

LANDLORD OFFER

Joyce &
Snell's

www.joyceandsnells.co.uk



your
home,
Enfield

ENFIELD
Council



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INTRODUCTION

We have been working with you to develop proposals for regeneration of the Joyce Avenue and Snell's Park estate. You now have the chance to vote on the plans we are proposing for the future of your home, your estate and your neighbourhood.

WHAT IS THE LANDLORD OFFER?

This document sets out the Council's commitments to residents if they are to approve the proposals for Joyce and Snell's. This will cover Council tenants, housing association tenants, resident leaseholders and freeholder residents renting privately that have been on the housing needs register for more than a year. The offer also discusses estate wide issues that will be addressed if residents vote Yes at the ballot. For more info on this please turn to p6.

If residents vote No at the ballot then the Council will not proceed with the redevelopment. We will maintain the estate in its current form and carry out repairs as they are reported. Any repairs work would only cover the maintenance of homes with like-for-like replacements and wouldn't address the significant issues on the estate.

If you have any questions about this document, then please contact us on **0203 821 1950**. The phone line will be available from **10am - 4pm Monday to Friday**. Alternatively, you can email us at joyceandsnells@enfield.gov.uk.

ABOUT THE ESTATE TODAY

The Joyce Avenue and Snell's Park estate was constructed during the 1950s and 1960s and provided housing for a diverse community. Unfortunately, the estate no longer meets the requirements for modern life. The dated design of the estate has developed a host of issues not originally envisaged.

There has been a gradual rise in crime and anti-social behaviour creating unusable public areas. Such behaviour has been magnified because of blind spots and hidden areas littered across the estate. Poor design has also caused considerable connectivity issues with only limited points of access between each area.

To top it off, the buildings themselves are showing signs of age with many of the properties requiring fundamental maintenance to bring them up to standard. More of the issues that we hope to address through the proposed redevelopment are outlined in the following section.



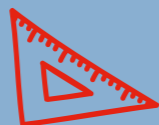
THE ESTATE TODAY

CURRENT NEIGHBOURHOOD ISSUES



Recurring Anti-Social Behaviour

The estate is well known to have anti-social behaviour (ASB) issues with sex working and drug abuse is a recurring feature.



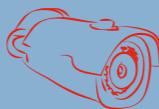
Outdated design

The outdated design means that Joyce and Snell's sides of the estate are poorly connected and have limited points of access. This has also contributed to the rise of ASB.



Poor Parking Design

The current parking arrangements are often abused particularly on match day resulting in a loss of spaces for residents.



Restrictive internal layouts

The buildings have become dated with many blocks having little or no security and narrow stairwells. This creates poor and out of sight communal areas that become hubs for ASB.



Poorly maintained green spaces

The green spaces are unkept with limited usable space meaning it is of little value to the local community.



Serious maintenance required

Some of the buildings have recurring problems with repairs and leaks. There is a serious need for investment and to bring these properties to modern standards.



Inefficient buildings

The existing buildings don't meet modern standards of energy efficiency, noise insulation and private outdoor space.



THE BALLOT

Eligible residents will soon decide on whether they want to proceed with the plans to redevelop the estate. They will soon receive a ballot paper asking YES or NO to the question:

Are you in favour of the proposal for the regeneration of the Joyce Avenue and Snell's Park Estate?

WHY ARE WE HAVING A BALLOT?

Enfield Council are committed to giving residents a say about their future and that's why we supported the Mayor of London's decision in 2018 to introduce estate ballots for regeneration schemes involving Council tenants and resident leaseholders. This applies to our proposals at Joyce and Snell's.

We have appointed CIVICA Election Services who will manage and organise the ballot and count the votes. So that the vote is fair and transparent, the Council will have no involvement in this process and will not be able to find out which way residents voted. Eligible voters have the option to cast their vote online, by post, by telephone or by text.

WHAT A YES VOTE MEANS:

If a majority of residents who vote, vote YES we will be able to go ahead with our plans to regenerate the estate, creating new well-designed homes for existing and new residents. This is a great opportunity to renew the estate to meet the needs of residents who want to stay, as well as reflecting the wider community and housing needs of Enfield. A full planning application will be submitted where all residents and the wider community will have a chance to comment on our proposals.

