot and what to do if you don’t receive your ballot paper	
Get in touch	40
Your Pike Close Project Team from Riverside	
Your Independent Tenants’ Advisors (ITA), Source Partnership	

A fresh start for Pike Close



Since 2016, Riverside has been working with the tenants of Pike Close to develop proposals that we believe will improve the quality of your homes and create a community which everyone can be proud to call their home.

This Offer Document outlines our proposals for a new Pike Close that meets our aspirations for you as existing tenants. We want to provide you with a home that will be modern, accessible, spacious and more energy efficient than your existing property.

Additionally, we want to tackle problems on the estate such as antisocial behaviour through increased security and by introducing a new approach to estate management. Rebuilding Pike Close will help us do this, by building homes that are 'Secured by Design' with modern facilities that can be better maintained.

Throughout this process, we have followed these core principles:

- Keeping the existing community together and ensuring you only have to move once
- Helping you through change by compensating you with a home loss and disturbance payment
- Making sure all existing tenants have a new home on the estate which is built to modern standards and to a size that meets your housing needs
- Existing tenants keeping the same tenancy rights and paying the same levels of rent
- Improving security across the estate through design and management
- Providing spacious homes with flexible layouts which can be tailored for separate or open-plan kitchen and living areas

- Private outdoor space for all residents either via a balcony or private garden
- Improved accessibility to buildings with lifts, maintaining security with fob and intercom systems on each corridor and floor
- New landscaped communal areas outdoors for residents of all ages to enjoy

We are asking you as our tenants to vote through an independent ballot on whether you support the principle of these proposals. In this document, you will be able to find out more about what these proposals will mean for you and your household, how you can have your say, and what will happen after you have voted.

We are committed to continuing conversations with you throughout this process, including personal home visits by the Project Team to discuss any questions you may have. Throughout the document, we will refer to 'Pike Close', 'the estate' and 'your neighbourhood'. In all instances this includes Lavisham House, Mede House, Burnt Ash Heights and Wells House.

These proposals have been formed through extensive engagement with residents. It's been fantastic to see so many of you at the various events that have taken place over recent months. Your contribution has been vital to creating these designs and we are pleased to present a new vision of Pike Close to you. This redevelopment requires a sizable financial investment from Riverside. There are limits on the amount we can spend meaning we will not always be able to provide everything that tenants have asked for, but we believe these proposals will make a lasting difference to this community.

This is your chance to have your say and we hope that you will take the opportunity to secure a bright new future for Pike Close.



Mark Patchitt
Director of Development and Growth



Get in touch

Once you have read this document, you may still have questions about the proposals and how they will affect your household.

The Pike Close Project Team is happy to discuss any aspect of the process with you through private one-to-one home visits.

If this is of interest, then please email us at pikclose@riverside.org.uk or call us on 0345 111 0000.

Independent advice

If you would like independent advice about Riverside's proposals, please contact Source Partnership, your Independent Tenants' Advisor (ITA).

They can provide you with impartial advice and will support you whether you are in favour or opposed.

Please call Source Partnership on 0800 616 328 or email them at info@sourcepartnership.com.

Additional copies of this document are available on request. If you need help understanding the document (including translation into another language) please contact Riverside.

The ballot

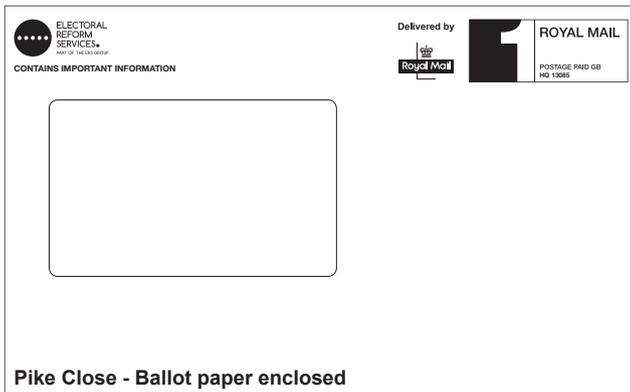
The ballot will be conducted by an independent body called The Electoral Reform Service (ERS). They will issue you with your ballot paper as well as collect and verify the result.

On your ballot paper, the question you will be asked is:

Do you support Riverside's proposals for new homes on your estate?

Your ballot paper will be sent to you on 22 March 2019. All tenants who are eligible to vote will have three weeks until 15 April 2019 to cast their vote.

Please look out for an envelope, which will look like the image below, in your post box:



If for any reason you do not receive your ballot paper, please contact ERS directly on the following details:

Email
customerservices@electoralreform.co.uk

Telephone
020 8889 9203

What happens on Pike Close in the future will depend on the result of the ballot.



If Pike Close tenants vote *Yes*

- All existing tenants will be given a new home on the estate and will only have to move once, directly to their new home
- The estate will be rebuilt to be 'Secured by Design', with improved security features such as CCTV, fob-access doors and visible access routes
- All current tenants will remain on the same security of tenure
- Rents will be kept at the existing levels
- All homes will be more energy efficient, more accessible and will have modern kitchens and bathrooms
- Homes on the estate will meet our resident's needs, reducing some overcrowding that exists currently
- We will pay you a home loss payment of at least £6,300 and cover your moving costs

There will also be new homes built on the estate which will be for sale. The sale of this housing will fund the new and improved homes for existing tenants.

If the estate votes yes, Riverside will be given additional support by the Greater London Authority (GLA) contributing to the funding for new homes for social housing tenants.



If Pike Close tenants vote *No*

Riverside will not proceed with any new building on Pike Close. Riverside will remain your landlord and continue to meet the obligations expected of us. We will not be in a position to make another offer as we will not be able to raise money to invest in rebuilding your estate.

Why we want to build a new Pike Close

The residents of Pike Close deserve an estate and homes that are modern, accessible, well-designed and equipped for everyday life.

We believe that rebuilding is the best way to achieve this and to ensure a fresh start for Pike Close. We have looked at alternatives such as refurbishing your homes and buildings, all of which were either unaffordable or would only act as a temporary solution and would not provide the long-term security and high-quality homes we believe you deserve.

We believe there are many reasons why we should build a new Pike Close.



Safety and security

The current design of the estate lends itself to antisocial behaviour and is open to unwanted visitors. People can walk onto the estate from a number of access points without being seen and there are many dark, unused areas where people can carry out antisocial behaviour and criminal activities.

It is extremely difficult to improve security on the existing estate without changing its layout and access points. The new proposals meet 'Secured by Design' standards which are approved by the Metropolitan Police.

Through the design of the buildings, we will make the estate safer by limiting access to the new Pike Close and ensuring that all entrances and car parking areas are in sight of residents. Access will be from two points only via Burnt Ash Lane and Kynaston Road into Pike Close.

Inside the new buildings, we will increase security with modern new entry systems which limit access to residents of that building and floor. We will also increase the level of CCTV and improve street lighting, taking expert advice from a security specialist.



An ageing estate

As the buildings on the estate get older, the need to rebuild will become greater.

The estate in its current form is tired, not well suited to modern living and is very difficult to maintain. The kitchens and bathrooms are small and dated and the flats are difficult to adapt to peoples housing and accessibility needs. Major changes are also required to help reduce antisocial behaviour.

