

**To residents of:**  
1-51 Canute Gardens,  
1-32 Jarman House,  
and 22-88 Old Rotherhithe Road

**Estate Regeneration Team**  
**Direct dial: 020 7525 1231**

30 November 2011

Dear Resident,

### **Hawkstone low-rise options appraisal outcome: preferred option consultation**

As you will know, we have been comparing the different options for the future of the Hawkstone low-rise blocks. We have now completed our analysis and have chosen a preferred option that we will be recommending to Cabinet. The preferred option that we will be recommending to Cabinet on 13<sup>th</sup> December 2011 is option 2: the enhanced refurbishment option. Enclosed in this pack is an information sheet summarising the works that we have included in our specification for the preferred option. Please read this sheet carefully.

Enhanced refurbishment has been chosen as the preferred refurbishment option as, overall, it offers the best overall fit with the Council's strategic priorities, is manageable within the Council's financial resources and does not pose any unmanageable risks to residents or the Council. A key consideration in reaching this conclusion is that refurbishment works can be safely carried out without needing to move residents out of their homes for long periods.

### **Information for leaseholders**

On the back of the information sheet summarising the works that we have included within the specification for an enhanced refurbishment option are our budget estimates of the cost of this option to leaseholders. Please read this sheet carefully. Leaseholders should note that this is a budget estimate only, intended to give an estimate of the likely cost implications of enhanced refurbishment. This estimate is subject to change (either up or down). Prior to refurbishment works commencing, our contractors will need to issue us with final costs for works, which will then be consulted on with you. Please refer to the information sheet for further detail. Also enclosed is a leaflet that describes leaseholder payment options offered by Southwark for major works. This leaflet is enclosed for your consideration only, we are not asking you to pay anything at this point.

### **Preferred option consultation survey**

Enclosed within this pack is a preferred option consultation survey. The purpose of this survey is for us to understand resident opinion of the preferred option, and its implications, so that when Cabinet makes its decision on 13 December, Cabinet members are fully aware of what residents think of the preferred option. It is important that you complete this survey and return it to us in the freepost envelope enclosed by 8<sup>th</sup> December 2011. You can also hand in your survey to a Council officer at the preferred option drop-in session on Thursday 8<sup>th</sup> December.

### **Hawkstone low-rise RSG meeting, Wednesday 7<sup>th</sup> December**

We will be discussing the preferred option put forward in the Cabinet report with the Hawkstone low-rise Resident Steering Group (RSG) on 7<sup>th</sup> December. Hawkstone low-rise residents who would like to attend the meeting are welcome to come along. The meeting will start at 7pm and finish at 8.30pm and will be held at the Tissington Court TRA Hall, located at the base of Tissington Court, next to the surgery.

### **Preferred option consultation drop in session, Thursday 8<sup>th</sup> December**

We will be holding a preferred option drop-in session on Thursday 8<sup>th</sup> December between 4.30pm and 7.30pm at the Red Lions Boys Club at the top of Hawkstone Road. This will be an opportunity for you to come in and talk to Council officers about the preferred option before filling in your survey. You will also be able to hand in your survey on the evening. Jill Hasler, your independent resident advisor, will be there to answer any queries you might have.

### **Next Steps**

We will be recommending option 2 – refurbishment of all Hawkstone low-rise blocks to an enhanced refurbishment standard - to Cabinet on 13<sup>th</sup> December 2011 and asking for permission to put the Hawkstone low-rise blocks into the Housing Investment Programme for the financial year 2012/13 (the financial year runs from April to March).

We will write to you again to inform you of the outcome of the Cabinet decision.

If Cabinet agrees the recommendations put forward by officers, then our Major Works team will start the process of engaging contractors in order to have works carried out. Please note that this will involve further consultation with residents over the detail of the specification and with leaseholders prior to any works being carried out.

