



Formal consultation for leaseholders on the Proposed Transfer of the Kennington Park and The Bridge Estates to Hyde Southbank Homes

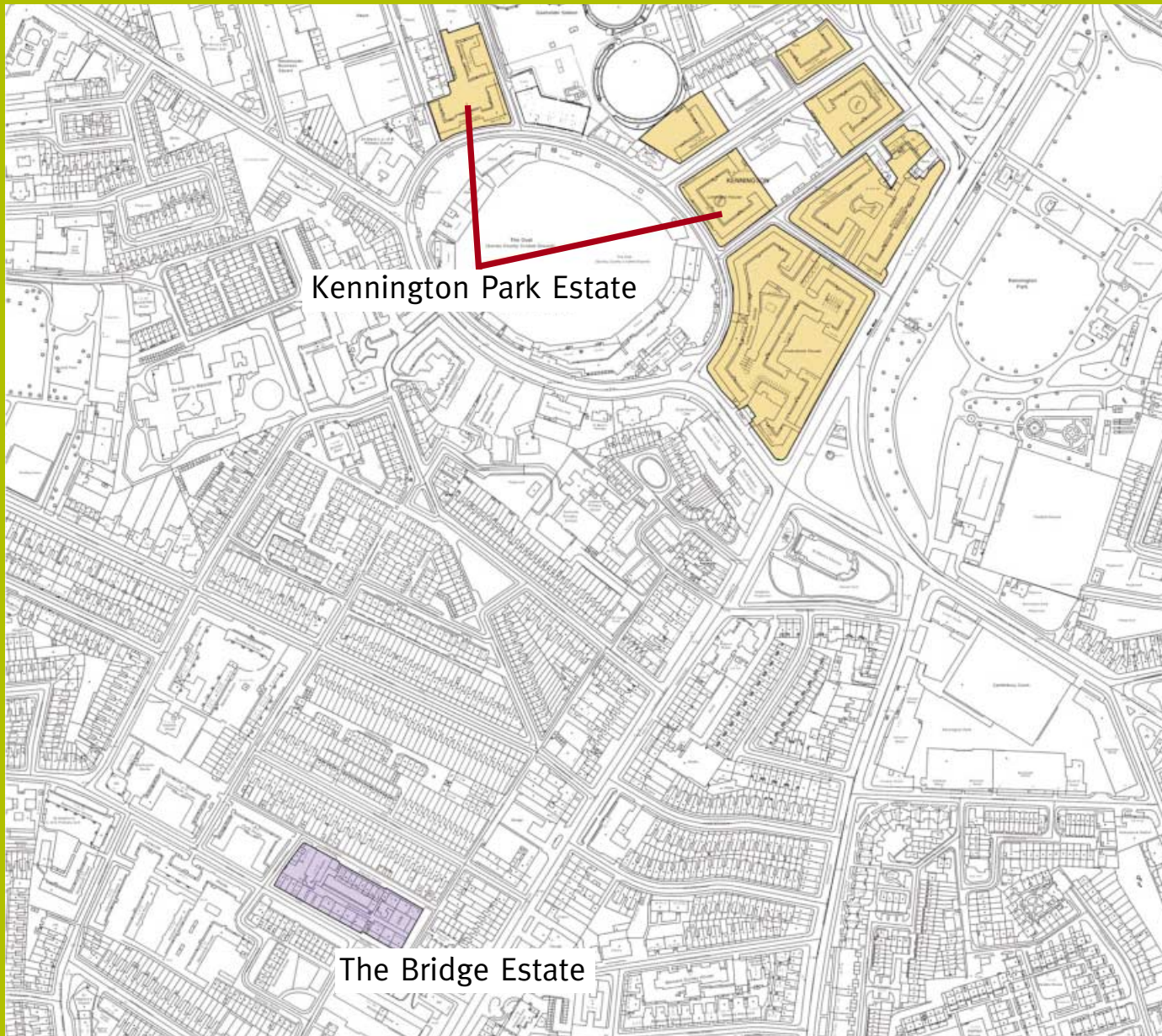


Your Choice

This document contains important information about the proposed transfer of your homes from Lambeth Council to Hyde Southbank Homes



Kennington Park Estate Tenants' Association
THE BRIDGE TENANTS AND RESIDENTS ASSOCIATION



Translations

Spanish

Si desea esta información en otro idioma, rogamos nos llame al **020 7926 3528**

Portuguese

Se desejar esta informação noutra idioma é favor telefonar para **020 7926 3528**

French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au **020 7926 3528**

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন **020 7926 3528**

Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre **020 7926 3528**

Yoruba

Tí ẹ ba fẹ ìmoràn yìí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo **020 7926 3528**

If you would like this information in large print, braille, audio tape, or in another language please contact 0800 013 0332.

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Dear Resident

Proposed transfer of your home to Hyde Southbank Homes

I am pleased to enclose the consultation document setting out the Council's proposals for the transfer of homes on the Kennington Park and The Bridge estates to Hyde Southbank Homes Limited. Hyde Southbank Homes is part of the Hyde Group, and has been undertaking the management of your homes on behalf of The Hyde Group.

This document explains the details for leaseholders.

The Council believes that the transfer would be the best way of providing residents with good quality, well managed, and well maintained homes at affordable rents in the future. We now want to give you the opportunity to consider the proposals for yourself. The Council will then consider carefully what residents have said to us and decide whether to go ahead with a ballot when residents will be able to vote on the proposal. Although not legally required to ballot leaseholders, the Council has decided that it will do so and that it will take your views into consideration in deciding whether or not to proceed with the transfer.

The transfer would only go ahead if the majority of secure and introductory tenants who vote are in favour of the proposal.

The Council believes that Hyde Southbank Homes would be able to carry out more repairs and improvements than the Council would be able to. Hyde Southbank Homes would also work with residents to make improvements to the housing services.

Your views are important to us. You will find a reply form with the formal consultation document for your comments and we hope you will use it. You can also use the form to request more information. Please return the form to reach us by midday on [??] 2004.