Our new designs bring Pike Close into the 21st century, with homes to meet the needs of our tenants and a fresh new neighbourhood providing more family homes that residents can be proud of.



The current estate



Poor accessibility

At the moment, homes and buildings are only accessible via steps making them difficult to access, especially for older and disabled tenants, people with mobility issues and those with buggies.

By building a new estate, we can design buildings to modern standards with lifts to ensure step-free and disability access to all levels. Whilst enhancing access, we can also make sure that it is secure with the installation of new entry systems and fob-access on every floor.



Stairs to all floors



Energy efficiency

Due to the age of the buildings on Pike Close, homes are not in-line with modern energy efficiency standards.

New blocks will be built with better materials which are easier to maintain and will ensure that homes meet current insulation standards. This will help tenants keep their properties warm in the winter and cooler in the summer, reducing energy consumption.

A new combined heat and power plant (CHP) will provide heating and electricity for the estate and solar panels will provide free electricity to communal areas.



Unused space



Underused play area

Pike Close currently has a number of unused external spaces which encourage fly tipping, dog fouling, vandalism, criminal behaviour and a general lack of respect for the estate.

Like you, we believe this is unacceptable. As well as tackling antisocial behaviour through improved estate management, the proposed designs will better use the space available on the estate.

We will create private and communal outdoor spaces to be enjoyed by residents of Pike Close, including landscaped play areas for young children. These spaces will be overlooked by homes on the estate, providing natural surveillance and will remove the dark and hidden spaces which are currently being used to accommodate antisocial activity.



Underground space difficult to maintain and use



Keeping the community together

We recognise the strength of the community on Pike Close, particularly within individual blocks.

By building new homes now and ensuring tenants can remain on the estate throughout the development, we can retain the sense of community that has existed for many years. Where possible, we will accommodate tenants' preferences to be housed with their existing neighbours.

To help with moving, we will pay tenants a disturbance allowance to compensate you for moving costs. You will also receive a home loss payment currently set at £6,300, as of October 2018. This amount is reviewed annually and could therefore be higher by the time you move.



Overcrowding

Some households are currently overcrowded. Our proposals will enable us to address this by building properties to meet our tenants' housing needs, including new family sized homes.

We will ensure that adult children of existing residents living on the estate will also be offered a new home on the rebuilt estate.



GLA and Mayor of London funding

The GLA is offering funding to help with estate rebuilding that will enable us to deliver high-quality new homes for tenants. We believe that Riverside and estate tenants should both take advantage of this offer now, as there is no guarantee that these funds will be available to improve tenants' homes and neighbourhoods in the future.



Aerial view of estate

Your new neighbourhood

The new Pike Close will be a place that you will be proud to call your home, with spaces for all ages to enjoy. It will be built to modern standards and will be 'Secured by Design' as well as being attractive and welcoming.

We have listened to residents' feedback about the design and where financially possible, we have implemented many of your ideas. Our approach is based on ensuring existing residents move first to their new homes, and only have to move once.

What will the new Pike Close look like?

The new estate will consist of seven residential buildings, two communal outdoor spaces including landscaped play areas for children, car parking for residents, plentiful bike storage and a new layout which will improve security.

The current proposal is to build 209 homes, 91 of these will be social rented homes specifically for existing tenants. We have used the information you gave us in your housing needs survey to calculate the number and size of new homes that are required.

We want to improve the mix of housing on Pike Close by providing one, two, three and four-bedroom properties. We have listened to your concerns regarding one-bedroom properties and that these sometimes result in antisocial behaviour. That is why we have reduced the number of one-bedroom rented homes across the estate and re-provided more two-bedroom properties.

In the current plans, new blocks will range from four to 12 storeys. The social rent homes are spread across four of the seven blocks, which will vary between five and eight storeys. By building taller buildings and providing more homes, we can ensure that all tenants only have to move once from their existing home, directly into their new property.

To make the estate more family-friendly we will be providing new three-bedroom and four-bedroom rented homes.

We will use the information you have provided in your housing needs survey to inform how the new homes will be allocated.



An example of modern, attractive homes



Bird's eye view of the new Pike Close, showing safe and well-designed play areas and access via Kynaston Road

Additional homes

At Pike Close we can help ease the housing crisis whilst delivering improvements to existing tenants' lives. In addition to the new social rent homes, there will be new homes for private sale. All existing tenants will be rehoused as priority and the for-sale properties will fund the new social housing.

In total there will be 118 homes for private sale. These will be of a similar high quality to the social rent homes. They will look the same externally and be of a similar standard internally.

By introducing for-sale properties to the estate, the make-up and profile of the estate will change over time. Like you, those owning their own homes will not wish to be subject to antisocial behaviour and will also want to ensure communal spaces are kept tidy for them to enjoy.

We have listened to your comments and we know it is important that the sense of community in existing blocks is maintained on the new estate. We have therefore kept the for-sale homes together in individual blocks, but distributed these blocks across the estate, ensuring that new residents are integrated into the existing community.

The location of new homes

Through the housing needs survey, residents have provided us with a preferred location for their new home. We will work with you to meet these as far as possible. For example, if you have asked to stay together with your existing neighbours, we will work with you to try and achieve this.

We have made a clear commitment to keep the existing community together. No one will be expected to move off the estate at any time if they do not wish to. Where more than one household wants the same flat, we will use our allocations policy to determine which household has priority.

All homes will have step-free access making them more accessible than current homes on the estate. This means that all floors are accessible for those who may have mobility issues, a disability or young children.

A safe and secure place to live

The new Pike Close has been designed with your safety and security in mind. It will meet 'Secured by Design' standards which are approved by the Metropolitan Police.

Through the design of the buildings, entrances on to the estate will always be in sight of residents. The new layout creates a safe and central pedestrian access from Burnt Ash Lane, overlooked by front doors and kitchen windows from neighbouring maisonettes and flats.

Vehicle access has been maintained in the current location from Kynaston Road and clear pedestrian-only paths have been proposed to ensure the safe passage of residents. Vehicles will be kept away from open spaces and play areas for safety. Where parking is provided, it will be overlooked by the surrounding homes for greater security and surveillance.

We will also introduce improved CCTV, signage and street lighting to add further surveillance. We will seek the advice of a security specialist on a number of topics including the best location for these cameras.

We will create safer homes by limiting access to the new blocks with door entry systems. Fobs will be required to enter each block and will ensure that it is only accessible to residents of that block. Once inside your block, access to individual floors will be limited to permit fob-access only to those living on that floor. Amenities such as bin and bike stores will also be access controlled.



Safe, secure and welcoming entrance to new building



Pedestrian access from Burnt Ash Lane

The communal open space for residents to use and enjoy will be overlooked by nearby homes and well lit, to allow for natural surveillance. Secure bin and bike stores will be conveniently located near entrances to the new blocks, with controlled access again for residents of the block only.