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

WHAT A NO VOTE MEANS:

If the majority of residents who vote, vote NO we won't be able to access the funding available from the GLA and move forward with the proposed redevelopment. We would continue to maintain the estate in its current form to the best of our ability but would not be able to adequately address the recurring issues on the estate. Any repair works would only cover the maintenance of homes with like-for-like replacements, with repair works carried out as necessary.

WHO IS ELIGIBLE TO VOTE?

Below outlines which residents will receive a ballot paper and will be able to vote for the future of the estate. These are aligned with GLA criteria set by the Mayor of London:

- Social tenants including those with secure, assured, flexible or introductory tenancies named as a tenant on a tenancy agreement dated on or before the date the Landlord Offer is published.
- Resident leaseholders or freeholders who have been living in their properties as their only or principal home for at least one year prior to the date the Landlord Offer is published and are named on the lease or freehold title for their property.
- Any resident whose principal home is on the estate and who has been on the local authority's housing register for at least one year prior to the date the Landlord Offer is published, irrespective of their current tenure.

WHEN WILL THE BALLOT TAKE PLACE?

All eligible voters will receive a ballot paper at the start of the voting period, which will run from 17th November until Friday 10th December.

WHEN WILL WE FIND OUT THE RESULTS?

Civica Election Services will formally write to all eligible voters with the results within a week of the ballot closing.

We'll hold an open meeting for everyone at Boundary Hall on Monday 15th November where we'll share the results. We will also post the result of the vote on noticeboards on the estate and on our website at www.joyceandsnells.co.uk

If you have any questions regarding the ballot please contact CIVICA Election Services on **020 8889 9203** or at support@cesvotes.com.

TIMETABLE

Ballot Papers sent - **Wednesday 17 Nov 2021**

Start of Ballot period - **Wednesday 17 Nov 2021**

Reminder to Vote sent - **Monday 29 Nov 2021**

Close of Ballot - **5pm Friday 10 Dec 2021**

Results mailed to residents - **Thursday 16 Dec 2021**



RESIDENT ENGAGEMENT

In March 2020, the Joyce and Snell's project team moved into Boundary Hall as part of plans to reactivate the centre. Unfortunately, the COVID-19 pandemic forced the Hall to close so much of the engagement activities had to shift online.

Engagement with residents has consisted of the following activities:

- Public exhibitions
- Virtual Village Hall
- Online polls (via Give My View)
- Live Chat sessions
- Design workshops
- Pop-up trailer
- Steering Group meetings
- Individual meetings and conversations with residents



Virtual Village Hall

YOUR FEEDBACK

We want current residents to be the focus of the regeneration.

These are some of the things you told us that you wanted to see:

- 1 Work with the community to contribute to the future of the estates
- 2 Provide more homes in a greater variety of types that are based on the needs of the community
- 3 Reduce anti-social behaviour and criminal activity
- 4 Create new homes that are energy efficient and easy to maintain and manage
- 5 Provide better suited open space for the community
- 6 Improve public realm and signage
- 7 Provide parking solutions
- 8 Make better and safer connections for pedestrians and cyclists to Fore Street and the railway station
- 9 Improve access to the shops and work with the business community to enhance the offer

OUR COMMITMENTS TO YOU: COUNCIL TENANTS

Enfield Council wants to improve the lives of existing residents and deliver new homes that you can live and grow with for the long term. This section will outline some of our commitments to Council tenants that will enable us to achieve this goal.

COUNCIL TENANTS



Right to Remain

All current secure tenants will have the 'right to remain' on the estate and be offered a new home that meets their housing need.



Compensation

Residents will be entitled to a statutory Home Loss payment which currently stands at £7,100. They will also receive a Disturbance Allowance of £2,500 to cover other costs associated with moving such as; redirection of mail, the connection of appliances etc.



Support with your move

The Council will offer a wide range of support to help residents move into their new homes. The cost of this will be covered by your Disturbance Allowance.



Your Tenancy

The Council will still be your landlord, and you will still have a secure lifetime tenancy.



