

# FARNHAM AND HILLDENE LANDLORD OFFER



**Havering**  
LONDON BOROUGH

November 2024

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**Regeneration presents a unique and exciting opportunity to provide new, high-quality housing for residents and ensure the long-term success of Harold Hill Town Centre.**

We hope you share our excitement about the positive opportunities that would come from the regeneration of Harold Hill Town Centre, and now it is your chance to decide if it will go ahead by voting in a residents ballot from Wednesday 30th October to Monday 25th November 2024.

This Landlord Offer has been sent to you so that you can better understand the vision for the new town centre and our commitments to you, your family, businesses and the wider community, before you submit your vote.

Residents and businesses working together with the Council has been key in shaping the offer and our commitments. Thank you to everyone who has given us their time – your valuable feedback has helped to shape the proposals set out in this document.

Our shared vision is for Harold Hill Town Centre to be transformed with modern high-quality buildings and public spaces that are economically and environmentally sustainable; a great place for everyone to enjoy for the long term.

A 'YES' vote from you is the best way to help us deliver a bright future for Harold Hill Town Centre as it unlocks the grant funding to enable us to provide current and former residents of Farnham and Hilldene Estate, like you, the quality homes and environment they deserve.

We appreciate it has been a long road since our ambitions to regenerate Harold Hill Town Centre first came to light. However, we are delighted to say the time has now come for real change to happen. By carefully phasing the construction of works over time, businesses will continue to operate and then flourish further in their new units in the development. Residents will benefit from the securely designed homes that will provide a much higher standard of living than currently. With well-considered outdoor spaces, all can lead happy, healthy lifestyles and feel safe in a place that will really become a thriving community.

This is a resident decision, and these proposals will only go ahead if the majority vote in favour of them.



Neil Stubbings  
Strategic Director of Place at Havering Council



We have been working with the residents and landlords of Harold Hill for the past eight years to establish the best way forward for the regeneration of the area. During this period, we have undertaken comprehensive consultation with local people and businesses to put forward a framework that benefits everyone who lives and works locally.

The first phase of the Harold Hill regeneration has involved procuring the new Family Welcome Centre based on Hilldene Avenue. Creating 74 new emergency accommodation units for vulnerable families, the scheme was given cabinet approval in Spring 2021, planning permission was granted in July 2022 after a series of consultations and then work commenced in Autumn 2022, with completion anticipated by 2026.

Following this, the second phase of the regeneration, focusing on the redevelopment of Chippenham Road took place. This began with an initial consultation taking place in July 2023, followed by a second round more recently in April 2024. The proposals involve the delivery of 138 affordable homes between Chippenham Road and Kings Lynn Drive, adjacent to the town centre, and the project team are currently in the process of reviewing the feedback received from the consultation before progressing the plans further.

This Landlord Offer and Ballot Vote only concerns the third phase of the Harold Hill regeneration, involving the regeneration of the high street and the town centre itself. This phase proposes more than 450 new homes, of which at least 40% will be affordable, including Social Rent and London Affordable Rent homes. Over the course of the entire consultation period, it has been clear that residents and business owners have bigger ambitions for the area. There is a willingness to maximise the potential with a comprehensive regeneration of the town centre that will include new shops, better public spaces, landscaped areas, play facilities and a masterplan of buildings designed to improve safety and security for all.



Comprehensive engagement with the community has been undertaken since the initial consultation on the first phase of the regeneration of Harold Hill town centre in July 2016. This has included:



Public Exhibition Events



Resident Surveys



In-person meetings  
with individuals



Phone calls with residents



Digital Feedback  
questionnaires

In total, 35 events have been held since consultation originally began in Summer 2016. Feedback and comments received during these events has been addressed later in this document.

We welcome your continued feedback and encourage everyone to remain involved in the regeneration process as it progresses.

By listening to your feedback, we have developed plans to build better homes for the Farnham and Hilldene estate, as well as an improved public realm and shopping area for the town centre.