Dry riser in every building for emergency services

Fire safety

The new buildings will be designed to meet all current regulations and best practice in relation to fire safety, and will incorporate advice from the London Fire Brigade:

- All homes will be separated from adjacent areas by one-hour fire compartmentation with smoke ventilation to all the communal corridors
- All blocks will be fitted with fire sprinklers
- All blocks will be fitted with dry risers to provide water for firefighting, easily accessible to the fire brigade
- External finishes will be brick, and non-combustible mineral wool will be used for insulation
- Full Fire Risk Assessments (FRAs) will be carried out and residents moving in will all have clear information on fire safety

Car parking

If you currently park your vehicle at Pike Close, you will be allocated parking on the new estate. We are working to ensure that the number of parking spaces provided is enough to allow each household to park their existing vehicles on the estate, based on the vehicle ownership numbers gathered during the housing needs survey.

The remaining spaces on the rebuilt estate will be allocated to new private sale residents, disabled parking bays and parking for visitors. The total number of parking spaces we can provide will be subject to approval by Bromley's Planning Department.

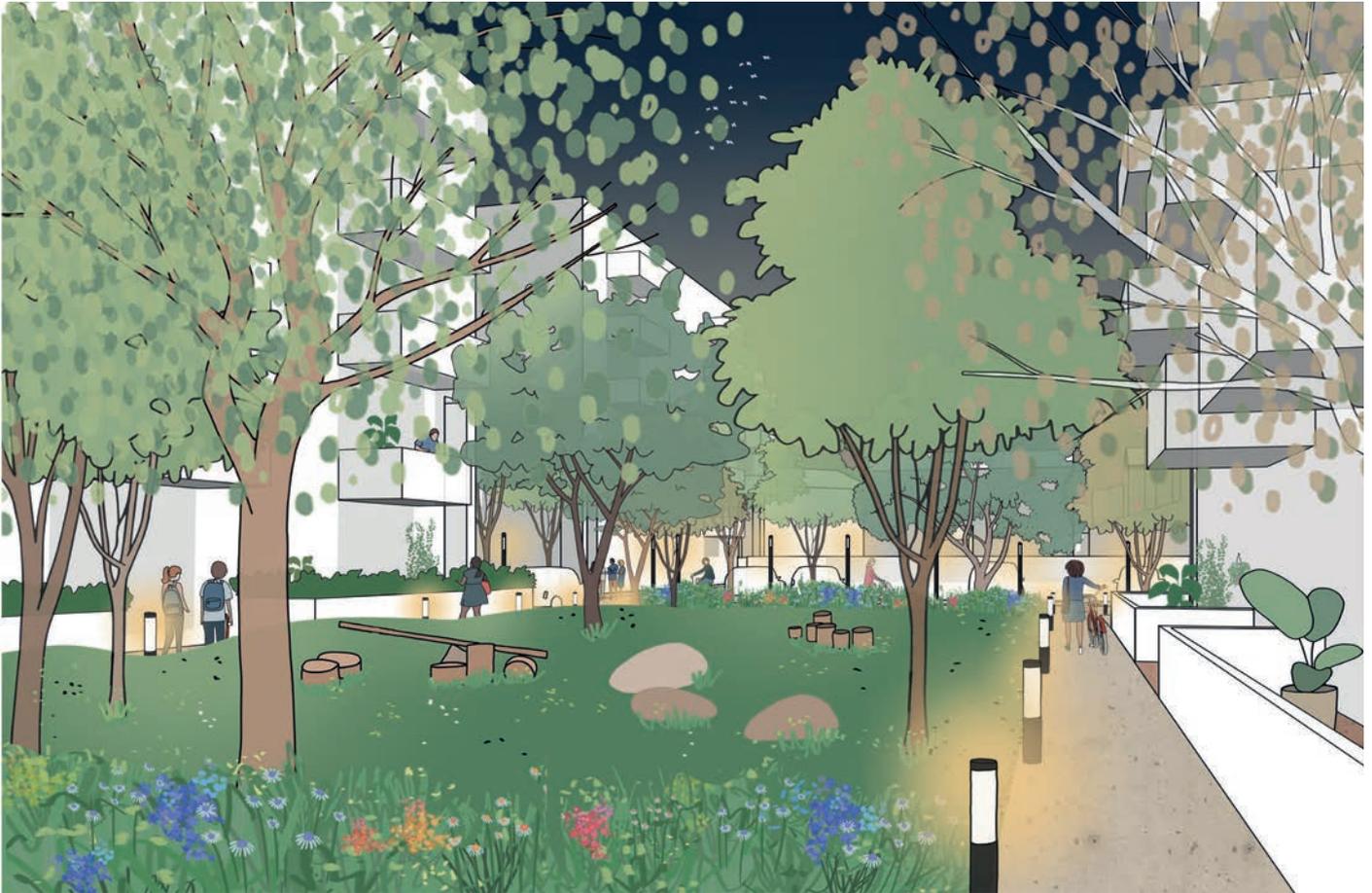
Parking spaces will be located close to homes, in full view of front doors and windows, ensuring passive surveillance and safety for residents.

It is important that these parking spaces are managed appropriately. You can read more about our car parking management plan on page 29.

During construction, there may be a temporary loss of on-site parking. Tenants will be able to park free of charge in surrounding streets, as Pike Close is not located in a 'Controlled Parking Zone'.



New homes overlooking parked vehicles and open space



Communal garden and children's play area

Communal outdoor spaces

The rebuilt estate will include two landscaped communal open spaces at ground level, which will be accessible to all residents. There will be an increase in trees and planted areas, play areas for young children, and spaces for those who want to rest and enjoy their new surroundings.

The 0-5 play areas will be landscaped and integrated into the surrounding area. These will be in full view of new homes and away from the road. We will replace the old and underused existing play area which is sheltered under Burnt Ash Heights.



Sustainability

The Mayor of London's Zero Emissions Standard for new developments in London puts in place a target for carbon reductions. Riverside's proposed scheme will meet these requirements and looks at several aspects of sustainability holistically.

The scheme will:

- Be energy efficient through high specification materials for walls, roofs and floors
- Maximise daylight and sunlight availability
- Use fixtures and fittings that reduce water consumption
- Incorporate renewable energy into the design through photovoltaic panels (solar panels)
- Through the design, be able to capture heat in the winter and allow for internal and external cooling in the summer

Our architects, HTA, are working to ensure that new buildings meet zero carbon emissions requirements set out by the Mayor of London.

Your new home

It is important to us that our tenants have great quality homes that meet the needs of everyday life. That is why we want to rebuild your home, giving you modern kitchens and bathrooms and a private outdoor space. Existing buildings will be demolished and rebuilt in phases to ensure we can keep the community together and prioritise existing tenants. The new social rented homes have been designed to meet the housing needs of Riverside tenants who live on the estate now. All households will only have to move once and can remain on the estate for the entirety of the development.