Homes to reflect need

The Council will be carrying out a Housing Needs Assessment to determine what home you receive. This will take into consideration medical needs and household occupation.



Only move once

In almost all cases, residents will move directly into their new home meaning, they will only have to move once as part of this process.



Rents

As a secure Council tenant, your rent will continue to be charged at Council social rent levels.



Downsizers receive needs +1

If you are required to downsize, the Council will provide you with an additional bedroom above your housing need.



OUR COMMITMENTS TO YOU: RESIDENT LEASEHOLDERS & FREEHOLDERS

This section outlines our commitments to resident leaseholders and freeholders that will make this process as smooth as possible

RESIDENT LEASEHOLDERS & FREEHOLDERS



Homes independently valued

The Council will pay for an independent valuation of your home if there is a Yes vote at the ballot. This will be carried out by the Royal Institute of Chartered Surveyors to make sure it's accurate.



Only move once

In almost all cases, residents will move directly into their new home meaning, they will only have to move once as part of this process.



Right to Remain

All resident leaseholders & freeholders will have the 'right to remain' on the estate and be offered a new home.



Your new homes

If you choose to stay on the estate, you will receive a home with the same number of bedrooms as you have now i.e., if you have a 2-bed home then you will get the same. These will be high-quality new homes built to modern space standards.



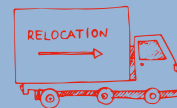
Officer support

You will receive specialist support from our Property Acquisitions Team who will guide you whether you want to leave or stay on the estate.



Home loss compensation

The Council will give you 10% above the independent valuation of your existing home as compensation.



Disturbance Compensation

The Council will cover all the reasonable costs associated with moving home, whether on or off the estate. This includes solicitors fees, moving costs and reconnecting appliances.



YOUR HOME

This section will go into detail about the layouts of the new homes and explain the masterplan and what it means for your estate and your neighbourhood.

