

Juniper Crescent and Gilbeys Yard frequently asked questions (FAQs)

This document contains many frequently asked questions that have been raised at our meetings with residents of Juniper Crescent and Gilbeys Yard, together with our responses. It is for information and guidance only in response to questions raised by residents. We will make every effort to keep these up to date.

The Resident Ballot

1. When will the resident ballot be taking place?

Due to unforeseen circumstances with the COVID-19 pandemic, we will be postponing the resident ballot until further notice and guidance from the Government and Public Health England. We will be providing all residents with an update at the end of April 2020 regarding the ballot.

2. Will a ballot still be taking place?

Yes, we are committed to the resident ballot still taking place, but it will likely be later this year once the situation with the COVID-19 pandemic has settled.

3. Will the commitments set out in the Landlord Offer still be the same if the ballot is held later this year?

Yes, the Landlord Offer documents is a fixed document, and this will be the offer you will be voting on when we are able to hold the ballot.

4. What happens if the vote outcome is 'yes'?

If the majority of residents vote **YES** in ballot, we will proceed with the proposal to regenerate Juniper Crescent and Gilbeys Yard. We would then be work towards submitting a planning application to The London Borough of Camden. The landlord offer document clearly sets out our commitments to our residents, should you vote in favour of redevelopment.

5. What happens is the overall vote is a 'No'?

If the majority of residents who vote in the ballot vote **NO**, One Housing will need to review this outcome and consider the future of the estates. If the vote is a 'No' there is no guarantee that the estates will be considered for regeneration in the future.

One Housing will continue to carry out repairs to your home and the estate as they are reported and carry out essential maintenance.

6. How do I cast my vote?

Information on how to vote will be explained clearly on your ballot paper, which you will receive by post from CES. You will be able to vote using one of the following methods:

- Post the completed ballot paper back to CES in the pre-paid envelope provided. Please ensure you post your ballot paper with enough time to be received by CES before the deadline.
- Vote online at www.CESvotes.com/JCGY Using the security codes listed on your ballot paper.

7. Will my vote be secret?

This will be a secret ballot which means that CES will not tell anyone else how individual residents have voted.

8. When will I know the outcome of the ballot?

One Housing will hand deliver the results the day after the results have been provided. Residents will be informed by CES of the result.

9. Who should I contact if I have any questions about the ballot?

Civica Election Services (CES) - Support@cesvotes.com/ 020 8889 9203.

Current proposal

10. If there is a positive outcome in the resident ballot, when would construction or demolition start?

We don't have any clear, or final timetables yet, however we are able to provide you with indicative timeline.

The timeline after the ballot, if the outcome is positive, would involve us submitting a planning application to Camden Council. If planning permission was then granted by the Council, we would then have to organise decanting the first phase as per the phasing and construction programme.

If the ballot had taken place as planned in March 2020, then it is likely that construction would have started in the Spring of 2022 on Phase 1. This would have allowed us plenty of time to find suitable accommodation for those requiring temporary or permanent moves.

Please refer to the decant FAQ's for moving home related questions and answers.

11. Can I choose what my property will look like in the new scheme?

Tenants will be involved throughout the design process, including a tenant-led design process for the design of the estates and blocks, materials etc led by the Steering Group / TRAs. The results should become part of the design brief.

Tenants will be able to choose between open plan or closed kitchens at the design stage, and will be able to choose from a range of finishes which include wall colours, floor coverings and kitchen designs.

Please refer to your Landlord Offer for our full offer to tenants.

12. What are the plans for the Morrisons' supermarket site?

St George will be delivering the approved consented scheme for the Morrisons' supermarket site.

We have been advised by St George that the consented plans for the site will remain in line with the previously submitted planning application made by Barratts, if they are to make any changes to the scheme, these will only be material changes as opposed to increasing the building heights for example.