View of kitchen in a one-bedroom open-plan flat



View of one-bedroom flat from balcony

One-bedroom flat layouts



One-bedroom flat with combined kitchen, dining and living space



One-bedroom flat with separate kitchen



Different view of a one-bedroom flat



Open-plan kitchen with diner and balcony in two-bedroom flat



View of balcony and dining area in two-bedroom flat with a separate kitchen

Two-bedroom flat layouts



A two-bedroom (three-person) flat with combined kitchen, dining and living space



A two-bedroom (three-person) flat with separate kitchen



A two-bedroom (four-person) flat with combined kitchen, dining and living space



A two-bedroom (four-person) flat with separate kitchen



View to private garden in three-bedroom maisonette

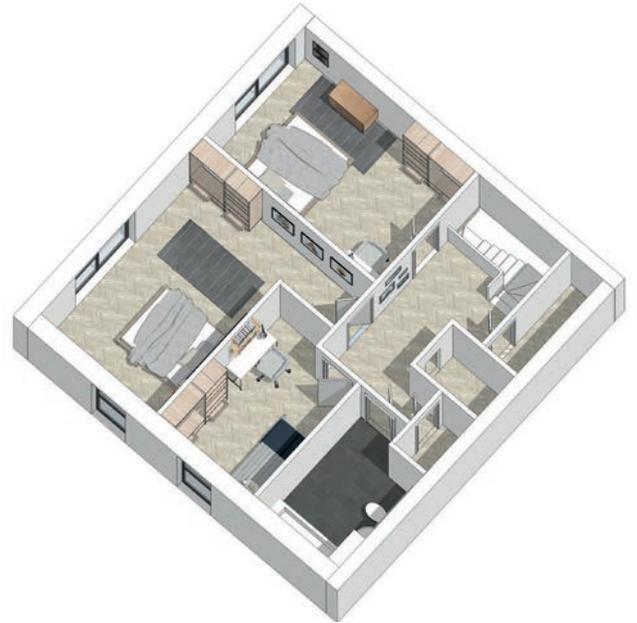


Spacious family homes

Three-bedroom layouts



A three-bedroom (five-person) ground floor maisonette



A three-bedroom (five-person) second floor maisonette

Four-bedroom layouts



A four-bedroom (six-person) ground floor maisonette



A four-bedroom (six-person) upper floor maisonette



A four-bedroom (six-person) ground floor flat

Space in your new home

All new homes will at least meet the GLA minimum space standards. Across the rebuilt estate, our build contractor Countryside will very often exceed these minimum standards, with layouts designed to respond to residents' feedback.

Deciding how your home will look

You will be able to work with Countryside to make decisions on how your new home will look and feel. This will include choices on whether you want a separate or open-plan kitchen and living room in your new home.

You will also be given individual choices when it comes to decorating your new home, for example kitchen units, door fronts, worktops, and floor coverings can be selected from a range chosen by the Residents' Steering Group (RSG).

Before moving into your property, we will work to provide you with information about your new home such as detailed layouts, including socket locations, radiator positions, kitchen layouts, aerial points and other amenities for modern life. This will help residents to plan where they will place their furniture and also give a greater feel for what it would be like to live in the property.

As is the case now, you will need to seek Riverside's permission before making any alterations to your new home, in line with the terms of your tenancy agreement. Any approved alterations will be made at tenants' own cost.

If you require adaptations to your property due to disability, we will ensure that these are carried out before you move into your new property. Any necessary adaptations will be carried out in consultation with the tenant and their household and with the advice of appropriate professionals such as an occupational therapist.



Spacious living area

Your kitchen

We know that the kitchen is one of the most important rooms in the home for many tenants and we've listened to your feedback about how you would like this to look.

Your new kitchen will be bigger than your existing kitchen giving you an improved living space to enjoy.



Combined kitchen, dining and living space with breakfast bar

Combined kitchen, dining and living space

Residents moving in one or two-bedroom homes have the option to have a combined kitchen, living room and dining area. This provides a spacious living area which will receive natural light from at least two windows. For tenants above the ground floor, your open-plan living area will lead directly on to your balcony.

It is possible to design the layout in most flats to include a breakfast bar to separate the area from the living room.

Separate kitchen

Currently many of you have separate kitchens and living rooms, and some tenants want to see this in their new home. We will therefore offer tenants living in one or two-bedroom homes a choice of either an open-plan kitchen or a closed kitchen. Three and four-bedroom homes will have a separate kitchen/diner as standard.

If you are moving into a property with two bedrooms and you opt for a separate kitchen, we will try to provide you with a window, but this will be dependent on the location of your flat.

One-bedroom flats can have a separate kitchen, but these will not have a kitchen window as well. To ensure that your kitchen still receives natural light, we will incorporate glazed panels within timber doors.



Bright and airy living space

Fixtures and fittings

Every kitchen will have a cooker hood to remove steam or cooking smells, in addition to any windows provided to allow natural ventilation.

Countryside will install kitchen units as specified from a high-quality range selected by the RSG, to ensure each new home has all required amenities. All kitchens have been designed to allow standard appliances and white goods to fit comfortably into the integrated utility cupboards.

If you are concerned about your specific white goods, we are happy to discuss the layout of cupboards to try and accommodate your appliances.



Kitchen with cooker hood and window



Integrated laundry cupboard and storage

Balconies and outdoor space

Every new home will have access to their own private outdoor space which they can enjoy, in addition to the communal gardens.

New homes above the ground floor will have spacious balconies which will provide private outdoor space to relax and enjoy. These balconies will lead directly off the living room and will allow natural light to be maximised throughout. In summer months, balconies will provide extra ventilation, bringing in cool air.

There will be further consultation with residents on the style of these balconies and we will also have to take into account what Bromley Council's planning officers will allow us to build.

Ground floor properties will also have private outdoor space to the rear of the property. This will provide an additional space for families to enjoy all year round and will be separated from public space. Residents will have further opportunity to feedback on how they think this space should look.



View of spacious balcony from living room in one-bedroom flat

Your bathroom

Every home will be fitted with a modern bathroom suite including a bath with an integrated shower. Your new home will include water saving fixtures and fittings such as spray taps, showers, and short and long flush toilets which will help keep water costs and consumption down.





Energy efficiency

Your new home will be more energy efficient than your current property, with high specification materials for walls, roofs and floors. Through the design, the buildings will capture heat in the winter and allow for internal and external cooling in the summer.

Pike Close currently has a very old heating system which will need to be replaced regardless of whether the estate is rebuilt or not. The cost of heating your home has been unusually low in recent years to account for this out-of-date system, with Riverside absorbing much of the cost on tenant's behalf. This won't be able to continue if we do not redevelop Pike Close soon.

On the new estate, heating will be provided by a new communal system. Flats will not have individual boilers, although each household will have their own thermostats to control temperature and energy usage in their new home. You will therefore be able to control the amount you are spending on energy.

Tenants will have the option to choose their preferred utility provider in the new homes. For more information regarding your bills on the new estate, turn to page 32.



Storage

All new homes will be designed to meet the GLA storage requirements and the majority of homes will exceed the minimum storage requirements.

We are looking to provide built-in wardrobes in master bedrooms so that you do not lose valuable storage space and we will work with residents to demonstrate how your furniture will fit into your new home.



Connectivity

We will work to ensure the new buildings have well-integrated high-speed broadband and are optimised for strong Wi-Fi performance, which will improve the value of what tenants pay for their internet connection. New flats will be fitted with sockets in the living room and main bedroom that allow for:

- TV / satellite capacity
- Communal integrated system with DAB and FM radio
- Terrestrial and digital TV
- Sky Q and other satellite services



Secure internal lobby



Safe and accessible homes

The estate in its current form is not easily accessible, with steps to access every block. This makes it difficult for people with mobility issues, children, or even just shopping, to access and move around buildings easily. In order to address this, all new homes on the new estate will have step-free access to all front doors and entrances to the blocks.