YOUR HOME

Key deliverables



High standard new homes



Energy-efficient homes



Outdoor private amenity space

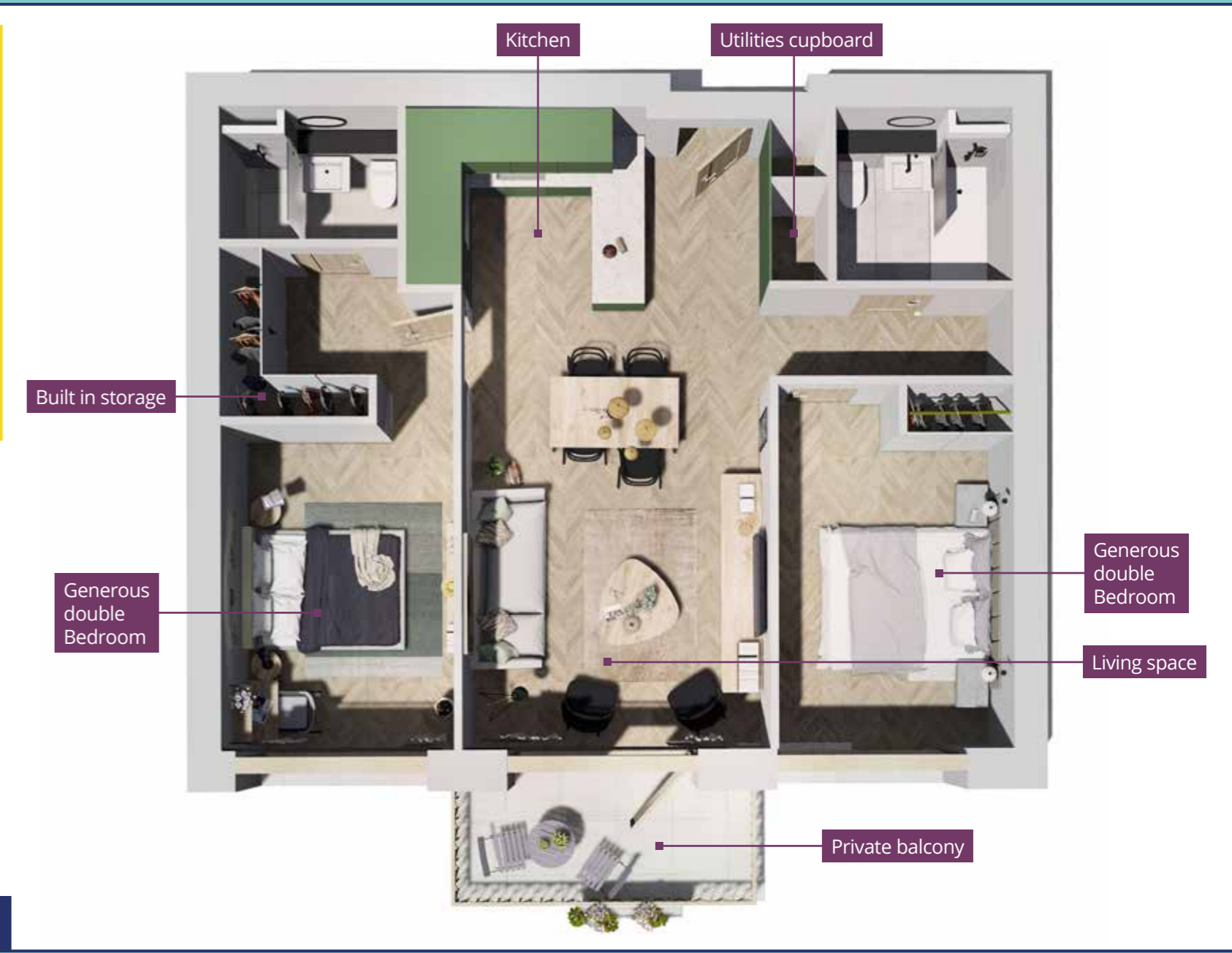


Personalised kitchen & bathrooms



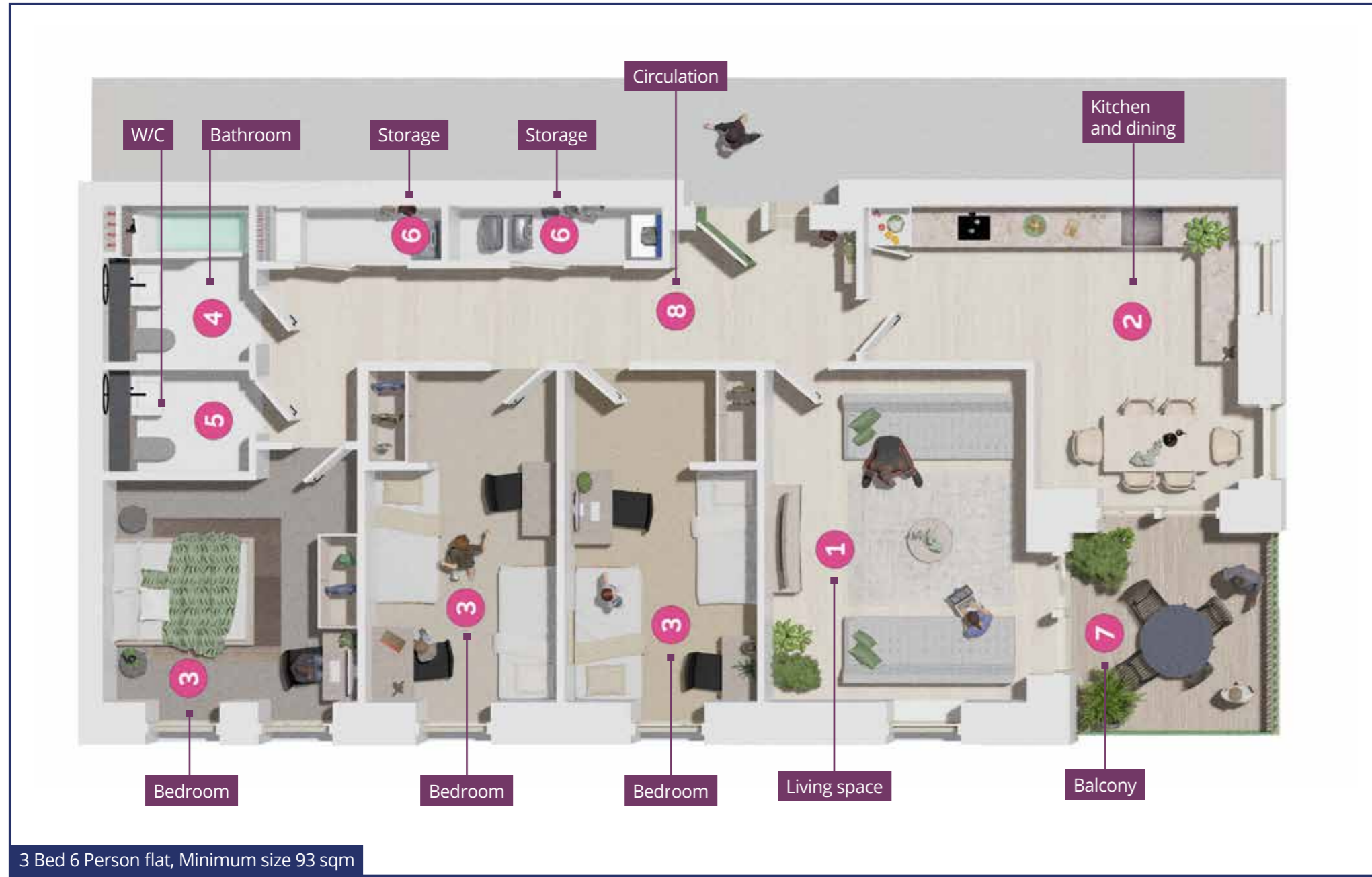
1 Bed 2 Person Apartment, Minimum size 50 sqm