Since we first started talking to you about the future of the estate, we have spoken to a large number of residents in meetings, at consultation events or by telephone. A summary of this feedback and our response follows on page 4.

We have been talking to you about some of the issues with the existing estate and town centre, as well as the possible design solutions to create a better place for the community. Your feedback has been extremely valuable and helped to shape the proposals presented in this Landlord Offer. Some of these issues have included:

- Concern about crime and anti-social behaviour, especially along Hilldene Avenue.
- General decline in the area, accelerated by the pandemic and the departure of key services and empty commercial units.
- The need for a new community hub.
- The need to improve the cultural and retail options in the town centre without losing the character of Harold Hill and becoming too trendy.
- The size, flexibility, and maintenance of the commercial units.
- A lack of green space out of place with the rest of Harold Hill.
- Not enough high-quality, affordable housing in the area.

## Safety and Security

You told us:

- Anti-social behaviour is a big problem.
- Many of you feel unsafe and there is a fear of crime.
- Lighting along Farnham Road and Hilldene Avenue is poor.
- Estate security is a problem.
- You want safe play spaces and communal areas.

### Our Response

Your new estate will meet 'Secured by Design Standard' – this is an initiative approved by the Metropolitan Police proven to reduce crime by up to 87% in new developments. It is a standard for the way in which the design of your home and estate will make you both feel and be safer, and be easier to police.

The new estate will have:



Better sightlines with no hidden corners.



Good quality communal street lighting.



Improved access control and door entry systems.



Design encourages natural surveillance.



Excellent security rated doors/windows as standard



Homes designed to meet modern fire safety regulations.



Efficient fire and CO2 detection alarms and smoke ventilation.



Sprinklers and dry risers.



Safer and better designed car parking and bin stores.

# OUR COMMITMENT TO LEASEHOLDERS AND FREEHOLDERS:

The Farnham and Hilldene Estate is a central part of Harold Hill Town Centre and the redevelopment will affect the lives of both residents on the estate and the wider community and local businesses. This section outlines our commitments to resident leaseholders and freeholders:

- Deliver high quality modern energy-efficient homes that are safe, secure and fit for future generations of Havering residents.
- Support local businesses and the wider community.
- Deliver on long-term sustainability for Harold Hill Town Centre.
- We will maintain regular communication, providing clear information and advice to keep everyone informed.

Over the past few years, the Council has been working with residents and businesses on the Farnham and Hilldene Estate to assess the benefits of different options, agree a preferred option (full redevelopment) and prepare a masterplan.

Through our consultation process, and getting to know what your priorities are, we have been able to set out this promise to you:

- We will continue to work together with you and ensure residents are involved in shaping the plans for the future of the town centre.
- We will maintain regular communication, providing clear information and advice to keep everyone informed.
- We will ensure residents have access to impartial advice and support.
- Council tenants moving onto the new estate will have the right to a home that meets their housing and accessibility needs.
- We will build modern homes that are attractive, energy efficient and accessible.
- New homes will meet or exceed the latest homes standards, as well as being safer, more secure and adaptable to meet your changing needs.
- You will have access to more private open spaces, including individual balconies or gardens, where residents can relax, socialise and enjoy time with friends and family.
- We will provide better waste and recycling storage, as well as improved collection services.
- Management and maintenance services of the estate will be improved.
- You will have the opportunity to participate in the design process, working alongside the architects and design team.
- We will work with all residents of the estate on an individual basis to provide support and advice, including those needing support to relocate or find an alternative home.

# A SUMMARY OF THE REGENERATION PROPOSALS

Our vision for Farnham and Hilldene Estate is to deliver high-quality new homes and retail units to support residents, businesses and the wider community.

We aim to create a lively, sustainable town centre that will be a better place to live, work, shop and visit.

Though there is still lots of work to be done on designs for the Estate, we currently estimate that full redevelopment will provide:



More than **450** new homes

**We will deliver more than 450 spacious and modern new homes including the replacement of the 117 existing homes.**



At least **40%** affordable

**At least 40% of all new homes will be affordable housing, including Social Rent and London Affordable Rent Homes.**

Each unit will have access to outdoor space and is designed to meet modern standards, with spacious rooms and generous built-in storage.