New eight-person lifts will help wheelchair users, those with push chairs and buggies, older residents and those with mobility issues, to access any level of the new buildings. Each block will have at least one lift, which will make carrying shopping and other heavy objects to your home much easier and will also allow for the movement of furniture.

New door entry systems with fob access will ensure that each block and floor will be accessible only to those living there, increasing security and safety of residents. Ground floor maisonettes will have front doors which can be accessed via front porches to the street.

The new homes we are planning to provide are based on what existing tenants say they needed in our housing needs survey. The London Borough of Bromley also has a requirement that 10% of new homes be wheelchair accessible.

The new design means that all floors of the new buildings will meet modern space standards and be wheelchair accessible, as well as being suitable for tenants with disabilities or mobility issues.

If you have told us you or a member of your household lives with a disability, we will ensure your new home meets your needs. Any necessary adaptations will be carried out in consultation with the tenant and their household and with advice from an occupational therapist.



Key-fob entry



Example entry door system

Managing Pike Close

In order to achieve our vision for Pike Close, we need to do more than just build a new estate. We also need a new approach to management, addressing issues such as antisocial behaviour, security concerns and repairs, so that all tenants can enjoy their new homes and feel safe in their new neighbourhood.

The future management of Pike Close will see greater partnership working between residents and Riverside. We want to work with you to tackle any areas of concerns and we will continue to have a strong presence on the estate.



Site inspections and meetings

We will continue to hold weekly drop-in surgeries on site every Tuesday with your housing officer. These surgeries provide a chance to have a confidential one-to-one meeting to discuss any housing management, tenancy or repair issue. Your local community safety officer attends on the last Tuesday of every month to support the housing officer and discuss antisocial behaviour concerns. They can also provide feedback and assurance regarding any on-going cases.

Monthly site inspections will continue to be conducted by Riverside staff. In addition to this, we will begin conducting quarterly inspections which residents will be invited to attend. This will provide you with an opportunity to address any repairs issues directly with us.

Additionally, we will hold quarterly meetings with residents to discuss ongoing issues and concerns. At these meetings, the local safer neighbourhood team, our community safety officer and member of the repairs team will be present to cover any possible issues you may wish to raise. We will hold these meetings at a convenient time and location to ensure that as many residents as possible can attend.

Riverside Direct will continue to be responsible for providing a repairs and maintenance service to Riverside tenants and the communal areas. We will continue to ensure that you are given regular updates on ongoing repairs, with indicative timescales for completion of repairs.

We will always communicate any updates to you via your preferred method of contact unless asked otherwise.



Safety and security

Many of the antisocial behavioural issues that are currently being experienced on Pike Close will be eliminated through the new design and layout of the estate. There will be new residents on the estate who will own their homes and like most of our tenants, they will also care about the state of the communal areas and buildings.

Natural surveillance from residents' homes will act as a deterrent and will not allow for hiding places to accommodate criminal and unwanted behaviour. There will no longer be unused, dark, void areas which helps to facilitate these activities.

The play areas for children will be overlooked by residents' homes and all external spaces will be well lit, with CCTV coverage and signage.

Access to the estate will be limited to one vehicle and one pedestrian entrance, both access points will have security lighting and CCTV to record all vehicles and pedestrians entering and exiting the estate. There will be no other entrance points. The boundaries will be secured by the layout of the new blocks.

We will work closely with an independent security specialist who can advise us on 'Secured by Design' principles, ensuring cameras are effective in addressing crime and antisocial behaviour. Cameras will be located to ensure good coverage of the whole estate.



Good Neighbour Agreements

We recognise that antisocial behaviour has made life difficult for the residents of Pike Close. We are already working hard to address some of its causes and our work will be assisted by a newly designed estate.

Riverside is prepared to take strong action against residents who conduct criminal or violent behaviour on the estate, including tenancy management and where necessary, eviction.

We will introduce Good Neighbour Agreements which all tenants will sign up to as a part of their tenancy agreement. This will strongly contribute to any legal action that we take against perpetrators of antisocial behaviour in the future.

The agreement will explain what it means to be a good neighbour, including a shared set of standards for the community. It will also make clear our commitment to you to tackle and address antisocial behaviour when it arises.

We will fully and confidentially support any victims or witnesses who come forward and report criminal or unwanted behaviour.



Pet audits

There have been reports of antisocial behaviour relating to pets at Pike Close. We know that dog fouling has been a particular issue in the past and we want to tackle this.

We are creating new open spaces for everyone to enjoy and these need to be kept clean and respected by all residents.

In the process of rehousing existing tenants of Pike Close, we will conduct pet audits to assess what animals are living on the estate. Each resident who owns a pet will be required to sign a pet contract.

For dog owners this requires them to:

- Provide photographs of any dog they own
- Provide the chip number of any dog they own
- Sign an agreement to keep any dog on a lead in communal areas and to clean up any mess, disposing of it in an appropriate manner

Anyone that does not sign up to this will not be permitted to keep a pet.





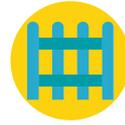
Parking management



Parking spaces will be managed through allocated spaces and permits. We hope to provide each household with a parking space(s) to park their existing vehicles, based on the vehicle ownership numbers we gathered during the housing needs survey. This will ensure that tenants who own a vehicle can safely park their car and will also prevent unauthorised parking on the estate.

Residents will be made fully aware of their parking space when moving into their new home and will not be permitted to park in any other space than their own. This will form part of the Good Neighbour Agreement and will be clearly outlined when signing the new tenancy agreement.

We will also provide disabled parking spaces and visitors bays on the estate.



Refuse and bike storage

Each block will have their own secure bin store which will be accessible to residents of the block. This can be safely accessed near to the entrance to the block.

Each block will also have access to its own bike store which will be subject to access control, ensuring belongings remain safe.



Caretaker

Pike Close currently benefits from a Caretaker and we will continue to ensure we have a regular on-site presence to assist in maintaining the estate.



Living at Pike Close



An afternoon at Pike Close

We know you are interested in how the new Pike Close will look and feel. We also recognise that it is important that you know what these changes may mean for your household and your everyday life.

All households will be offered an opportunity to sit down with the Riverside Project Team on a confidential basis and calculate what the likely change in your bills and household costs may be in your new homes.



Tenancies

All current tenants will remain on the same security of tenure.

Adult children, living with their parents on the estate will be given priority allocation of the empty properties on Pike Close, they will be given their own tenancy, separate from their parents.



Rents

Rents will be kept at the existing rent levels for all tenants whose number of bedrooms remain the same. If you move into a smaller or larger home, you will be charged the average rent for that sized home.

Any future tenancies created will be charged London Affordable Rents that are set by the GLA.



Service charges

Service charges will be set depending on the actual cost of providing the services to each block and estate. A better, modern building with more services for tenants such as lifts and improved security, will result in an increased service charge.

We will continue to consider service charges throughout the process with a view to keeping them at a minimum. Riverside will agree the improved services with tenants to ensure they are getting value for money and that charges remain affordable.