This is not the ballot. At this stage the Council simply wants to hear your comments. We will consider them and send you a letter explaining any changes that result. We will then let you know whether the Council decides to go ahead with the ballot.

Over the next few weeks the Council will try to contact you in person at home to explain these proposals. If you wish to contact us, please use the Council's Freephone helpline on [], or FIRST Call (your Independent Advisor) on Freephone 0500-295-999.

I look forward to hearing from you.

Yours sincerely

[Stuart Holton Executive Director of Housing]

Dear Resident

I am delighted to be working with the residents of the Kennington Park and The Bridge estates on this opportunity to improve your homes and regenerate your community.

For seven years, The Hyde Group has been managing your homes and in this time the performance of the Oval neighbourhood has improved substantially. From being a poor performing neighbourhood in 1996 it reached the top of the Council's performance tables last year.

Throughout its time managing your homes, The Hyde Group has sought to improve services, spend the Council's resources well and investigate opportunities for the further regeneration of your homes and your community. This work has culminated in this proposal which the Council is consulting residents upon, whereby, if tenants vote in favour of the transfer, the Council's legal interest in your homes would be transferred to Hyde Southbank Homes. Hyde Southbank Homes is part of The Hyde Group, and has been undertaking the management of your homes on behalf of The Hyde Group.

The main benefits of the proposal are as follows:

- Improvements to the estates in the first three years after transfer through approximately £19million of investment
- Refurbishment that would include new windows where required
- Substantial improvements to security through the provision of door entry systems
- New refuse disposal arrangements
- Improvements to the communal areas of blocks including painting of communal areas
- Substantial improvements to the local environment including landscaping, new play areas and enhanced green spaces

Provision of non-housing services such as:

- New play areas
- Improved community facilities
- Local jobs for local people through the regeneration programme

Following the completion of works to the estates, there will be a guaranteed programme of maintenance for the estates in the future. Hyde Southbank Homes has established a 30-year business plan to ensure your homes are maintained to a high standard in the future.

Other benefits will include:

- A housing service provided by local staff based in a local office on the Kennington Park estate
- A Local Estate Maintenance Service based on the estates to undertake minor repairs to the exterior of your homes and maintain your estates
- A Resident Estate Board made up of elected residents, which will oversee all aspects of the housing service

continued over ...

Kennington Park and The Bridge estates would be owned by Hyde Southbank Homes which exists to provide and manage housing. Hyde Southbank Homes concentrates on delivering a good housing service and also has access to funding to do major improvements. The Council can only afford to do a small amount of major improvements each year. A transfer to Hyde Southbank Homes would mean a better standard of housing and a better housing management service. It would also mean keeping the local housing office and a local service.

About Hyde

Hyde Southbank Homes is part of The Hyde Group, whose parent association is Hyde Housing Association. Hyde Housing Association was established over 35 years ago to provide and manage affordable housing. The Hyde Group now owns and manages over 30,000 homes in London and the South East.

The Hyde Group is:

- Regulated by the Housing Corporation and subject to inspection by the Audit Commission
- A financially strong organisation with assets of over £1billion and a turnover of £90million a year
- A not-for-profit organisation that reinvests all surpluses made into providing affordable housing and maintaining homes
- Experienced at delivering major regeneration schemes with a strong track record
- Committed to providing services locally

In 1999 Hyde Housing Association set up Hyde Southbank Homes to take the transfer of 2,500 homes in the Central Stockwell neighbourhood from Lambeth Council.

Since then over £70million has been invested into people's homes and the work will be completed over a year early.

I look forward to working with you in the future to deliver substantial improvements to your homes and the housing service you receive if you vote in favour of these proposals.

Yours Sincerely

Austen Reid
Director, London Region
The Hyde Group

A

Background and summary of proposal

What is the proposal?

The London Borough of Lambeth is proposing to transfer the ownership and management of the homes on the Kennington Park and The Bridge estates to Hyde Southbank Homes Limited, part of The Hyde Group, because the tenants have specifically suggested it and campaigned for it over several years.

This proposal would mean that Hyde Southbank Homes would own the Council's freehold interest in the flats owned by you and other leaseholders, and Hyde Southbank Homes would become responsible for the landlord's obligations under the leases.

If the transfer goes ahead, you and your fellow leaseholders will continue to occupy your present homes and have all your existing rights and responsibilities in accordance with the terms of your leases. Hyde Southbank Homes would comply with all legal obligations it will assume as the new landlord.



Why is the Council asking you to consider this change?

Government restrictions on the Council's finances mean it has become increasingly difficult to provide a high level of service and undertake all the major repairs and improvements needed to your homes. More than 140 Councils have transferred over 780,000 council homes, all with the intention of improving the housing service to residents.

Hyde Housing Association with Hyde Southbank Homes have been managing the Estates for the past seven years under a contract with the Council. This has meant that it has had to use the existing contractors, policies and procedures and has been limited by the Council's budgets. On occasions, services delivered locally on the Estates have not been as responsive or as effective as the Council or Hyde Southbank Homes would like or as residents should expect.



The Council also knows that the estates are in need of modernisation and improvement. The Council an independent sample survey carried out on the condition of your homes. This showed what needs doing now and in the future and how much the works are likely to cost.

However, the Government currently limits what the Council can borrow and what we can raise from rents. The Council unlikely to have enough money in the future to fund all the modernisation and major repair works, which are needed.

The homes to be transferred

Kennington Park Estate is located opposite Oval tube station. The estate consists of 14 blocks and contains 754 flats.

The following blocks would transfer:

Abel House 1 –16
 Alverstone House 1 –125
 Blades House 1 – 20
 Blythe House 1 – 56
 Brockwell House 1 – 33
 Grace House 1 – 50
 Hornby House 1 – 80
 Key House 1 – 73
 Lockwood House 1 – 121
 Lohmann House 1 – 86
 Read House 1 – 40
 Sherwin House 1 – 49

The Bridge Estate is made up of those blocks covered by The Bridge Tenants & Residents Association, and is located 500 metres south of Kennington Park Estate adjacent to South Lambeth Estate.