Should you require further information about any of the information contained within this pack, you can contact myself on 0207 525 1231 or at [jennifer.daothong@southwark.gov.uk](mailto:jennifer.daothong@southwark.gov.uk) or Jill Hasler, your independent resident advisor on the freephone number 0800 073 1051.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Daothong".

Jennifer Daothong  
**Project Officer**  
Estate Regeneration Team

#### The works proposed in the Enhanced refurbishment standard are:

##### External works including:

- Works to repair the concrete and brickwork on the low-rise blocks
- Works to repair and renew the roofs
- Replacement of windows with double glazed UPVC windows with repairs to the frames of windows and over-cladding of the panels below windows
- Renewal of existing front entrance doors with fire resistant doors

##### Works to communal areas including:

- Repairs to doors and windows in communal areas and staircases
- Repairs to handrails and floors in communal areas
- Repairs to intake rooms/ refuse cupboards
- Redecoration of existing decorated surfaces to include fire resistant coating

##### Works to areas directly external to the block including:

- Repairs to garden walls
- Testing and repairs to underground drainage
- Repairs to landlord lighting
- Works to garages

##### Internal works (these works will not be carried out to leasehold properties)

- Kitchen renewal only to those kitchens that are assessed as 20 years old and beyond their reasonable life
- Full bathroom renewal
- Renewal of electrics and heating installations



Artist's impression only

#### Next steps

We will report the preferred option to Cabinet on 13 December alongside the findings of this consultation (the preferred option consultation).

Your blocks will be programmed into the Council's Housing Investment Programme for works in financial year 2012/13 (the financial year runs from April to March)

The Council's Major Works team will manage the implementation of the enhanced refurbishment standard and will be in touch with you in due course to confirm the final list of works and to consult with both Council tenants and leaseholders before proceeding with refurbishment.



**PREFERRED OPTION INFORMATION SHEET**  
**Option 2:**  
**Enhanced refurbishment – information for leaseholders**

As part of the options appraisal process, we have costed the list of works for this option, including those works identified on the other side of this page (excluding works internal to your property). These are budget estimates only and should not be treated as final. Once further surveys have been done and specifications drawn up the charges may well vary considerably – they could go either up or down.

Before any refurbishment work starts on the Hawkstone low-rise blocks the Council will be carrying out section 20 consultation with you. You will be issued with a notice based on the final specification of works which will include an estimated service charge based on the prices received from the contractor.

Based on budget estimates we have estimated the costs to leaseholders of the enhanced refurbishment option over 30 years. This is shown in the table below. Column 3 shows what we think the cost of work will be for leaseholders for this round of works. We have also estimated what the costs of maintaining this refurbishment standard over 30 years will be, assuming that major works are done to the low-rise blocks every 10 years. Column 6 shows you what we estimate the total cost to be over 30 years.

<b>Preferred Option: Enhanced refurbishment (Budget estimate costs only NOT FINAL)</b>					
1. Block	2. Property size	3. Initial capital cost	4. Maintenance cycle 1 (projected after 10 years)	5. Maintenance cycle 2 (projected after 20 years)	6. Cost over 30 years
Canute Gardens	2 bed	£27,300	£5,350	£5,350	£38,000
	4 bed	£43,700	£8,550	£8,550	£60,800
Rotherhithe Old Road	2 bed	£33,800	£6,700	£6,700	£47,200
	4 bed	£39,000	£7,650	£7,650	£54,300
Jarman House	2 bed	£31,000	£6,400	£6,400	£43,800
	4 bed	£41,400	£8,550	£8,550	£58,500

**Notes**

The cost that you will be consulted on as part of section 20 consultation will be the cost identified in column 3 – Initial capital cost. Please note that this is a budget estimate only. The initial capital cost will be updated once further surveys have been done, specifications drawn up and prices for works have been received from the contractor.

The costs identified in columns 4 and 5 are costs that we have modelled in order to understand what the long term implications of the preferred option might be.