Burnt Ash Heights currently pay a higher service charge than Lavisham, Mede and Wells House. This is due to the difference in service that they currently receive including amenities such as a lift, door entry system and communal cleaning.

In the new development, all blocks will receive the same level of enhanced services. Due to the existing higher payment for Burnt Ash Heights residents, there will be less of an increase for tenants currently living there. Other tenants' service charge will be brought in-line with this.

The service charge for Burnt Ash Heights tenants will increase by approximately £5 per week. The service charge for tenants of Lavisham, Mede and Wells House will increase by approximately £7 per week.

The increased cost will be mainly attributed to the following;

- New CCTV and lighting
- Modern door intercom systems and restricted floor access
- New lifts accessible to every household
- New landscaped areas which provide spaces for the community to enjoy, and play areas for children
- A communal heat and power boiler which will reduce energy consumption and allow individuals to regulate their energy usage, paying only for what they use
- Media infrastructure that will be built-in to support tenants in accessing modern television and web-based services



Council tax

Council tax is set by the local authority, in this case Bromley Council. Riverside do not have any control over the council tax rates charged by the Council.

Properties are not assessed until they have been built but we hope to be able to advise you of your band before you move into your new property.

If you are on a low income or benefits, you may be eligible for a council tax reduction.



New CCTV



Compensation – Home Loss Payment

Tenants will be entitled to a home loss payment of at least £6,300 as part of this move. This is a payment that the landlord has to make, by law, where they are asking you to leave your home.

This amount is decided annually so it may be higher once you come to move. If you are not in rent arrears, you can spend this in any way you wish.



Housing Benefit and financial support

If you currently claim Housing Benefit, on the new estate you will continue to claim this in the same way. You will however need to update the Housing Benefit team with your new property details and updated housing costs when you move.

If you receive partial Housing Benefit or if your Housing Benefit does not cover all of your housing costs, we will work with you to maximise your income and to support your benefit claims. If this is the case, our Project Team is happy to arrange a household visit to help you with your claim.

Riverside's income maximisation team offer a holistic service to support all residents with their income, expenditure and benefits. The team is made up of an intensive intervention officer, employment and training officer, affordable warmth officer and money advice. We will work with you confidentially on a one-to-one basis to address your financial circumstances and support you in any benefit claims that you make.



Compensation – Disturbance Allowance

We will also pay all tenants a disturbance allowance, which includes moving costs. Further details about moving arrangements are contained in the Residents' Charter.



Bills

It will be the responsibility of each individual household to pay their own utility bills on the new estate, as it is currently.

All tenants pay their water charges directly to the water company and this will stay the same in the new homes. All new homes will be fitted with water meters to meet current building requirements.

They will also include water saving features including spray taps, showers, and short and long flush toilets to help keep costs and usage down further.

Tenants will have the option to choose their preferred electricity provider in the new homes.

The current heating system at Pike Close is a temporary fix and will need to be replaced regardless of whether the estate is rebuilt or not. Your heating costs will rise when this system is replaced because Riverside to date has subsidised this heating system. You will be able to control the amount of energy you use in your new home with your own thermostat.

We will also work to ensure the new buildings have well-integrated high-speed broadband which is optimised for strong Wi-Fi performance, improving the value of what you pay for your household's internet connection.

Your rights



Right to remain

As part of our Residents' Charter, all tenants have a right to remain on the estate and will be offered a new home that meets their housing needs.

Allocations

We will be offering you a home that will meet your housing need, balanced against your individual preferences. For most households, this will mean moving to a property with the same number of bedrooms as you already have. For some who are currently overcrowded, this will mean moving to a larger property to meet your current housing need.

Size of homes

Tenants will be offered a home to meet their housing need. If you are currently under-occupying your home (under-occupying means you have at least one bedroom more than the Government says you need), you can either opt to be rehoused in a new home that matches your housing need or we can provide you with one extra bedroom above your current need. For example, a couple who require only one bedroom but are living in a three-bedroom home will be able to choose to move into a one-bedroom or two-bedroom home.

Location of homes

We will work with tenants to identify tenant preferences for the new build and to accommodate these where possible. The exact location and outlook will depend on the design and size of the new homes that receive planning approval.

Rehousing with neighbours

We will work with tenants to identify their preferences regarding proximity to existing friends or neighbours and to accommodate these where possible. We will offer options for temporary or permanent rehousing off the estate if you want this.

Compensation

Tenants will be entitled to a home loss payment of at least £6,300 as part of this move. This is a payment that the landlord has to make, by law, where they are asking you to leave your home. Tenants who are not in rent arrears can spend this anyway they wish. We will also pay all tenants a disturbance allowance, which includes moving costs. Further details about moving arrangements are contained in the Residents' Charter.

Designing your home

We will provide tenants with individual choices on:

- Decoration – from a range selected by the RSG
- Kitchen units – door fronts, worktops and handles
- Floor coverings – from a range selected by the RSG

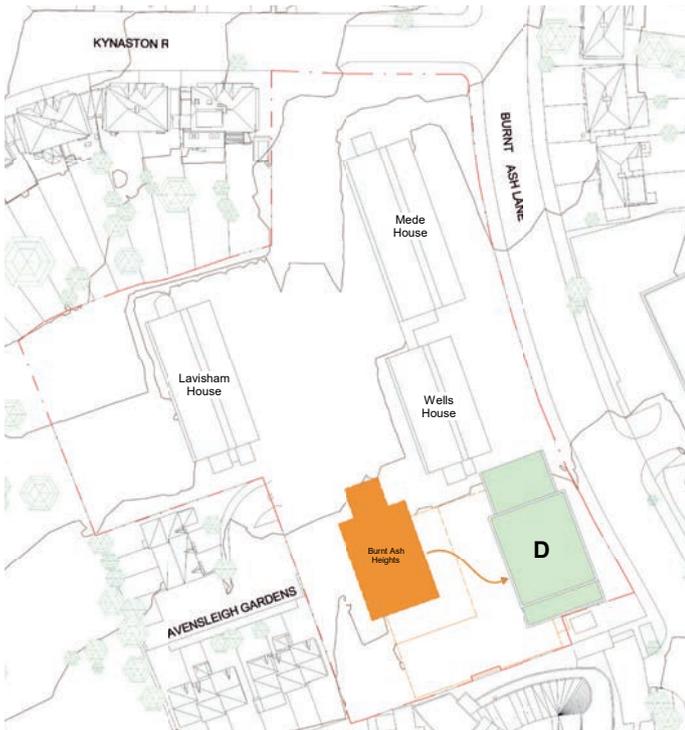
Tenants will also be able to work with the builders to choose what layout they will have in their new home such as a separate or open-plan kitchen.

Your rights after moving home

Existing tenants who move into our new homes will have the same tenancy conditions, with the same rent level as they have now if their number of bedrooms remains the same. Your tenancy rights and our landlord obligations to you will remain the same as they are now.

