



## **11,000 New Council Homes: Our Commitment to Involving You**

This charter is our commitment on how the council and our partners will work together with residents on our programme of investment and renewal. It sets out our promise to give people who live and work in Southwark a real say in our ambitious programme to build 11,000 new council homes. We will ensure that the council and any partner working with us on the new homes programme adopts and implements the commitments it makes.

The charter is underpinned by our values and fairer future principles which are:

- Treating residents as if they were a valued member of our own family.
- Being open, honest and accountable.
- Spending money as if it were from our own pocket.
- Working for everyone to realise their own potential.
- Making Southwark a place to be proud of.

### **Our commitments to you on involving residents are:**

#### **How we will work with you on developing the principles for housing investment and renewal of our estates**

- We will work with you to identify what are the factors which make an estate a success and worth investing in for the future.

- We will involve the community area by area as we work with you to consider the options and opportunities for development in each part of the borough.

### **How we will work with you on the development of the new homes on your estate**

- We will work with you on the design of each scheme and keep you informed every step of the way as the programme progresses.
- Consultation and engagement will continue throughout the design and delivery of the programme rather than be a one-off exercise at the beginning without further opportunities to give us feedback. We will keep you informed as to how your views have been taken into account.
- Each scheme will have a named lead officer so that residents know who to contact.
- Consultation will be led by local project groups of residents and local councillors in each area.
- We will hold one to one meetings for any resident that wants one.
- We will only proceed with submitting a planning application for proposals for this programme where there has been thorough dialogue and consultation with residents.

### **How we will involve you in ensuring that the new homes are delivered to a high standard**

- For each scheme we will set up a residents' project team of interested residents to regularly meet with us on the delivery of the new homes
- We will involve representatives from the wider community affected by the development of new homes.
- We will hold monthly site meetings with resident representatives from the residents' project team
- We will walk around the site with resident representatives and ward councillors a week before the handover
- We will carry out a satisfaction survey to find out how satisfied you are with how the projects are delivered, and what we can learn for the future
- We will work with you to ensure we get value for money for every pound spent on the programme.

## **Giving you a real say in how the new homes are managed**

- We will work with you on an area basis on options for involving you in the longer term management and upkeep of your home.

## **Our other commitments to you**

### **We will demand high standards for the quality and affordability of new homes**

- The 11,000 homes that we develop for rent will be let at formula or target rent i.e. true council rent levels.
- We aim to develop new homes that meet high standards of construction, design and environmental sustainability.
- The programme will include homes that fully meet the needs of vulnerable people and people with disabilities. We will make sure that our new homes help people to live independent lives.
- We will work with you not just to build new homes but to create great neighbourhoods with a strong sense of community. We will work with you to plan how our investment can create opportunities for improvements to the whole neighbourhood, building communities of which we can all be proud.
- We will ensure that the programme supports local employment and skills sourcing local labour and involving local businesses.

### **Your housing options if you are affected by redevelopment of your estate**

- We will ensure that leaseholders and homeowners affected by redevelopment get access to dedicated advice, support and information on their options for the future. This will include, where it is necessary, offering a full range of options for re-housing including shared ownership and shared equity, and any loss, compensation or disturbance payments residents may be entitled to.
- The programme aims to benefit local people and any tenant or leaseholder wanting to stay in an area where development takes place will be offered options to do so.
- We want to make most effective use of the new stock to make sure it is let fairly and in a way that deals with any specific local issues and concerns, and contributes to sustainable and mixed communities. We will work with residents to give them a say on lettings so that, for example, we make provision for those freeing up under-occupied properties, and to ensure that lettings take account of local

circumstances.

- Where tenants of the new homes want to move they will have the same rights to transfer and exchange their homes as any other Southwark tenant.
- At least half of the homes we develop will be available to tenants in housing need on the estate at the first letting to make sure that local residents affected by redevelopment get a fair deal.