The following blocks would transfer:

Benville House 1 – 42
 Denland House 1-21
 Dorset Road 109-115
 Elworth House 1-25

What would happen if the transfer does not proceed?

If the transfer does not go ahead you will remain a leaseholder of the Council. We would deliver as good a service as we can, but we are unlikely to have the money to carry out the programme of repairs and improvements promised by Hyde Southbank Homes.

The Council is required by the Government to bring all its homes up to a set standard of repair and modernisation by 2010.



Management arrangements

The Council has been consulting with residents across Lambeth about changing the way we provide housing services and repairs with the aim of providing better value for money and better access to services. Overall there will be more opportunities over longer hours to access the housing service. If you require any more information about this please contact:

The Reframing Project, 17 Porden Road, Brixton, London SW2 5RW,
020 7926 3728, or email reframing@lambeth.gov.uk

Hyde Southbank Homes

Introduction

Hyde Southbank Homes Limited is a community-based Housing Association (a Registered Social Landlord) established in 1999 to regenerate homes in Lambeth. Hyde Southbank Homes is part of the Hyde Group, whose parent is Hyde Housing Association, a not-for-profit housing association set up to provide and manage affordable housing. The Hyde Group has been providing affordable housing in London and the South East for over 35 years and now owns and manages over 30,000 homes. It has assets of over £1billion and an annual turnover of £90million.



The Hyde Group has successfully completed two stock transfers in Lambeth since 1998 and has invested over £70million in transferred homes. It is now working on four stock transfer proposals in 2004 including this proposal.

The Hyde Group has a strong track record of delivering the promises it has made to residents and is amongst the biggest housing associations in the country.

What is a Housing Association?

Housing Associations are not for profit organisations, which provide affordable housing. There are over 2,000 housing associations in England owning over three million homes. They are regulated by the Housing Corporation and are subject to inspection by the Audit commission, Government agencies established to ensure public services are well provided.

Hyde Plus

The Hyde Group established Hyde Plus, its Social, Community and Economic Regeneration arm, in 1996 to lead on non-housing activities. All Hyde homes benefit from the services of Hyde Plus which include for example:

- Identifying non housing needs
- Providing local job opportunities
- Improving community facilities

- Working with other agencies to improve local services
- Considerable success in attracting grant funding to support community regeneration
- Support for young people and older people
- Support for Black and Minority Ethnic communities.

The Hyde Southbank Homes Board

The Hyde Southbank Homes Board was established in 1999 to oversee all activities of the association. The Board is currently made up of 15 members consisting of:

- 6 resident representatives elected by residents
- 3 representatives nominated by the Council
- 3 representatives nominated by Hyde Housing Association
- 3 local community representatives



Hyde Southbank Homes is currently looking to increase the number of resident representatives to seven, which would include two from Kennington Park and The Bridge. Hyde Southbank Homes is currently discussing this with the Council. Hyde's representatives and the local community representatives are chosen for their expertise in areas such as housing association work, law and finance.

The Board is responsible for overseeing the management of the properties in its ownership and for ensuring that the promises set out in this document are kept.

As a subsidiary and charitable not-for-profit organisation, Hyde Southbank Homes has between three and five trustees (appointed by Hyde Housing Association) who are ultimately responsible for the organisation. However, the operational management of the subsidiary is the responsibility of the Hyde Southbank Homes Board. The Trustees monitor and review the activities of the Board. Hyde Southbank Homes is looking to remove the trustee structure as it is now a well established and strong organisation. All residents will be kept updated as to progress on this matter.

The Role of Hyde Housing Association

Hyde Housing Association has provided social housing for over 30 years. Hyde Southbank Homes is a subsidiary of Hyde Housing Association and has helped Hyde Housing Association manage the Kennington Park and The Bridge estates under contract with the Council. Hyde Southbank Homes would raise approximately £19million, most of which will be private finance, to pay for the refurbishment of Kennington Park and The Bridge.

Resident involvement

Introduction

Hyde Southbank Homes sees resident involvement as an important aspect of delivering high quality services. Its policy is to take decisions at a local level, involving local people wherever possible. Hyde Southbank Homes has a Customer Involvement Policy and Strategy, which follows national good practice guidelines on tenant participation.



Residents will be elected to a Resident Estate Board for Kennington Park and The Bridge, and this Board will have a key strategic role in overseeing the improvement works and the delivery of housing and maintenance services. It will also have responsibility for shaping the Customer Involvement Policy and Strategy so that it meets the requirements of local people.

Residents' associations form the backbone of any participation structure and Hyde Southbank Homes and the Resident Estate Board will support the existing tenant and resident associations on Kennington Park and The Bridge, along with promoting an imaginative and inclusive approach to resident involvement. Hyde Southbank Homes will commit to funding resident participation by paying administration grants to the residents associations, providing or financing training for residents and employing dedicated staff to support community activities. Hyde Southbank Homes and the Resident Estate Board will work to ensure that there are opportunities for all members of the diverse local community to get involved and express their views.

How could residents get involved in Hyde Southbank Homes?

Residents would be able to get involved at a level that suits them best. This would include:

- Getting regular information
- Attending meetings of the Kennington Park and The Bridge Tenants' and Residents' Associations

- Stand for election as a Member of the Resident Estate Board
- Completing customer satisfaction surveys
- Being elected to be a Board Member of Hyde Southbank Homes

See below for more details.

Regular information

Hyde Southbank Homes understands that for residents to play a full part, they need information about what's going on and about the performance of the housing service. Hyde Southbank Homes would give information to all residents on a regular basis. This would include a residents' newsletter, as well as a regular report giving performance statistics at least once a year. Hyde Southbank Homes would also publish details of its annual accounts.