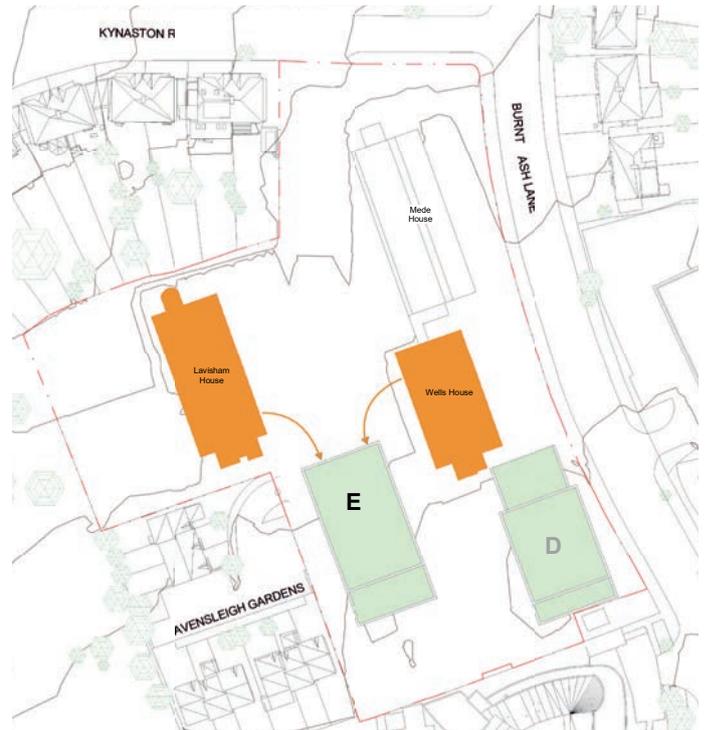


Phasing and timescales



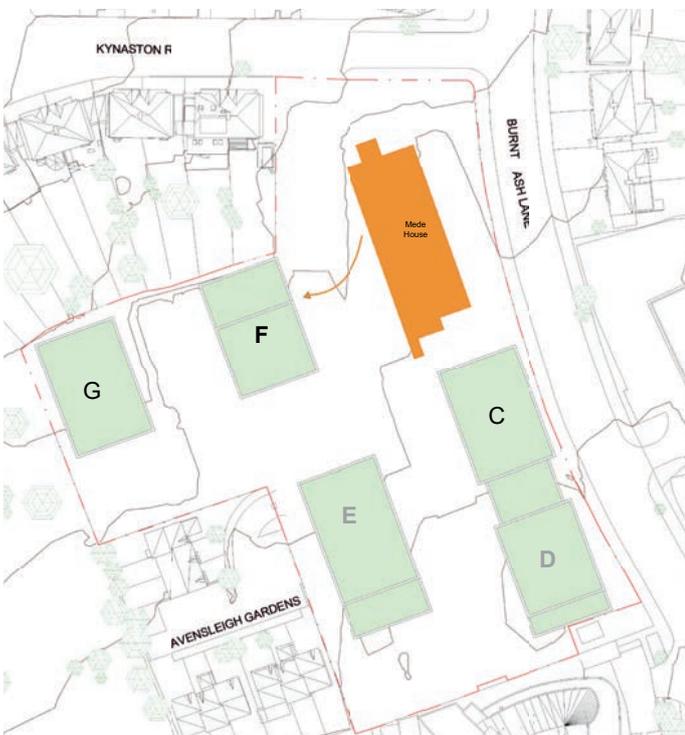
Phase 1

New block (marked D) built. Burnt Ash Heights tenants move in, old building demolished.



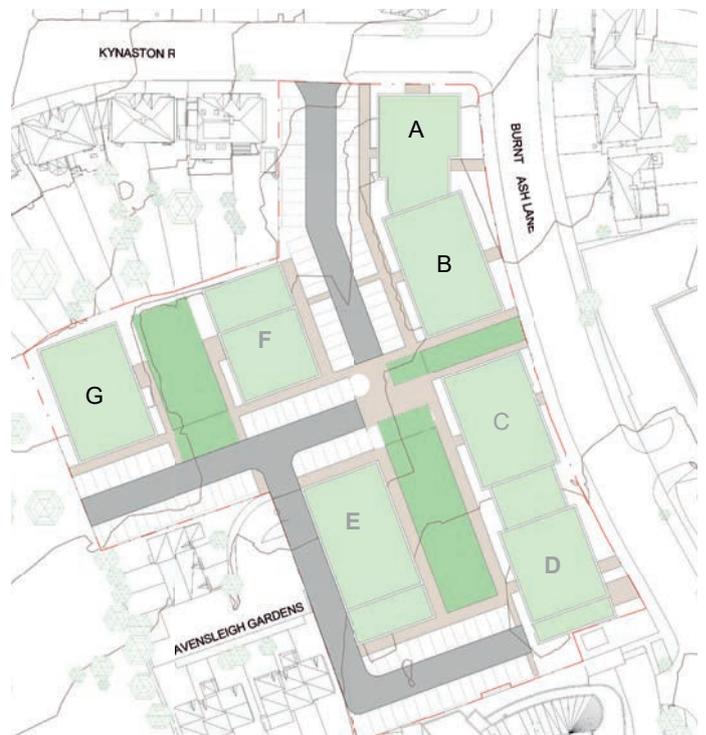
Phase 2

New block (marked E) built. Lavisham and Wells House tenants move in, old buildings demolished.



Phase 3

New blocked (marked F) built. Mede House tenants move in, old building demolished. New homes for sale built (marked C and G).



Phase 4

Final for sale homes (marked A and B) built.

If tenants vote yes in the ballot to build a new Pike Close, we will make sure the works are completed as quickly and as safely as possible, with minimal disruption. In order to keep all tenants on the estate throughout the development and ensure that you only need to move once, the new Pike Close will be built in phases.

We have partnered with a reputable developer, Countryside, who has substantial experience of phased residential development. They will ensure that completed and existing homes are protected from the construction works. Through isolating each phase of development, they will minimise disruption to the surrounding residents.

When the development begins will depend on a planning application and further discussions with tenants. If we secure planning permission in 2019, we anticipate that works will begin in 2020. If tenants vote no in the ballot, then the estate will not be rebuilt.

Minimising disruption

Working hours will be restricted to during the daytime, with work ending at 5pm on weekdays. There will be no work on Saturday afternoons, Sundays and Bank Holidays.

There will be noise and dust mitigation measures to reduce the impact on residents. Water spray will reduce most of the airborne dust and debris and some noise suppression will be contained within the sheeted enclosures. Demolition material will be regularly removed off site using conventional excavators and lorries.

The phases

We expect there will be four phases, with each phase having a logistics plan. We will liaise with residents directly and regularly to keep them updated with progress. All existing tenants will be rehoused as priority and will have moved into their new homes by the end of Phase 3.

Phase 1

We propose to first build a new block, marked as D on the image. Once completed, residents of Burnt Ash Heights will move into this block. When Burnt Ash Heights is empty, we will fully enclose the building in scaffolding and monoflex sheeting to contain any debris. We will then begin the process of demolition which will be carried out within the enclosure using mechanical demolition machines. They will work from the top down and when the building becomes low enough, long arm reach demolition excavators will work from ground level to safely reduce and remove the remaining building.

Phase 2

Once Burnt Ash Heights has been safely demolished and all debris has been cleared, Countryside will begin Phase 2 and build the second block, marked as block E. When completed, Lavisham House and Wells House will move into Block E and we will then demolish both buildings.