Homes are being designed to meet modern living and buildings standards. They will be generally larger than the current homes on site, and include space for modern appliances and utility cupboards as well as ample storage.



2 Bed 4 Person Apartment, Minimum size 70 sqm

Note these layouts are indicative and there will be several variations.



3 Bed 6 Person flat, Minimum size 93 sqm



4 Bed 6 Person Maisonette, Minimum size 106 sqm

MASTERPLAN - YOUR ESTATE

PROPOSALS

- Around 2,000 new homes including 700+ social at Council rent levels
- New security measures incl. CCTV + fob access
- New and improved green spaces
- Safe play areas for all ages
- New parking management system
- Better connectivity to the surrounding area
- New commercial space to service residents

** The numbers are still subject to planning and viability. The Council may be obliged to provide services such as medical as part of the redevelopment. Consultation is underway with the Clinical Commissioning Group and Council services to assess the level of additions required.*



MASTERPLAN - YOUR NEIGHBOURHOOD

The redevelopment project doesn't end at the boundaries of Joyce and Snell's. Enfield Council will be delivering improvements to the surrounding area as well so the redevelopment benefits both residents and the wider community in the borough:

1 Fore Street

The shops that border the estate will be redeveloped so the high street can be improved. Through the GLA Good Growth Fund the Council will deliver a new 'urban room' at Fore Street Library, the conversion of the garages opposite Regan House to provide affordable workspaces temporarily while the regeneration is underway and public realm improvements.



2 Civic Square

The Council will be introducing a new civic square and community hub on Fore Street. This will provide a much-needed focal point to the high street and an area for local events and markets to be held.



3 East-West

The layout of the new estate will enhance connectivity to the surrounding area. This will increase footfall on the high street and reduce residents' reliance on cars when accessing nearby amenities and services.



4 North-South Route

A new north-south route through the estate will link it to Silver Street Station, providing views through to the new park at the centre of the estate. Our Transport team is working with TfL to introduce a pedestrian crossing at the end of College Close to make getting across Sterling Way safer.



REDEVELOPMENT PROPOSALS - KEY ELEMENTS

The regeneration vision is to transform the estate into a highly attractive, well-connected, and sustainable place for people to live, play and grow. This chapter will examine in detail the key elements of the plans.

CAR PARKING

The Council want to make parking safer and improve the street scene by having less on-street parking. This will help to provide larger green areas on the estate and make the streets quieter and safer for residents. The majority of the parking will be provided securely under the blocks and will only be accessible to residents of that building.