Kennington Park and The Bridge Tenants' and Residents' Associations

Hyde Southbank Homes would actively support the Kennington Park and The Bridge Tenants' and Residents' Associations and has included a budget in its business plan to do this. The level of financial support will be the same as it currently is with the Council. The two Tenants' and Residents' Associations represent the community on their respective estates and would be involved in local decision-making through consultation with Hyde Southbank Homes. It is open to all residents living on the estates.

How could residents be involved in monitoring the quality of service?

Hyde Southbank Homes would carry out a range of customer satisfaction surveys on a regular basis to make sure that services meet your needs. It would act on the results of these surveys to improve and develop services. Hyde Southbank Homes would encourage the Tenants' and Residents' Associations to monitor the performance of the housing service and Hyde Southbank Homes will produce information in the form of newsletters and annual reports for circulation and discussion.

Staffing support

In support of its commitment to tenant participation, Hyde Southbank Homes would employ staff to support tenants and encourage tenant participation. The number of staff required to support tenant participation will be the subject of consultation with the Resident Estate Board. Please see Appendix 2 for contact details of the Kennington Park and The Bridge Tenants' and Residents' Associations.

The works



Hyde Southbank Homes would carry out a major programme of refurbishment and improvement works to the homes at Kennington Park and The Bridge. Approximately £19million would be spent on the works in the three years following transfer. Hyde Southbank Homes is committed to further resident consultation on design, but the works programme for the first three years after transfer aims to:

- Tackle disrepair
- Improve security
- Improve homes
- Improve communal and external areas



Proposed works in the first three years after transfer:

The following properties are included in the transfer proposals and will be subject to the investment and improvement programmes should the transfer proceed:

Kennington Park Estate, including the following blocks:

Abel House 1 –16
 Alverstone House 1 –125
 Blades House 1 – 20
 Blythe House 1 – 56
 Brockwell House 1 – 33
 Grace House 1 – 50
 Hornby House 1 – 80
 Key House 1 – 73
 Lockwood House 1 – 121
 Lohmann House 1 – 86
 Read House 1 – 40
 Sherwin House 1 – 49

The Bridge Estate, including the following blocks:

Benville House 1 – 42
Denland House 1-21
Dorset Road 109-115
Elworth House 1-25



The proposed works of relevance to leaseholders are set out below.

Please note that the promises detailed below are subject to the Council's secure and introductory tenants voting in favour of the transfer proposals and then any necessary planning approval or other consents being received. Specific works and initiatives would also be subject to continued consultation with residents.

Approximately £19million investment to make a major improvement to the estates

- This work will be undertaken within the first three years after transfer
- Over the following 30 years, a fully funded programme of regular repairs and maintenance will make sure the estates do not fall into disrepair again

The work to be undertaken in the first three years will include:

- New double glazed windows for homes which do not already have double glazing installed
- A thorough maintenance check of all double glazed units which already exist

To improve safety and security and to reduce the opportunity for anti-social behaviour:

- All entrances to blocks will be made secure either by way of door entry systems or lockable doors to prevent access to anyone other than tenants and authorised visitors
- On big blocks on Kennington Park, residents would work with the architects and housing managers to consider whether it is possible to divide the block into sections to improve security. This could ensure that access through a particular entrance will be to a small section of the block, so that all entrance doors will no longer allow access to the whole block
- Based on the experience of installing closed circuit television elsewhere and on detailed consultation with residents, there will be discussions about the potential for an effective CCTV scheme to add to the security measures and help to reduce crime and nuisance. Hyde Southbank Homes would need to apply for additional funding to implement any such scheme

Refuse arrangements:

- Improvements to refuse facilities on The Bridge Estate
- The Kennington Park refuse chutes were designed for life in the 1940s and primarily for ash from the fireplace
- Chutes will be replaced by large bin stores not attached to buildings. This would eliminate the problem of blocked chutes and the health and hygiene problem of refuse stored next to front doors and windows. It would also mean that refuse vehicles will not be required to approach as close to properties as they are at present

Communal areas:

- Communal areas would be refurbished, improving their appearance and making stairs and walkways bright, fresh and easier to clean
- Residents and architects would make sure that new designs and crime reduction measures are integrated so that they enhance safety and security and contribute to crime reduction
- External lighting will be redesigned and improved to eliminate dark spaces and to make sure that lights can be repaired quickly
- External brickwork on Kennington Park would be cleaned where this has not been done as part of recent environmental improvement works, subject to technical assessment
- Provision of new entrance lobby to Benville House
- Provision of a room at The Bridge for the use of the community (subject to planning)



External environment and landscaping at Kennington Park:

- The external environment on the estates will be redesigned to make it more attractive to residents
- Green spaces will be preserved and improved
- There will be no reduction in green spaces and no new building developments on land belonging to the Estates without first consulting residents and obtaining the approval of the Resident Estate Board. Landscaping will be redesigned and improved to ensure the environment is welcoming to residents and can be maintained to a high standard with the resources available
- New well-designed play areas for small children would be introduced, with new stimulating play equipment
- Facilities for older children would be introduced to provide dedicated areas for this age group and to divert them from taking over play areas for younger children

- Car parking areas would be redesigned to ensure that they represent an efficient use of space without dominating the environment
- Where there are ground floor flats that currently open directly onto communal space, the front boundary will be enhanced to provide residents with extra security and their own private space
- Grassed areas surrounding blocks will be redesigned and replanted to provide extra security and privacy

External environment and landscaping at The Bridge:

- The external environment on the estates will be redesigned to make it more attractive to residents
- Green spaces will be preserved and improved
- Improvements to drainage
- Improvements to landscaping
- Re-design of open spaces to improve security and privacy
- Re-designed play area
- Improved estate lighting



Community facilities

- The existing community buildings will be refurbished to provide facilities for all residents. Buildings will be maintained in good repair and in good decorative order
- The building contractors would be required to run a programme of local employment offering training and jobs to local people during the regeneration programme
- After the completion of the improvements to the interior and exteriors, there will be a planned programme of repair work to keep everything up to a good standard. The Resident Estate Board would be in a position to participate in the appointment of repairs contractors who would work in partnership with tenants and housing staff to do the repairs effectively and efficiently

Planned maintenance

Hyde Southbank Homes will also ensure a programme of planned replacements and cyclical work is put in place.