**If you would like further information, you can contact Jennifer Daothong on 0207 525 1231 ([jennifer.daothong@southwark.gov.uk](mailto:jennifer.daothong@southwark.gov.uk)) or Jill Hasler, your Independent Resident Advisor on freephone number: 0800 073 1051**

# THE PREFERRED OPTION SURVEY



The Council's Cabinet will be deciding on which works will take place to the Hawkstone low rise blocks on 13<sup>th</sup> December 2011. We will be recommending that the Hawkstone low-rise blocks are refurbished to an enhanced refurbishment standard (option 2). We want to know what you think of the preferred option. Please fill in the survey below and return it to us by **Thursday 8<sup>th</sup> December 2011 – details on how to return the survey are provided on page 3.** If you would like independent advice or help with filling in this survey, please contact your Independent Resident Advisor, Jill Hasler on the freephone number **0800 073 1051**. If you require this information in your language please contact **0207 525 5000**.

## Section A: First, we'd like some information about you:

1. Which block do you live in? (please write below)

2. Are you a (please tick one):

Secure tenant                       Leaseholder                       Temporary occupier/ sub-tenant)

## Section B: The preferred option – Enhanced refurbishment

Officers will be recommending to Cabinet that all the Hawkstone Low-Rise blocks are refurbished to an enhanced refurbishment standard. Please refer to the information sheet included in your preferred option pack for a summary list of the works that we will be proposing to include.

1 **Following are the implications of the preferred option. Are they acceptable or unacceptable to you?**

	Acceptable	Not Acceptable
A Kitchens will only be replaced where they are assessed as 20 years old and beyond their reasonable life (this does not apply to leaseholders)		
B Works to your block will be programmed into the Housing Investment Programme for works in Financial Year 2012/13 (the financial year runs from April to March)		
C Where it is advised as necessary for safety reasons, residents may be required to vacate their home for periods of up to 5 hours. Respite facilities will be provided for residents.		
D Refurbishment to the Enhanced Standard means that over the next 30 years, repair needs will be reduced.		

## Section C: Your views of the preferred option/options

1 Are you happy with the choice of option 2 (enhanced refurbishment of all low-rise blocks) as the preferred option? (please tick one)

Yes  
 No

2 Does this option include the works to your home that are most important to you? (please tick one)

Yes  
 No

3 If you answered 'No' to questions 1 or 2, please tell us why (please write below)

**Section D: Your priorities**

<sup>1</sup> Which of the following 3 items in the list below are most important to you? **Please tick only 3** of the boxes below

- a  Improving the condition and appearance of the low-rise blocks and their common parts
- b  Improving the condition and appearance of the areas immediately external to the low rise blocks eg) repairing the communal refuse cupboards and communal stairwells.
- c  Environmental enhancements to the estate to improve the quality of the green spaces and areas between blocks
- d  Not losing existing green space and/or garages to new development
- e  Having a solution that is affordable to me
- f  Not having new development overlook or overshadow my home
- g  Having the works done to my home that are most important to me
- h  Other (if there are other priorities more important than those listed above, please tick this box and write them in the box below)

<sup>2</sup> **If you ticked the 'other' box above, please tell us what your other priority is by writing it in this box.**

**Section C: Your comments**

Please use the space below to provide any additional comments you may have. Please attach additional pages if you need to.

## HAWKSTONE LOW RISE OPTIONS APPRAISAL 2011

### Section D: Monitoring

We want to make sure we deliver services fairly regardless ethnicity, disability, gender, sexual orientation, age, or faith. All information will be treated confidentially. It will not be used for any purposes other than monitoring and to measure the priorities of different groups. This information will not be shared with anyone else in a way that you could be personally identified, without your written consent. This part of the questionnaire is optional.