It is anticipated that parking management will be introduced to prevent unauthorised parking. Access to the podium parking will be restricted to residents only with secure access at the entrance. Before the regeneration begins, the Council will work with the residents to determine the exact form of parking management for the majority of the (on-street) parking spaces, which will likely include:

- New Residents' Parking permit scheme
- On-street waiting and loading restrictions
- Electric charging points
- Several car club spaces
- Disabled parking provided across the estate

SAFETY AND SECURITY

New blocks will have security doors to the building linked to a video door entry system operated from within each home. Residents will have fob access which can be linked to lifts and additional security doors on each floor. In addition to this, there will be CCTV across the estate and lots of external lighting to make the estate feel safer.

The layout of the estate will minimise any areas that aren't overlooked and the increased number of ground floor homes will help with natural surveillance. Front gardens to ground floor homes will provide private space from the street. Controlled parking will deter non-residents from hanging around in cars and stop commuter parking.



REDEVELOPMENT PROPOSALS - KEY ELEMENTS

GREEN OPEN SPACES

Open space will be designed so that it is located along key routes through the estate and framed by new buildings to improve security and usability. The open spaces extend along the key north-south routes to create green corridors that combines recreational amenity, play, biodiversity and rainwater management.

- Generous open spaces provided on north-south and east-west routes
- Strong green pedestrian and cycle friendly links through the estate
- Increased number of secure communal gardens for use by residents only
- Significant tree planting across the estate.
- Rainwater management integrated into the landscaping
- New Civic Hub provides space for activities

PLAY SPACE

There will be play spaces throughout the new estate for children of all ages and places for adults to relax. These new spaces will be well-overlooked and provide safe environments where children can play close to their homes. The existing multi-use games area (MUGA) next to the school will be retained on the estate.



PHASING AND DECANT STRATEGY

The project will be delivered in several phases, which will be structured to minimise disruption for existing residents. Demolition of the existing blocks will be phased to allow a single move decanting process for existing residents into their new homes.

The images below are the indicative proposals for the first four phases of the redevelopment of Joyce & Snell's. The emerging masterplan will include all phases for redevelopment and detailed plans will be discussed with residents as the design develops.

The detail of exactly who moves when will be worked through individually with households but the Council have developed some principles which will guide the strategy.

We have been allocated funding under the GLA AHP Programme for the redevelopment of Joyce and Snell's, which is subject to ballot, grant conditions and contract.

DECANT PRINCIPLES



Residents will be moved into a home that meets their need



In almost all cases, residents only move once



There will be a range of suitable accommodation to buy or rent on the estate



There will be an element of choice for where you want to live within your phase i.e. floor & orientation of your home



