

## The Mansford Estate Steering Group

Photo of ESG  
on 22<sup>nd</sup> July 2004

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 Kabir Chowdhury on 020 7791 9790.

## Contacting "First Call"

### A Photo of the Independent Residents Advisor

"First Call" has been appointed by the Mansford Estate Steering Group as the Independent Residents Advisor. The lead person is **Mike Tillbrook**. 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

## Overcrowding Strategy for Tenants

THCH with the permission of the Council, will operate an overcrowding strategy for all those Mansford Estate tenants on the transfer list as at 1st December 2004.

Under the Overcrowding Strategy for your estate, THCH will make an offer to all overcrowded tenants on the transfer list within five years of the transfer. The scheme will operate in the same way as previous overcrowding strategies i.e.:

- *One offer of accommodation will be made regardless of property types and floor levels chosen (except where a medical assessment advises otherwise)*
- *Offers will be made in group and date order*
- *Offers will be withdrawn if rent accounts are not cleared by the time of the viewing*
- *A refusal of an offer or a knockthrough will count as a refusal of an offer*
- *Offers will have regard to areas of preference however offers may be made in the Shadwell*
- *If an offer is made through the Common Housing Register, this will also count as an offer under this strategy*

If an offer is refused, then applications will just remain on the ordinary transfer list to await an offer, and applicants will not lose out on their current rights.

## 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 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

## Local Housing Services

### Getting Involved

#### Consultation Events

During September THCH will be carrying out a survey all of 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. This will result of the survey