#### 1 Age

- |                                |  |
|--------------------------------|--|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 25-34             |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 45-54             |
| <input type="checkbox"/> 55-59 | <input type="checkbox"/> 60-64             |
| <input type="checkbox"/> 65-74 | <input type="checkbox"/> 75-84             |
| <input type="checkbox"/> 85+   | <input type="checkbox"/> Prefer not to say |

#### 2 Gender

- |  |                                |
|--|--------------------------------|
| <input type="checkbox"/> Female            | <input type="checkbox"/> Male  |
| <input type="checkbox"/> Transgender       | <input type="checkbox"/> Other |
| <input type="checkbox"/> Prefer not to say |                                |

#### 3 Disability

Does anyone in your household have any long-term illness, health problems or disability, which limits their daily activities or the work you can do, including any problems that are due to old age?

- |  |                             |
|--|-----------------------------|
| <input type="checkbox"/> Yes               | <input type="checkbox"/> No |
| <input type="checkbox"/> Prefer not to say |                             |

#### 4 Sexual orientation

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> Bisexual     | <input type="checkbox"/> Lesbian           |
| <input type="checkbox"/> Gay man      | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Prefer not to say |

#### 5 Religion/beliefs

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Agnostic  | <input type="checkbox"/> Jewish            |
| <input type="checkbox"/> Atheist   | <input type="checkbox"/> Muslim            |
| <input type="checkbox"/> Buddhist  | <input type="checkbox"/> Sikh              |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Hindu     | <input type="checkbox"/> Prefer not to say |

#### 6 Ethnicity

##### White

- |   |
|---|
| <input type="checkbox"/> White British                |
| <input type="checkbox"/> White Irish                  |
| <input type="checkbox"/> Gypsy/Romany/Irish Traveller |
| <input type="checkbox"/> Any other white background   |

##### Mixed

- |   |
|---|
| <input type="checkbox"/> White and Black Caribbean  |
| <input type="checkbox"/> White and Black African    |
| <input type="checkbox"/> White and Asian            |
| <input type="checkbox"/> Any other mixed background |

##### Asian or Asian British

- |   |
|---|
| <input type="checkbox"/> Indian                     |
| <input type="checkbox"/> Pakistani                  |
| <input type="checkbox"/> Bangladeshi                |
| <input type="checkbox"/> Any other Asian background |

##### Black or Black British

- |   |
|---|
| <input type="checkbox"/> Caribbean                  |
| <input type="checkbox"/> African                    |
| <input type="checkbox"/> Any other Black background |

##### Chinese

- |   |
|---|
| <input type="checkbox"/> Chinese                      |
| <input type="checkbox"/> Any other Chinese background |

##### Other ethnic group

- |   |
|---|
| <input type="checkbox"/> Any other ethnic group |
|---|

##### Prefer not to say

- |  |
|--|
| <input type="checkbox"/> Prefer not to say |
|--|

**Thank you for completing this survey**

**Please return this survey to us by Thursday 8 December. You can do this by:**

- Enclosing it in the FREEPOST envelope included in this pack
- Posting it to Hawkstone survey, Estate Regeneration Team, FREEPOST RSCE-TGHU\_CUZB, Southwark 160 Tooley Street, 5<sup>th</sup> Floor-HUB 3, London SE1 2QH
- Emailing it to [estateregen@southwark.gov.uk](mailto:estateregen@southwark.gov.uk)
- Handing it in at the drop in session on Thursday 8 December, 4.30-7.30pm at the Red Lions Boys Club at the top of Hawkstone Road.

# Payment options 2011

Southwark leaseholders and freeholders

[www.southwark.gov.uk/homeowners](http://www.southwark.gov.uk/homeowners)

## How to pay a major works bill

You may make payment of the major works bill by any of the following methods:

- By setting up a standing order with your bank
- By telephoning the 24 hour automated credit and debit card line 0845 6000 611 Please choose option six and quote your payment reference number
- At one of the council's cash offices
- By sending a cheque to cashiers, PO Box 11767, SE16 3ZF
- By sending a cheque to the home ownership, 376 Walworth Road London SE17 2NG
- Online on the council's web site [www.southwark.gov.uk/onlinepayments](http://www.southwark.gov.uk/onlinepayments)

We recognise that major works bills can be substantial, and so we have a number of payment plans.