It is anticipated that in total more than £30million would be spent by Hyde Southbank Homes on modernising and maintaining the homes over the

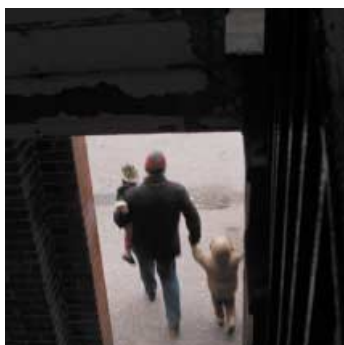
coming 30 years which is considerably more than the Council believes it could spend. The Council anticipates it would only be able to spend £17 million in the same 30-year period but this is not guaranteed.

Optional Works

In addition to maintaining the properties in a good state of repair and carrying out the works referred to above, Hyde Southbank Homes may offer further improvement packages such as installing new kitchens, bathrooms and central heating systems. This will result in an additional cost to leaseholders (above your contribution under your lease) who elect to have these optional improvement packages.

Building Insurance

Hyde Southbank Homes will take over the responsibility for the Building Insurance. The leaseholders' contribution will be incorporated into the service charge bill.



What about community safety, estate and environmental works?

In addition to the works described above, Hyde Southbank Homes would also carry out more extensive planned programmes of major works to the estates and external areas than the Council can contemplate.

These would include:

- Improved landscaping
- New entrances
- Door entry systems
- Improved bin stores
- Improved play areas
- Improved parking layout
- Improved lighting

Hyde Southbank Homes would work with residents, partners and other agencies to carry out these improvements and would report progress against action plans to a Resident Estate Board.

Paying for the works, services and service charges

Contributions by Leaseholders

It is not possible to say how much each leaseholder will be charged. The level of recharge will vary depending on the extent of works and your lease. Hyde Southbank Homes has agreed to a maximum limit for leaseholder recharge of £10,000 in any five year period post transfer. This limit does not apply to the optional internal works available.

Hyde Southbank Homes will not insist upon a lump sum payment, and will offer leaseholders a range of alternative repayment mechanisms for meeting the costs of capital works for which they are liable. These will include:



- **A loan from the Housing Corporation:** a leaseholder who acquired his or her flat under the Right to Buy may, in certain circumstances, have a right to a loan from the Housing Corporation. This right exists when they must pay a service charge in respect of repairs. It will be secured against the property. Hyde Southbank Homes will advise leaseholders on the availability of this loan.
- **A loan from Hyde Southbank Homes:** this will be available where such a loan can be secured against the leaseholder's property (including the repayment of interest on such a loan) and subject to a legal agreement. Leaseholders will be entitled to repay this loan over several years with interest calculated annually. A loan for up to £10,000 will be repaid over a period of up to 10 years. Repayments will commence following completion of the works.
- **The Buy Back option:** in certain circumstances, this would allow Hyde Southbank Homes to buy back your property and allow you to stay in that property as an assured tenant. You would be given a tenancy equivalent to that given to new tenants after transfer at a rent equivalent to target rents
- **Charge on the property:** Hyde Southbank Homes would take a legal charge on the flat to the value of the cost of the works. This can then be recouped when the flat is sold by the leaseholder.

Planned Maintenance



This means planning ahead to replace items before they fail. Hyde Southbank Homes would prepare a 30-year planned maintenance programme to keep your homes in good condition. Leaseholders will be required to contribute to the cost of the work in the same way as you contribute presently to the Council's costs.

Day to Day Responsive Repairs

Hyde Southbank Homes would continue to provide a responsive day-to-day repairs service for communal repairs and will seek to maintain and further improve the level of service and target completion times.

Rights

The rights and obligations which you have as a leaseholder are set out in your lease, in the relevant supporting legislation and in the other documentation provided to you when you bought your home. The transfer to Hyde Southbank Homes will not change these legal rights and obligations and Hyde Southbank Homes will comply with all legal obligations it will assume as the new landlord.

As a leaseholder of the Council, you have the statutory right to collective enfranchisement (the ability to jointly purchase the freehold, subject to certain statutory requirements). This means that provided a block is two-thirds leaseholders and two-thirds of them are in favour of exercising this right, leaseholders may purchase the freehold subject to complex lease-back arrangements for tenants in the block. Where blocks or properties are entirely occupied by leaseholders, Hyde will give consideration to leaseholders, who wish to jointly purchase the freehold even though this is not a statutory right available to a lessee of a charitable registered social landlord like Hyde.

Service Charges

Hyde Southbank Homes would comply with the terms of the lease in enforcing the service charge provisions in respect of the services provided to you and other leaseholders and in respect of the cost of works undertaken to your homes and block. Your service charge bill will detail each service for which you are being charged.

Hyde Southbank Homes would ensure that leaseholders are fully consulted in respect of their service charge bills. You will, for example, be consulted on the estimated service charge bill for the following financial year, by 31st March of the previous year. You will receive the final account for the previous year by 30th September of the following year.

Hyde Southbank Homes will only recover, through the service charge, the cost of providing the relevant services to you including an administration charge. There will be no element of profit - it reflects Hyde Southbank Homes' actual costs.

There will be some increase in all leaseholders service charges as Hyde Southbank Homes, unlike the Council, must pay VAT on services purchased from external contractors such as cleaning and grounds maintenance. Leaseholders will, therefore, be required to pay a proportion of the contract price including VAT through their service charge. Where services are provided internally by Hyde Southbank Homes, no VAT applies. Hyde Southbank Homes will be reviewing all current contracts let by the Council.