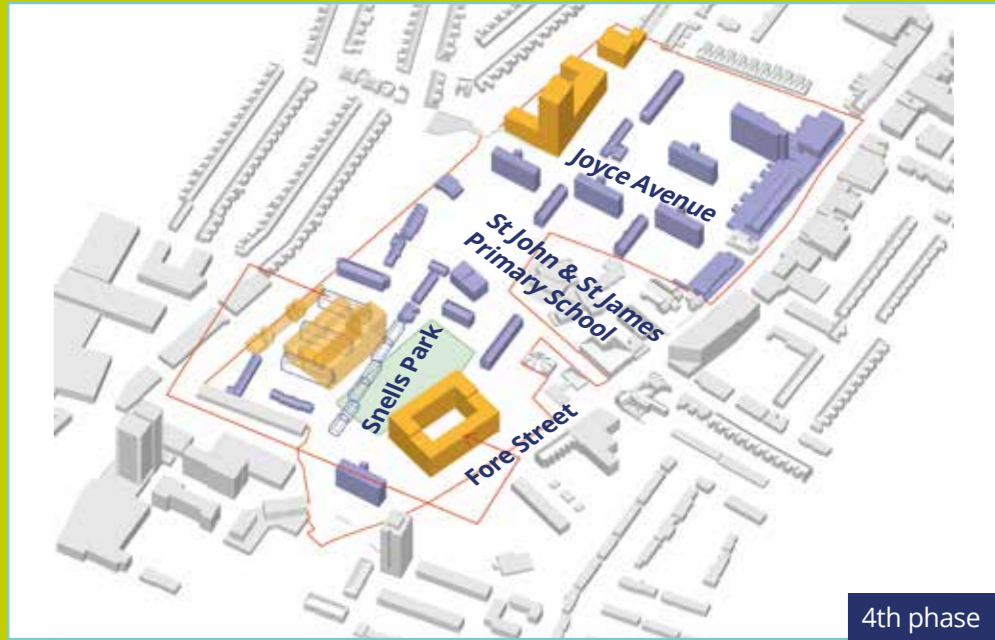
1st phase



2nd phase



3rd phase



4th phase

OUR OFFER - COUNCIL TENANTS

If there is a Yes vote, Council Tenants will be given the option to stay on the estate or move off-site. The sections below will show how we will support you through your decision.

SECURE COUNCIL TENANTS - CHOOSING TO STAY

If secure Council Tenants want to remain on the estate, then you'll receive a brand new, high-quality home similar to those laid out in the Your Homes section of this document. The size of your new home will be determined by a Housing Needs Assessment.

Housing Need Assessments

Post ballot, Enfield Council will be carrying out Housing Needs Assessments with each Council tenant household to determine their needs. The results will determine what size property you will be offered on the new estate. This will cover the following areas:

- Number of occupants
- Health & well-being needs

Important offer information

- **Rent Payments:** Rent levels will align with Council social rent levels for the borough. If you move into a new home that has more bedrooms than you currently occupy, your rent will increase accordingly. If you decide to downsize then your rent will reduce accordingly.

- **Tenancies:** The Council will still be your landlord, and you will still have a secure lifetime tenancy.
- **Right-to-Buy:** You will retain the right-to-Buy your new Council home. Your accrued years as a secure Council tenant will carry over and be considered when applying the relevant discount, in line with cost floor regulations.
- **Under Occupation:** If you under occupy your current home and would like to downsize into a smaller new-build property that meets your needs on the estate, you will have the option to do so.
- **Downsizers can receive needs +1:** if you already under occupy your current home and would like to keep a spare bedroom when moving to a new-build property on the estate, you will have the option to do so. The maximum number of spare bedrooms that can be provided is one (this is known as +1).

SECURE COUNCIL TENANTS - OPTIONS TO MOVE OFF THE ESTATE

If you want to move off the estate, then the Council suggests that you arrange a one-to-one meeting with the Decant Team to discuss your options. This section will explain the basics but some of it may differ depending on your preferences and circumstances. These benefits will only apply if residents vote Yes at the ballot:

STEP BY STEP GUIDANCE

1. Arrange one-to-one meeting with Enfield Council
 2. Register for the Council's bidding system called Choice Based Lettings
 3. Bid for properties that meet your need
 4. Secure a property via Choice Based Letting System
 5. Receive support from Council to help with your move
 6. Move into your new home
- * Registering for the bidding system does not commit you to leaving the estate - it is simply an option for you to consider.

ALTERNATIVE OPTIONS

Some residents may qualify for other housing schemes that support tenants looking to find a new home, some of these are shown below. Please contact the Council directly to find out more information:

- Sheltered/Older People's Housing – (subject to meeting the relevant criteria)
- Home Swap will cease after planning permission has been approved as it has on other schemes
- Priority for new build Council homes within the borough e.g. Meridian Water

IMPORTANT OFFER INFORMATION

- **Priority bidding:** If there is a Yes vote, then residents wanting to move off the estate will be given priority status in the Choice Bases Letting scheme. This means you are more likely to secure the properties you bid on.
- **Offer to remain continues:** Even if you look into moving off the estate, you will still be entitled to a new home on Joyce and Snell's right up to the point where you need to move out.
- **Compensation for improvements:** You may be able to claim for qualifying improvements that you made to your current property on or after 1 April 1994.

RESIDENT LEASEHOLDERS' & FREEHOLDER OFFER

HELP WITH YOUR MOVE

If residents vote Yes to the redevelopment, then the Council will be required to purchase the properties of leaseholders and freeholders. This means that resident leaseholders and freeholders will be entitled to the following:

- 1) The market value of their existing property based on an independent valuation of your home
- 2) A home loss payment equal to 10% of the market value of their existing property (subject to providing satisfactory evidence that they have been a resident leaseholder for the previous 12 months)
- 3) Disturbance Compensation - this is the reimbursement of reasonable costs directly incurred in the process of selling your current home and purchasing a replacement.