Phase 3

We will then build Block F, providing new homes for Mede House residents. Once all households have moved to their new homes, Mede House will be demolished. At this stage, all existing residents will be settled in their new homes. We will also build the first for-sale properties, which are marked on the image as blocks C and G.

Phase 4

In the fourth and final stage of the development, we will build the remaining for-sale properties which are marked on the image as blocks A and B.

Timescales

Below is an estimated timeline of how the development would proceed once building starts:



Preparation work will be completed, and we will begin work on building Block D.



Once Block D has been built and all tenants from Burnt Ash Heights have moved across, Burnt Ash Heights will be safely demolished. Once safely dismantled and cleared, phase 1 will be completed. Work will begin on Phase 2.



Once Block E has been completed, tenants of Lavisham and Wells House will move across to their new homes. Lavisham and Wells House will be demolished, and we will begin to build Block F.



Once Block F is completed; Mede House tenants will move across to their new homes. Once all are settled, we will demolish Mede House. We will also build the first for-sale properties in blocks C and G. This will mark the end of Phase 3 and all existing tenants will be in their new homes.



We will build the remaining for-sale properties on the estate in blocks A and B.



In the final year of development, Phase 4 will be complete and for-sale properties will be sold. The final works will be completed on the communal spaces including landscaping, planting and public realm improvements for the estate.

The ballot and beyond

The ballot represents your opportunity to decide on the future of Pike Close. The question tenants will be asked is:

Do you support Riverside's proposals for new homes on your estate?

Your voting paper will be sent to you on 22 March 2019 and tenants will have three weeks until 15 April 2019 to cast their vote.

Who can vote?

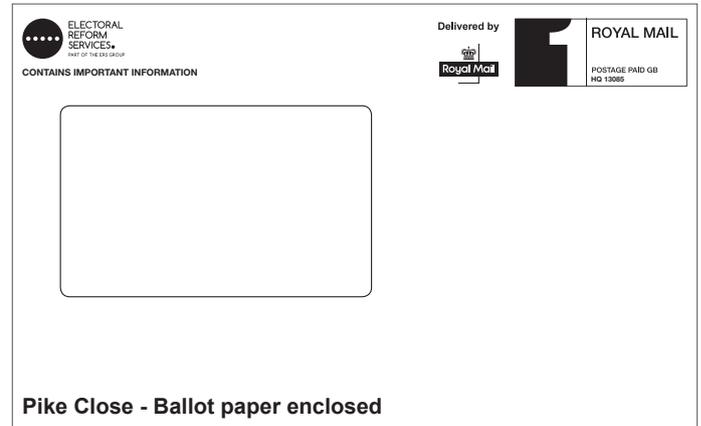
The eligibility of who can vote is determined by the GLA and not Riverside. Residents who are eligible to vote will be sent details of how to take part by an independent company, ERS, that will carry out the ballot. You are eligible to vote in the ballot if one of the following criteria apply to you:

- You are aged 16 or over on the date of the ballot and are the named social tenant who lives on the estate
- You are a resident of the estate aged over 16 and have been on Bromley Council's housing register for at least one year
- You are living in temporary accommodation on the estate and have been on Bromley Council's housing register for at least 12 months

You will receive your ballot paper directly from ERS who will collect, count and verify the votes cast.

ERS is an independent company that is approved by the Mayor of London to conduct tenant ballots.

Your ballot paper will arrive in a plain white envelope and will not be marked with the Riverside logo, such as the image below:



Residents will be able to vote by:

- Returning the ballot papers to ERS in a pre-paid envelope
- Using a unique code to vote through a secure website

Details on how you can vote will also be sent out with your ballot.

Your ballot will remain private and Riverside will never be told how any individual has voted.

Ballot timetable

Offer Document to tenants	8 March
Ballot starts on the proposals	25 March
Ballot on the proposal closes	15 April

If your ballot paper does not arrive, or if you would like more information about how the ballot will be carried out, you can contact ERS on **020 8889 9203** or email customerservices@electoralreform.co.uk



The result

The result of the ballot will determine what happens on the estate. There is no minimum turnout for the ballot; the decision will be made by a majority of those who make the decision to cast a vote.

We will announce the result of the ballot by sending a letter to every resident who is eligible to vote, in the week after the ballot closes. This will be followed by an official confirmation letter from ERS who independently run the ballot, count and verify the result.

We will also post the result on the Pike Close webpage: www.riverside.org.uk/pike



Planning application

If tenants vote yes in the ballot, Riverside will submit a planning application to Bromley Council. The Project Team will continue to consult and engage tenants throughout the process.

We will work with the RSG and tenants from across the estate to develop the details of the design and what goes into a planning application. We expect this will be submitted in autumn 2019. At this stage, Bromley Council and the wider community will have an opportunity to comment on our proposals.

Timescales and dates after this point depend on how long it takes Bromley Council to make a decision on the application. We hope that the council will be able to determine the application by the end of 2019. If that is the case, construction would start in Spring 2020. All of the current proposals will be subject to the planning application decision.



Ongoing consultation

If tenants vote in favour of the proposals, we will continue to communicate with you throughout this process. This will include consultation events on the estate to seek your ideas and feedback.

We will send you personal updates and newsletters on a regular basis and ensure that our Pike Close webpage is up to date.



If Pike Close tenants vote *No*

Riverside will not proceed with any new building on Pike Close. Riverside will remain your housing association and continue to meet the obligations expected of us as your landlord.

We will not be in a position to make another offer as we will not be able to raise money to invest in rebuilding your estate.

Get in touch

Riverside

Throughout this process, we have consulted with residents in a number of different ways including, personalised letters, block meetings, drop-ins and Q&A sessions with the architects.

This document and the enclosed letter have been developed from our engagement with tenants and act as our offer to you. If you need help understanding the document (including translation into another language) then please let us know. Additional copies of this document are available on request.

We want to continue to hear your views about our proposals to redevelop Pike Close as we move into the ballot period. We will be contacting each household over the next few weeks to discuss what the proposals may mean for you. If you would like to arrange a home visit at a time convenient to you, then please do get in touch.

Your Pike Close project team



Jo Downs
Tenant Engagement
Manager



Rachel Haycock
Senior Development
Project Manager



Mandy Rana
Resident Liaison and
Decant Officer

Contact your Riverside team on the following details:

Email

pikeclose@riverside.org.uk

Telephone

0345 111 0000

You can also find information on the Pike Close webpage

www.riverside.org.uk/pike

Get in touch

Independent advice

Whilst our project team would be pleased to speak to you, you may prefer to talk about these proposals with an independent body. Your Independent Tenant Advisor (ITA), Source Partnership are on hand to offer advice and support to you. Your Source representatives are:



Carol Squires
Principal Partner



Rob Williams
Senior Partner

They can be contacted on the following details:

Email

info@sourcepartnership.com

Telephone

0800 616 328 (freephone)

Electoral Reform Service (ERS)

If you do not receive your ballot paper, please contact the ERS on the following details:

Email

customerservices@electoralreform.co.uk

Telephone

020 8889 9203



Riverside is a charitable Registered Society
under the Co-operative and Community Benefit Societies Act 2014