In addition, Hyde Southbank Homes will be providing new and additional services such as door entry systems and possibly CCTV in some areas. Leaseholders would be required to contribute to the running costs of these services through their service charges where they benefit from the service. Leaseholders would be consulted in advance.

Service charge queries and payments will be dealt with by the local Hyde Southbank Homes office. In addition, Hyde Southbank Homes employs a dedicated officer to deal with leasehold management including service charges. Hyde Southbank Homes has a clear policy on how it will deal with service charge queries. This policy clearly sets out the rights of leaseholders in respect of service charges. This will be sent to all leaseholders.

Leaseholders will be offered a variety of payment methods for the payment of their service charges. The service charges can be paid monthly by a standing order or direct debit or by payment book at the Post Office. You will not be able to pay by credit card as at present.

Hyde Southbank Homes would not take responsibility for any leaseholder service charge bills prior to transfer. This responsibility will remain with the Council. Payment of service charge bills for any period prior to transfer should be made to the Council in the normal way.

Economic and community regeneration

In 1996, The Hyde Group established Hyde Plus – its dedicated social, community and economic regeneration arm. Hyde Plus is experienced in working with residents and communities to develop non-housing activities and in securing funding to support community projects.

Through Hyde Plus, Hyde Southbank Homes would work closely with residents and public bodies like Lambeth Social Services and Education, the Police, the Health Authority, GPs and voluntary agencies to help local communities tackle problems and improve quality of life. Hyde Southbank Homes would also work in partnership with others, including the Employment Service, to support neighbourhood renewal initiatives.



Hyde Southbank Homes has carried out extensive consultation with the residents through open meetings, surveys, resident events, block meetings, newsletters and community regeneration sub-group meetings. If the transfer goes ahead, Hyde Southbank Homes would explore and develop initiatives in the following areas:

Crime and Community Safety

- Working in partnership with Lambeth Council officers to improve the local environment in terms of crime and community safety
- Close working with the Police and British Transport Police to reduce crime and the fear of crime
- Work with the Police to look at how to develop a more effective police presence and improved police response
- Introduce measures to reduce car crime and joy riding
- Build on the partnership with Age Concern Lambeth to improve safety and security for elderly residents

Drugs

- Develop projects with local agencies including the Dorset Road Youth Project and the Oval Cricket Ground to encourage and enable young people to participate in constructive activities and develop new skills
- Support the development and delivery of an effective youth programme in the area



Education

- Work with local schools to improve out-of-hours opening so that they can be used as community facilities and can offer breakfast and homework clubs and after-school activities
- Encourage parental involvement in children's educational progress and help residents to support anti-truancy initiatives
- Support 'Lifelong Learning' initiatives that enable adults to develop their skills and get involved in mentor/volunteering schemes and adult classes in schools or local community centres
- Develop schemes for older people to support children to learn in class

Health

- Work with local health providers such as the Primary Care Trust to improve health education and access to health facilities
- Work with the Kennington Park Community Centre and the Benville House sheltered block to create venues for local services such as health screening, older people's clubs and youth health education classes

Employment and Employability

- Carry out a skills survey across the community
- Create an employment initiative to provide jobs for local people through the major works programme on the Kennington Park and The Bridge estates
- Work with local agencies and businesses to encourage local employment
- Support the recognition of overseas qualifications
- Establish local support services for people wishing to start-up businesses
- Support local people with disabilities to find and maintain employment

Community Facilities

- Encourage better and more regular use of local facilities such as the Kennington Park Community Centre
- Work with local partners to improve facilities at the Kennington Park Community Centre

Housing Ombudsman

Leaseholders may take their complaints to the Independent Housing Ombudsman, after going through Hyde Southbank Homes' internal complaints procedure. This scheme was approved by the then Secretary of State for the Environment, Transport and the Regions (now the Office of the Deputy Prime Minister). All Registered Social Landlords must belong to the scheme and are expected to comply with the Ombudsman's findings.

You can contact the Independent Housing Ombudsman at:

Norman House, 105-109 Strand, London WC2R 0AA

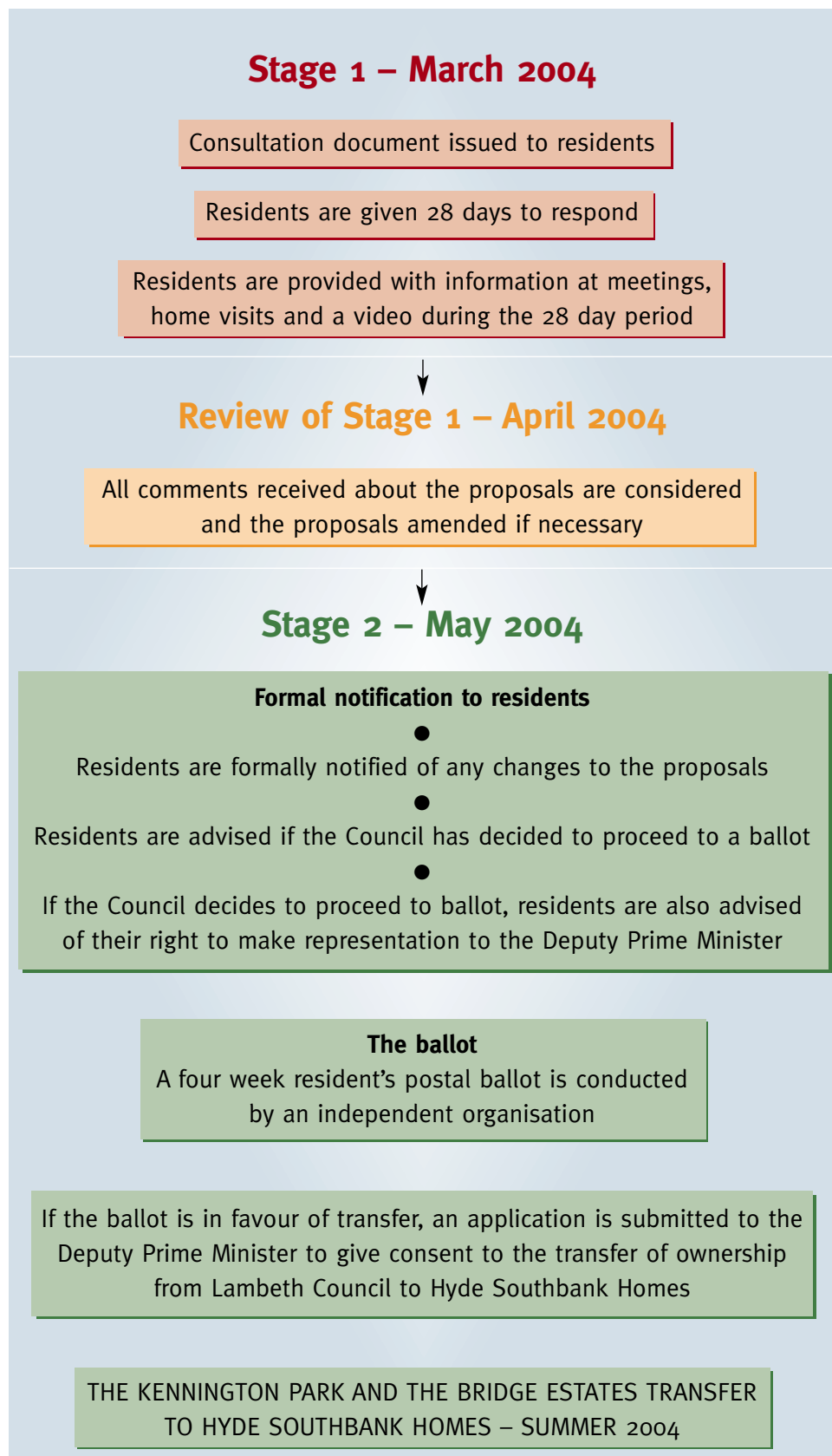
020 7836 3630

0845 7125 973 (Lo-call)

email: ombudsman@ihos.org.uk

Appendix 1

Provisional timetable



Appendix 2

Other information and useful contacts

Kennington Park Estate Tenants' Association

Contact Marilyn Evers or Louise Archer

c/o Oval Neighbourhood Housing Office, Alverstone House, Magee Street,
London SE11 5TS

020 7926 8220

The Bridge Estate Tenants' & Residents' Association

Contact Pauline Halls

c/o Oval Neighbourhood Housing Office, Alverstone House, Magee Street,
London SE11 5TS

020 7926 8220

Councillor Marietta Crichton Stuart

c/o Lambeth Town Hall, Brixton Hill, SW2 1RW

020 7498 4610

email: mcrichonstuart@lambeth.gov.uk

Councillor Geoffrey Bowring

c/o Lambeth Town Hall, Brixton Hill, SW2 1RW

020 7274 8822

email: gbowring@lambeth.gov.uk

Councillor Andrew Sawdon

c/o Lambeth Town Hall, Brixton Hill, SW2 1RW

020 7582 4158

email: asawdon@lambeth.gov.uk

Appendix 3

The Hyde Group and Hyde Southbank Homes Limited

Core Values and Vision

Hyde Southbank Homes shall pursue excellence in meeting housing needs and contributing to community regeneration. In pursuit of excellence, we must be:

- Effective and accountable, financially robust, committed to working in partnership, focused on our objectives and dedicated to equality of opportunity

To realise our vision, we will:

- Carry out housing improvement programmes
- Maximise the involvement of residents in the management and development of their homes
- Provide quality and value for money services to tenants and leaseholders locally
- Maximise the training and employment opportunities available to local communities through the work of Hyde Plus and local partners
- Require the highest professional standards from Board members, staff, consultants and contractors
- Work positively with the London Borough of Lambeth and contribute to the Council's strategic objectives on housing and regeneration
- Work with new partners to meet the needs of older and disabled tenants
- Provide management services to the Hyde Group in Lambeth
- Contribute to the overall objectives of the Hyde Group

List of Key Officers – Hyde Southbank Homes Management team



Austen Reid
Director of London Region, Hyde Housing Association
and Hyde Southbank Homes



Paul Bridge
Operations Director



Paul Singleton
Housing Services Manager



Julia Charter
Area Housing Manager – Oval



Pauline Foster
New Initiatives Manager – Kennington Park and Bridge transfer



Edward Ehirobo
Technical Services Manage



Philip Sargeant
Financial Controller

Hyde Southbank Homes' Board members and biographical details Resident Nominees

Elsie Naisbett MBE – Vice Chair

Elsie is Chair of the Neighbourhood Forum and the Studley Estate Tenants and Residents Association. Elsie has lived on Studley Estate for the past 39 years and has been a Resident Representative for 14 years. Over this time, she has campaigned tirelessly for improvements to the Central Stockwell Neighbourhood. In 2002 Elsie was awarded an MBE in the Queen's Jubilee Honours list, in recognition of her achievements in campaigning for improvements to housing in Stockwell.

Shawn Collick

Shawn Collick is Vice-Chair of the Stockwell Gardens East Tenants and Resident Association (SGETRA). Shawn has lived on Stockwell Gardens East Estate for the past seven years and has been a Resident Representative throughout that time. He is also involved with the Stockwell Gardens Children's Club, which runs a summer play scheme.

Joyce Hopper

Originally from Sunderland and educated at Thorney Close School for Girls and Sunderland College of Art, Joyce Hopper came to London in 1979 and has lived on the Grantham Road Estate in South London for 21 years. She is presently employed as a Merchandising Co-ordinator in the Buying Office of Freemans Mail Order.

18 years ago, together with David Hirst as elected chairperson, she set up the present Grantham Road Tenants & Residents Association, of which she is now the Secretary. Determined to build on a strong multi-cultural community, Joyce and David have continuously strived to improve the living standards on their estate. Their greatest achievement, with the help of the government and Lambeth, resulted in the present concierge system that won a Design Award from the DoE in 1992/3.