The new, welcoming and accessible town centre will have well-managed visitor car parking and be better connected to the surrounding neighbourhoods. The layout will also be revised to accommodate deliveries and refuse collection. Overall, the town centre will be a nicer place to spend time in, with places to sit, more trees and green space, as well as a pocket park, and good lighting.

We understand that the town centre plays a big role in community life, so that is why we are planning a phased redevelopment of the town centre. This means that only 25 to 30% will be under construction at any given time, making sure it can still serve its vital role as a place to shop, visit or live.

The regeneration will establish an active new shopping area and social hub to serve the community in the long-term.





For the Town Centre site, a key aim of the project team is to keep disruption to a minimum for residents and businesses and ensure that Harold Hill can continue to be a thriving part of the local community throughout these changes. To achieve this, redevelopment will be phased to allow for business continuity. This means only emptying one section of the town centre at a time, demolishing necessary structures, and then building new homes and business units.

We will then work with tenants in the next demolition phase to move them into alternative locations, before any demolition work begins.

Overall, we expect the full redevelopment to take around nine years from when we start the final phase in 2025.

## Other Projects in Harold Hill

- The Family Welcome Centre will be the first project delivered as part of the regeneration of Harold Hill. A planning application was approved with construction underway.
- Chippenham Road- Planning Permission has been submitted for this site and there will be 138 new homes on this site.



*Artist's impression of scheme - plans subject to change*

The new homes will be a mix of 1, 2, 3 and 4-bedroom homes, all with outdoor spaces (communal or private).

The new homes will:

- Be well designed, energy efficient, built to modern standards and meet or exceed space standards.
- Be safe, with the latest fire safety standards and securing as a priority.
- Have good sized, well-proportioned rooms and generous built-in storage.
- Have outdoor spaces; a balcony, terrace or garden (communal or private).
- Have modern kitchens and bathrooms.
- Be well insulated so they are warm in the winter and cool in the summer.
- Achieve good sound insulation.
- Have good ventilation.
- Be adapted to meet the accessibility needs of residents, if required.
- Cycle parking.



The business and retail units on the Farnham and Hilldene Estate play an important role for the local community. Our proposals will provide a high-quality retail environment to support the town centre.

This will include:

- An active high street with a range of services to attract people.
- Well managed and sufficient visitor and shopper's car parking.
- Highly visible and attractive shopfronts.
- Safe and accessible access.
- A better pedestrian environment and public space.
- Places to sit, socialise and relax.
- New street trees and landscaping.
- Better designed service areas for deliveries, staff welfare and refuse.
- Good street lighting.
- A phased delivery approach so that only 25-30% of retail space is under construction at any given time.

The Resident Offer is the Council's commitment to eligible residents currently living on the Farnham and Hilldene Estate, as well as secure Council tenants that were living on the estate but have been moved to alternative accommodation as part of the Council's Housing Regeneration Programme.

The Resident Offer sets out the options and support available to you and your family through the regeneration of Harold Hill Town Centre.

If there is a 'YES' vote in the residents ballot, all residents will be required to move elsewhere in the borough when the time comes. Throughout this process, the Council will support you to ensure:

- All tenants currently living on the estate are able to find a new home in the borough that suits their housing needs.
- All secure tenants currently living on the estate receive fair housing and payment compensation as part of their move.
- All eligible tenants are given priority to return to the new estate once it is built.

The Council understands that this can be an unsettling time for residents on the estate, and wants to reassure you that it will provide regular, open, transparent, and timely information about the move-out process. This includes ample notice period about the programme and any key dates that need to be planned for. The following sections provide a summary of the offers for each type of tenancy, these include:

- a) Previous secure Council tenants who have already been moved off the estate as part of the Council's 12-sites Regeneration programme.
- b) Secure Council tenants currently living on the estate.
- c) Tenants currently living in temporary accommodation for one year on the estate provided by the Council.
- d) Resident leaseholders currently living on the estate.