You may pay over 12 equal monthly instalments using the standing order form enclosed with this letter. No interest will be charged. If you wish to pay over a longer period, still interest free, you may pay over a maximum of 36 equal monthly instalments. However, you must start paying immediately, and if you fail to make a payment the entire outstanding amount will become due, and interest will be added until the balance of the invoice is paid. This option is not available to leaseholders who sublet their properties.

In exceptional circumstances, resident leaseholders may apply for an extension of the 36 months interest free period to 48 months.

The interest charged is stated in the terms of the lease (usually 5% above the base rate of the NatWest bank). You may negotiate a longer repayment period, up to ten years, but interest will be charged on the

outstanding balance. This is an unsecured debt and the interest is stated in the terms of your lease. You may apply to us for a service charge loan.

This is effectively a mortgage on the property and can be repaid over up to 25 years. Interest will be charged, but the rate is lower than for the unsecured debt option. We do charge an arrangement fee (£498 as of April 2011) to cover our legal, valuation and administrative costs, but this can be included in the loan. You may, of course, also approach your existing lender, or any other finance company, for a loan.

If you cannot afford any of the options listed above, we may consider allowing you to secure the debt through a voluntary charge on your home. This means that you do not have to make any payments and the debt, including interest, will be repaid when your home is sold.

Over the past few years we have been lobbying the government for powers to provide more ways to help you pay major works service charges. We can now offset major works service charges by taking an equity share in your property, either by way of a surrender of the right to buy lease and re-grant of a shared ownership lease (Equity share scheme under s309), or by way of legal charge (Equity loan scheme under s308).

In both cases we need to do a valuation of the property to see what the works cost as a percentage of the value.

For more information, please contact us directly. We are making every effort to help you with major works service charges.



**This leaflet contains information about Southwark Council services. If you require information in your language, please call 020 7525 5000**

### **Spanish**

Este folleto contiene informaci3n sobre los servicios prestados por el ayuntamiento de Southwark. Si necesitara alguna informaci3n en su propio idioma, por favor llame al 020 7525 5000

### **French**

Ce d6pliant contient des renseignements sur les services de Southwark Council (municipalit6 de Southwark). Si vous avez besoin d'obtenir ces renseignements dans votre langue, veuillez appeler le : 020 7525 5000

### **Turkish**

Bu broş6ur Southwark Belediyesi'nin servisleri ile ilgili bilgi i7erir. Eęer kendi dilinizde bilgi edinmek isterseniz, l6tfen 020 7525 5000 numaralı telefonu arayınız

### **Vietnamese**

T3r r3i này cung cấp thông tin về các dịch vụ của hội đồng quận Southwark. Nếu quý vị muốn có bản dịch sang ngôn ngữ mình nói, xin vui lòng gọi số: 020 7525 5000

### **Somali**

Warqaddaan yar waxaa ku qoran macluumaad ku saabsan adeegyada Guddiga Dowladda Hoose ee Southwark. Haddii aad u baahan tahay macluumaad ku qoran luqaddaada, fadlan wac lambarka 020 7525 5000

### **Arabic**

يحتوي هذا المنشور على معلومات عن الخدمات التي تقدمها بلدية سوزرك (Southwark). إذا كنت ترغب في الحصول على معلومات بلغتك الأصلية الرجاء الإتصال بالرقم المبين هنا: 020 7525 5000

### **Bengali**

এই লিফলেটটিতে সাদার্ক কাউন্সিলের পরিষেবাসমূহের তথ্য দেওয়া আছে। আপনার যদি নিজের ভাষায় তথ্যের প্রয়োজন হয়, তাহলে যে টেলিফোন নম্বর দেওয়া আছে তাতে টেলিফোন করুন।”

টেলিফোন নম্বর: 020 7525 5000