Rasheed Olawale Onile-ere

Rasheed was born in Nigeria and has lived in the Stockwell area for about 20 years. Trained in engineering, business and finance, he has a B.A Honours degree in Business and Finance, a post-graduate Diploma in Industrial Administration, Diploma of the Institute of Energy and an M. Sc degree in Energy Engineering (Building Services) with specialisation in solar power from the London South Bank University.

Rasheed was elected as the Secretary to the newly formed Stockwell Gardens Estate West Tenants and Residents Association (SGEWTRA). Other involvements include being a member of the Forum, Repairs and Maintenance Focus Group and the Connecting Stockwell SRB board. Rasheed has worked at the Novas Ouvertures Group for 10 years and was promoted to Team Manager last year, to manage a team of Housing support workers who are providing quality needs led accommodation, support and care to homeless people in London.

The Hyde Group Nominees

Maxine Davis - Chair

Maxine Davis is Chair of Hyde Southbank Homes Board. In addition, Maxine is Chair of the Hyde Southbank Management Services Board

Maxine is currently employed as a Principal Lecturer in the School of Architecture and Construction at the University of Greenwich where she teaches Property Appraisal, Finance, Property and Facilities Management and Leisure Development. She is a Fellow of the Chartered Institute of Housing and has an MA in Building and Rehabilitation Studies.

Maxine's current research interests include housing renewal strategies, housing needs of disabled persons and development of housing studies courses. Maxine has delivered a number of papers at conferences ranging from Valuation Methodology to Property Investment – the Boom and Slump Years.

Marilyn Evers

Marilyn Evers is a Lambeth Council tenant in the Oval Neighbourhood which is managed by Hyde. She is active in Kennington Park Estate Tenants' Association and their representative at the Oval Neighbourhood Forum. She is the Forum's representative on the Hyde Southbank Homes Management Services Board, Forum representative on Lambeth Tenants' Council and appointed Chair of Tenants' Council for 2003.

Marilyn works for Stonham Housing Association, one of the largest providers of supported housing in the country. Prior to that she worked in the housing department of NACRO. She is a member of the Board of Lambeth and Southwark Housing Association and was an elected member of Lambeth Council from 1986-1994.

Neil Goulbourne

Neil Goulbourne is a junior doctor with a strong interest in social housing and strengthening communities. As a board member for almost two years, he has drawn on his experience in small, community run projects and policy think tanks.

Independent Nominees

Sue Norman

Sue Norman has lived in Grantham Road, Stockwell since 1983 and before that in Brixton for five years. She is strongly committed to supporting the development of Stockwell for the benefit of residents.

Sue trained as a nurse at St Thomas' Hospital in the mid 1960s and has spent her clinical career in the community (Kensington and Chelsea), specialist cancer care (Royal Marsden) and intensive care (Montreal, Canada). Sue returned to St Thomas' to teach nursing for 9 years before moving to the Department of Health at Elephant and Castle and then Leeds. From 1995 to 2002 she was Chief Executive of the statutory regulatory body for nursing, midwifery and health visiting. Amongst other voluntary activities, including HSH Board membership, she sits on the Hyde Group Audit Committee and is currently developing a career in Executive Coaching.

Sue Harvey

Sue Harvey is an independent economic consultant working in both Social Housing and Financial Services. In the financial services sector Sue's work includes evaluating the impact of changing working patterns on retirement planning, forecasting the market for Stakeholder pensions, assessing the future of independent financial advisors and analysing the impact of cohort effects on wealth accumulation.

Her work in social housing includes modelling housing investment & management costs, assessing the key assumptions driving development programs and training voluntary board members in the joys and limitations of the business plan. She is currently engaged in assessing the nature of the debate around housing benefit reform.

Lambeth Council Nominees

Rosario Munday

Ros Munday is currently the Chair of the Clapham Partnership Board, Vice Chair of the West Stockwell Forum, Chair of the Willard Estate TRA, Trustee of CICARO a UK wide charity that provides courses on citizenship to disadvantaged groups. She is also Vice Chair of the Vauxhall Lib Dem Party and a member of the Stockwell Partnership Board and the Clapham Town Centre Board as well as on the Mayor of Lambeth's fund raising group.

Toaha Qureshi

Toaha is Vice Chair of Stockwell Green Community Centre, which offers services to young people and elderly men and women. He is also a Board member of Brixton Prison and also Vice Chair of Ash-Shahadah Housing Association.

Hyde Charitable Trust (Subsidiary)

Board of Directors

A Company limited by Guarantee, it is a registered charity raising money for charitable purposes which it then distributes by way of grants and loans.

Hyde Housing Association (Parent)

Management Committee

Sub Committees

Policy and Performance

Finance

Audit

London Region

Kent Region

Hampshire Region

Wealden Region

Dart Homes Management Services

Hyde Southbank Management

Services

A Social Landlord registered with the Housing Corporation. It is a Charitable Industrial and Provident Society. It provides:

- Housing for rent for those in need including Special Needs Housing and Short Life accommodation
- Homes for low cost income ownership
- Management services to local authorities
- Staying Put projects to help elderly and disabled owner occupiers
- Community and Economic Regeneration Initiatives

Hyde Southbank Homes (Subsidiary)

Trustees (Nominated by Hyde)

Board

- 6 residents (elected)
- 3 independents (nominated by Hyde)
- 3 independents (Community Reps)
- 3 Council nominees

Hyde Southbank Homes is a Charitable Industrial and Provident Society registered with the Housing Corporation.

Need more information?

You can find out more about the proposals by calling:

- **Graeme Russell at Lambeth Council on 020 7926 3454 or the Council's Freephone Helpline on 0800 013 0332**
- **Pauline Foster at Hyde Southbank Homes on Freephone 0800 328 4564**
- **Louis, Roman or Mike at FIRST Call, the Independent Tenant Advisers, on Freephone 0500 295 999**