## a. Secure council tenants no longer living on the estate

As highlighted earlier, the Council has already helped many of the secure Council tenants living on the Farnham and Hilldene estate move into new homes as part of Havering's wider 12 Sites Regeneration Programme. This home might have been a Council, housing association, or sheltered housing property. The 'Right to Return' will be offered to all secure tenants that have moved away, subject to their rent arrears being managed. Should you wish to return to the new property, please contact Paul Dwyer to express your interest in returning.

This means that if the regeneration goes ahead, existing residents will be offered the opportunity to move into a new home on the estate. However, tenants who have rent arrears may not be eligible to move into a home on the new estate unless they have an agreed arrears repayment plan in place for a continuous period of six months. This is at the discretion of the Housing Management Team.

## b. Secure council tenants living on the estate

There are no secure tenants living on the estate. All secure tenants that were living on the estate and were located due to the regeneration construction were offered the Home Loss and Disturbance Payment in line with statutory requirements.

## c. Council tenants in short term / temporary accommodation

This offer applies to all short-term / temporary accommodation residents, that is, any tenant living on the estate on 30th October 2024 as part of an ongoing homelessness duty with the Council. This offer is not open to non-Council tenants or residents who move onto the estate after this date, or lodgers or residents who are not considered to be part of the tenants' household.

If residents vote Yes and the regeneration goes ahead, you will be given Band 1 status to support you in bidding for a new home that better suits the needs of you and your family. Band 1 is the highest priority for tenants bidding for new homes through the Council's choice-based letting scheme and significantly increases your chance of getting a new home that fits your housing needs. If you have any current or former arrears, you may be moved to another short-term lease property.

If you choose to remain renting from the Council, you will be given an introductory tenancy for 12 months and once this period completes, and if there are no issues with your tenancy during the trial period, this will become a three or five-year Fixed Term Tenancy.

Tenants will be assessed for a property that fits your housing needs in line with the Council's Social Housing Allocation Policy and be given Band 1 status six months before we require the property for the regeneration. This will be allocated in phases.

It will be some time before anyone needs to move, but if you would like to discuss your individual situation and understand how we might be able to help you in the future, please call your Regeneration Project Officer on 01708 434000 or via the Council website.



*Artist's impression of scheme - plans subject to change*

## d. Homeowners living on the estate

The Council will need to buy back all leasehold and freehold homes, over time, to allow the regeneration to take place. The Council understands that this might be unsettling for you but wants to reassure homeowners that it will provide a fair deal, and timely information, including plenty of notice of any key dates that need to be planned for. The Council will pay homeowners compensation on top of the market value of their property, in line with statutory requirements.

## Who runs the ballot?

If you are eligible to vote, you'll receive your ballot paper directly from Civica Election Services (CES). CES is an independent company with over 100 years' experience of administering ballots and is the UK's leading provider of election services. They are approved by the Mayor of London to collect, audit and count the votes.

### Who can vote?

The ballot is open to residents aged 16 and above as long as they fall into one or more of the following criteria:

- Council secure and introductory tenants named as a tenant on the tenancy agreement dated on or before the date the landlord offer is published.
- Resident homeowners (leaseholders and freeholders) named on the lease or freehold title who have lived on the estate as their principal or primary home for at least 12 months prior to the date the Landlord Offer is published.
- Any resident whose principal home is on the estate and who has been on the Council housing register for at least one year.

If a tenancy, lease or freehold title is in more than one name, then all named tenants, leaseholders and freeholders will be eligible to vote. Voting eligibility is set out by the GLA.

## The Question

The question you will be asked to vote on is:

# ARE YOU IN FAVOUR OF THE REDEVELOPMENT PROPOSAL FOR FARNHAM & HILLDENE ESTATE?

### What a 'YES' vote means

If the majority of residents who vote in the ballot vote 'YES', we will be able to go ahead with our plans to redevelop the Farnham and Hilldene Estate and regenerate Harold Hill Town Centre.