For further information and the most recent update on the St George Camden Goods Yard site please click the link below:

<https://camdengoodsyardconsultation.com/wp-content/uploads/sites/120/2019/12/St-George-Camden-2pp.pdf>

Existing homes

13. Would I get a new home in the new estate if redevelopment went ahead?

We have committed to giving everyone who currently lives at Gilbeys Yard or Juniper Crescent the 'right to return' if the homes are redeveloped. This means that you would have the guaranteed right to move back into one of the new, redeveloped properties if you want to, unless you choose to move away permanently.

14. If there is a positive outcome in the ballot, and I choose to return to a new home on the estate, would it be 'like for like'?

'Like for like' is a term that has no official definition, and 'like for like' can mean different things to different people.

Some residents who want 'like for like' mean that they want a property with the same number of bedrooms; others may want properties with identical outdoor space or a similar view; while others may want a property that is literally in the same location as their current home.

As a minimum, we would seek to re-provide residents with homes that meet their current housing needs and all new homes will meet the sizes stated within your landlord offer, which either meet or exceed latest government guidance on size standards. We are certainly not trying to 'short change' people. Land for affordable homes in London is very precious and we simply want to work with residents to make sure we get the best deal for current and future residents in the area and make space for extra homes if possible.

15. What if I am overcrowded? If you redevelop would I be able to get a bigger home?

We would aim to ensure that any new homes meet the housing needs of each household. That does mean that we will be looking to provide larger properties for those families that are overcrowded. One of the opportunities that comes with redevelopment is a chance to provide a better match between the kinds of properties built and the size of the households that are already living there.

Before any changes to your living arrangements, we would carry out a housing assessment to check the size and make-up of your household. You may already have completed a tenancy audit where you were asked to provide documents and information such as birth certificates, welfare and benefit letters and medical information to confirm identity and provide proof of address. This is not intended to be intrusive; it is simply to allow us to understand what the total housing need across the existing estates is so that we can consider how to better provide the right kind of homes for people's needs.

16. If I am overcrowded and you redevelop the area, could other adults that are part of my household get their own separate property; my adult son or daughter for example?

One Housing will make only the one direct offer of a one-bedroom property to verified adult children who are living with parents on the estates, and only if the regeneration goes ahead. This will be away from the estates within the borough of Camden in a One Housing property. If a property is accepted by an adult child, the household will need to reduce their social rent home bedroom size requirements as a result of the vacating adult, unless that household was already overcrowded. The disturbance package is not applicable to any adult children who accept a property.

Tenancy and rent

17. Will my rent go up as the result of any of this?

There will be no increase in rent charge levels on temporary and permanent moves to a One Housing home at any point of rehousing, unless moving to a different sized property. (One Housing has no control over the rents that other landlords will charge if a tenant chooses to move permanently to one of their homes.)

What could change is your service charges, which is a fee that you pay on top of your rent for communal services. We will work to keep service charges as low as possible and have committed in your Landlord Offer to provide a phased approach if there is an increase in charges over a three year period.

18. Could my tenancy change?

Tenants will keep their current tenancy rights and privileges through a new tenancy agreement that matches their existing one and retains all the existing rights.

Moving home

19. My home is wheelchair adapted to my needs, has a garden and a car parking space; will the new property offer me the same?

We will work with every household individually to meet your requirements.

If you have a disability or adaptations, we will of course ensure that any new home is adapted to your needs by working with your occupational therapist.

20. What if I would like to move away regardless of any possible development, before any construction work starts?

You can apply for a transfer with One Housing and we will assist you to find a property within our stock away from the estates. This is known as an assisted transfer and means that due to the proposals you will have priority on the transfer list to move away. The regeneration team will work with you to match suitable properties to your requirements when they become available.

You can also register with the local authority to join their housing register. You can also register to mutually exchange your property. Housing options advice is available on our website and we have an affordable lettings team that could advise you.

Residents from Juniper Crescent and Gilbeys Yard on the internal transfer list are being offered priority on properties that come up in the Camden Borough at present.

21. Will I be able to view the property before I accept to move?

Yes, once a property is available that matches your requirements, the regeneration team will contact you to arrange a viewing.

22. If I attend a viewing through the internal transfer process, and the property is not suitable to my household's needs, do I have to accept it?

