

## The Mansford Estate Steering Group



The Mansford Estate Steering Group is made up of tenants and leaseholders. This group has been working hard on behalf of residents for the last year in interviewing and vetting potential landlords. They will continue to meet regularly over the coming months in scrutinising THCH in order to ensure that residents are happy with THCH's proposals for not only any improvements to the estate but also in delivering housing services to the Estate.

## LEASEHOLDERS HAVE NOTHING TO BE AFRAID OF

Leaseholders are generally very apprehensive about proposals to transfer ownership of the freehold of their homes from the Council to any Housing Association.

Mike Tyrrell, THCH's Chief Executive said: "At THCH we are very much aware of the needs of leaseholders.



Our Service Charges are at least 13% cheaper than the Council's and we also ensure that leaseholders see the bills that THCH has paid that makes up an individual blocks service charges".

In respect of possible large bills for major works, THCH will work with residents to minimise costs, on which residents will hear more of following the meeting with the Estate Steering Group on this issue in October 2004.

## Consultation Timetable

At the meeting on Thursday 22nd July 2004, the Steering Group agreed the following meetings timetable for the next few months of Stage Three of the Housing Choice Process:

### Thursday 5<sup>th</sup> August 2004

New Tenancy Agreements & Housing Management Issues

### Thursday 19<sup>th</sup> August 2004

Community Development and Resident Involvement & Youth Work

### Thursday 9<sup>th</sup> September 2004

Capital Works – External Works

### Thursday 23<sup>rd</sup> September 2004

Capital Works – Internal Works

### Thursday 14<sup>th</sup> October 2004

Leaseholder Issues

### October 2004

Consultation Events & Show Flat for all Residents

All meetings start at 7pm and are held at the Nelson Gardens Clubroom. Observers are welcome.



## Mansford Estate Steering Group Housing Choice Consultation

# INTRODUCTION

### A message from Peter Exton, THCH's Mansford Estate Lead Officer

We are delighted that the Steering Group for the Mansford Estate has chosen THCH as your preferred Housing Association Partner for Housing Choice.

What does this mean? It does not mean that THCH is your new landlord. It means that THCH may be your new landlord, or if you are a leaseholder we may be the new freeholder, if you like the proposals we are working up to improve your block and your services.



The final decision on whether to transfer will be up to residents in a ballot next year. In the meantime, we will be meeting with the Steering Group on a regular basis and we will be letting you know about THCH and what is discussed at the Steering Group on a regular basis.

If you have any questions on this or any of our proposals, please do not hesitate to let us know. You can contact either Compton Gustave on 020 7780 3092 or Dave Robinson on 07956 513730.

## Contacting "First Call"



"First Call" has been appointed by the Mansford Estate Steering Group as the Independent Residents Advisor. The lead person is **Mike Tilcock**. If you have any queries you can contact him on **0500 295 999**. Calls to this number are free from landlines. Or you can write to him at:

**F.I.R.S.T CALL**

**Prospect House, 2 Prince George's Road  
London SW19 2PX**

**PLEASE REMEMBER THAT THE COUNCIL ARE STILL YOUR LANDLORD. THCH ARE WORKING WITH RESIDENTS ON A PROPOSAL TO TRANSFER TO THCH. THE PROPOSAL WILL THEN BE PUT TO THE RESIDENTS OF THE ESTATE. IT WILL BE UP TO YOU TO DECIDE WHETHER OR NOT TO ACCEPT THE PROPOSAL**



## Local Housing Services

THCH's local staff managing all our homes in Bethnal Green, are based at:

**Bethnal Green Community Housing Office**  
**10 Minerva Street, Bethnal Green, London E2 9EH**

If you choose to transfer to THCH, we will manage your homes from our existing Housing office.

The Manager of the office is Mrs Elaine De Diego, and she is assisted by Mrs Glorin Crawford along with a team of Housing Officers, Cleaners, Concierges and a Handyperson. The Office currently provides the following services:

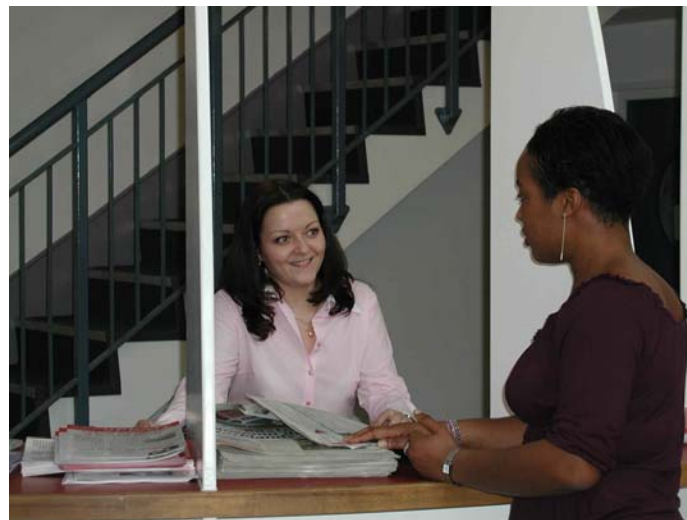
- Lettings
- Neighbour nuisance
- Anti-social Behaviour
- Rents
- Parking
- Right to Buy
- Estate Cleaning
- Repairs
- Service Charges
- Dumped Rubbish

If you choose THCH this means that you will not be given the "run around" as the office is local and will deal with all services effecting your home.

## THCH RENTS

The Government has introduced a new policy for rents called Rent Restructuring, which applies to all councils and Housing Associations, like THCH.

Under this policy properties of a similar size in a similar area will have a similar rent regardless of whether the landlord is a Council or a housing association. This means that the rents will be worked out in a similar way whether or not there is a change of landlord on your Estate.



Under this policy each property has been set a "target rent" and rents will change until they reach the target rent. However, the maximum rent increase in any one year is inflation plus 0.5% plus £2 per week. Once the target rent is reached according to current Government guidelines, rents would increase by just inflation plus 0.5%.

## NEWS FROM THE ESTATE STEERING GROUP MEETING ON 22nd JULY 2004

At the Meeting with the Steering Group on Thursday 22nd July 2004, THCH discussed a number of issues relating to the timetable for the consultation.

### Show Flat

THCH are working to have a show flat available for a series of consultation days commencing in the week beginning 11th October 2004.

If there are no ground floor one bedroomed flats available on the estate for THCH to use, THCH will request that the Council allow THCH to use the Nelson Gardens clubroom at as a "show flat".

This will need to be consulted on with all the other existing users. The clubroom can then have all its repairs issues addressed.



*THCH Show Flat Kitchen*

## Getting Involved

All THCH meetings are advertised in our monthly magazine "Update" and they are open to all residents.

THCH has a well established Area Residents Board (ARB) in Bethnal alongside the Leaseholders Steering Group which covers leaseholder across the whole organisation.

THCH believes that organised residents can have a greater influence than those acting individually. We will help to establish new ARB's and continue to support existing ARB's as the principle consultative body for THCH in each of the community areas.

The Bethnal Green ARB meets monthly and not only elects a resident onto the Board but also acts as the forum for discussing how THCH is performing in Bethnal Green, but also any issues of concern to residents.

### Consultation Events

During September THCH will be carrying out a survey of all residents, on the proposed works to each block, should residents vote to transfer the Estate to THCH.

The purpose of the survey is to get feedback on the proposals THCH first showed to residents at the Housing Choice Open Day last October. We need your feedback so that the proposals can be amended and considered by you at the consultation events we will hold at the show flat in October.