We will build new homes to current space standards, with balconies, terraces or gardens (communal or private), and a new shopping area designed to reduce anti-social behaviour and crime.

If the estate votes YES it also means we will be able to access essential funding from the Greater London Authority (GLA) to deliver the proposals.

### Different ways to vote



Post - return your ballot paper in a prepaid envelope



Online - online using a unique code



Telephone - by telephone using a unique code

Your ballot paper will detail how to cast your vote.

## The voting process

Your voting paper will be posted 1st class in October 2024 and you can vote as soon as your ballot paper arrives, see below for how the envelope will look:



## WHEN IS THE LAST DAY I CAN VOTE?

You have until **5pm on Monday 25th November 2024** to cast your vote.

Any votes received by CES after the deadline will not be counted. If you choose to vote by post, please allow enough time for your ballot paper to arrive.

## What to do if you don't receive your ballot paper or if you are away

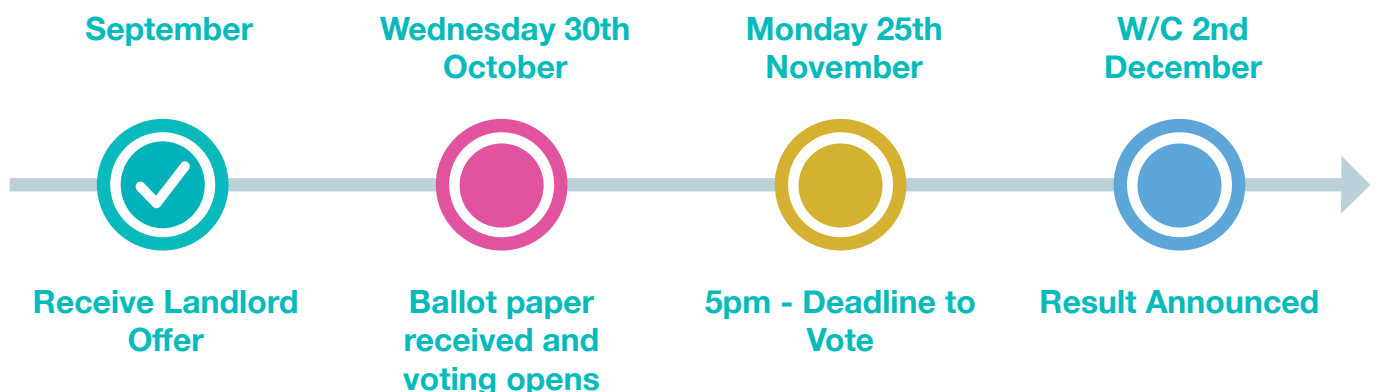
If your ballot paper doesn't arrive, or if you would like more information about voting, you can call CES on 020 8889 9203 or make an enquiry online at [support@cesvotes.com](mailto:support@cesvotes.com).

## The result of the ballot

The result of the ballot will determine the future of Harold Hill Town Centre. There is no minimum turnout needed. 'YES' or 'NO', whichever gets the most votes will win; it's as simple as that. The redevelopment will only go ahead if the majority of residents vote 'YES' in the Residents Ballot. This is why it's so important that you use your vote. The ballot is private, CES will never tell anyone how an individual has voted.

## Keeping you involved

If there is a majority 'YES' vote from residents, we'll continue to hold engagement activities and drop-in sessions for you. We will also continue our newsletters and website updates to share the latest information on what is happening.



If you have any questions or need some help please contact:

**Paul Dwyer**

Regeneration and Community Liaison Officer

T: 01708 431154

M: 07976 539160



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You can also find out more information about the project at: <https://www.havering.gov.uk/building-new-homes-havering-1/12-sites-regeneration-harold-hill-town-centre>

Or email [regeneration@havering.gov.uk](mailto:regeneration@havering.gov.uk)