If after attending a viewing you find that the property it is not suitable, you do not have to accept it. If you decline a property, we will still continue to contact you when properties become available in the future, should you wish for us to do so.

Independent advice for residents

23. Can residents get independent advice about all of this?

Yes of course. There are organisations (such as the Citizens Advice Bureau) that can give independent advice. We would encourage you to tell us what kind of independent help you want as part of the consultation process and we will do our best to help you.

24. Can someone separate from One Housing give advice and help with communication about the project?

Yes. In September 2017, an Independent Tenant Advisor (ITA) was selected to help mediate the discussions between residents and One Housing. The ITA was chosen by representatives of the Gilbeys Yard and Juniper Crescent Tenant Residents Associations (TRAs) on behalf of the residents alongside representatives from One Housing. A Resident Steering group was also set up to assist in agreements included within your Landlord offer.

To speak to your ITA, please contact them on the details provided below:

Communities First

Ian Simpson or Louis Blair - FREEPHONE 0300 365 7150/
gilbeyandjuniper@communitiesfirst.uk.com

Sharing my views

25. Is there somewhere I can voice my concerns or share my opinions about my home?

You can tell us what you like or what you don't like about your estate, share what's most important to you about your home and see what your neighbours have to say by visiting the Commonplace website. Currently, we are in the process of redeveloping the site, and will be relaunching commonplace in the coming weeks.

Your ideas and opinions are valuable and help us to understand what is important about your home, neighbourhood, and the options being considered.

You can also speak to a member of your Resident Steering Group (RSG) on your estate to express your views or hear the latest updates. The RSG members are there to speak on behalf of the residents on each estate when communicating with One Housing, so please be sure to express your views to them. If you do not know who the members of your Tenants Residents Association or Resident Steering Group are, please speak with your neighbours or get in touch with a member of the Regeneration team.

Regeneration Officers:

- Sasha Grant sgrant@onehousing.co.uk 0208 821 4442
- Briony Rogers brogers@onehousing.co.uk 0207 428 8533

26. What happens to my feedback? How is it used to ensure the design of the estate is considered and reflects my needs?

The ideas and opinions you give us at events, workshops, on Commonplace and during one-to-one visits with the project team will be used to make sure that the objectives and designs reflect your needs.

Comments may be used anonymously at future events and/or in publications, as an example of our residents' concerns and priorities.

If you have a question you think your neighbours may have as well, let us know.

Hearing the latest updates

27. How can I get the latest updates about the project?

There are a number of ways you can stay up to date with the latest information being shared including:

1. In-person
 - a. You can speak to a member of your TRA or RSG
 - b. Connect with a member of the Regeneration team. The team can arrange to meet with you in person or at our offices in Atelier House,
 - c. Over the phone, or by text and email.

Please note, that currently we will only be holding 121s over the phone.

2. Online
 - a. You can access full documentation including information presented at consultation events on Commonplace when this has been relaunched
 - b. Or One Housing's dedicated Juniper Crescent and Gilbeys Yard web page at: <http://www.onehousing.co.uk/juniper-crescent-gilbeys-yard>
3. Live event
4. Attend the next resident consultation event, In print

Please contact a member of the Regeneration team if you would prefer a printed copy of any information to be delivered to your door.

In light of the Government guidelines for Covid 19 we are unable to hand deliver copies of this document but will happy to once normal service resumes.

Intermediate Rent

28. If I am an intermediate renter, do I have the right to return to the estate too?

Existing tenants in intermediate rented homes who already live on the estates during regeneration will be given priority by One Housing to relocate to a new intermediate rent home on the new development providing they continue to meet the criteria for Camden Council's Intermediate Housing Register of Interest.

29. I am intermediate rent or market rent; will I receive compensation or a home loss payment?

Neither current intermediate rent or market rent will receive a disturbance package or home loss payment. We will provide the maximum advance notice when you are required to move should the regeneration go ahead.

Repairs

30. Who can I contact if I have a repair?

One Housing will still be the contact for any repairs within your property. If you have a repair, call on 0300 123 9966 or email at ask@onehousing.co.uk