Enfield Council wants to ensure that the existing Joyce and Snell's community can remain on the estate. However, it will be up to you whether you choose to remain or leave but regardless of your decision, you will be entitled to the same compensation. The information to the right outlines what you will be entitled to in both of these scenarios.

OFFER PRINCIPLES



You have the right to remain on Joyce & Snell's



You will be offered a new, high-quality home



You will not be charged any interest or rent on your new home



Our Leasehold Buyback Team will be on hand to help you through this process.

CHOOSING TO STAY - SHARED EQUITY OFFER

The Council can offer Shared Equity to those resident owners who wish to remain on the estate but might not be able to afford the full cost of a new build home. Shared Equity is designed to enable resident leaseholders and freeholders to purchase a share of a new build property on the new development.

Resident leaseholders and freeholders can use the sale of their existing property to purchase a portion of a home on the new estate. The share of the new build property you do not own is held by the Council and recorded as a percentage of the equity. You will not be charged rent or interest on the part-owned by the Council.

Requirements

- You must be able to purchase a minimum of 25% of the value of the new property.
- The amount you raise must include all equity from your current home and a mortgage to replace an existing one (where you are able to).
- The amount you raise could (if you choose) include the home loss payment you receive when we buy your existing property.

Important offer information

- Exceptions Panel: Where a Lessee or Freeholder can't purchase more than 25% of the value, then an Exceptions Panel will meet to decide how you can be assisted to move property.

GET IN TOUCH WITH OUR SPECIALIST TEAM

You can discuss what this means for you with our Leasehold Buyback Team by calling **020 839 4828** or by emailing propertyacquisitions@enfield.gov.uk

CHOOSING TO LEAVE - SUPPORT WITH YOUR MOVE

The Council wants the existing community to remain on the estate, but is committed to helping those who want to leave. Below outlines the support you will receive:

- 1) **Compensation** - you will get a disturbance compensation (as outlined on p14) that will cover the reasonable costs of moving into your new home.
- 2) **Officer support** - you will receive specialist support from our Leasehold Buyback Team. They will help you by identifying and purchasing your new homes.

**Please note - that it will be up to you to find a new property but the team will guide you throughout the process*

HOUSING ASSOCIATION TENANTS OFFER

Our current proposals are to replace the existing Housing Association (HA) homes with similar new homes on the estate so that there is a suitable property for you to move into, reflecting your housing needs.

The phases which affect Housing Association residents are currently proposed to be from phase 4 onwards (at least five years away), so there is plenty of time to discuss your housing options between now and when you need to move.

There are a range of other options available to the Housing Associations which may include;

- Increasing their presence with additional properties and development opportunities on the estate.
- The Council purchasing the properties and becoming the Housing Association tenants new Landlord.

Looking ahead, your Landlord and the Council will continue to engage with you in the coming months and beyond to ensure you have a range of options to consider and how your housing needs can be best accommodated

Redevelopment of the estate can only take place if residents vote 'Yes' so that all be benefits can be realised.



CONTACT YOUR HOUSING ASSOCIATION

Arhag
Office: 0207 424 7370
Email: contact@arhag.co.uk

Christian action Housing Association
Office: 01992 765900
Email: info@christianaction.org.uk

L&Q Housing
Office: 0300 456 9996
Email: lqdirect@lqgroup.org.uk

One housing
Office: 0300 123 9966
Email: ask@onehousing.co.uk

Notting Hill Genesis
Office: 0203 815 0000
Email: info@nhg.org.u

Clarion Housing
Office: 0300 500 8000

Metropolitan Housing
Office: 0203 535 3535

Optivo
Office: 0800 121 60 60

HOUSING REGISTER APPLICANTS

If you have been on the housing needs register and on the estate for a year we will prioritize you for new homes provided on the estate in accordance with your needs.



Indicative view of new Civic Centre and Community Hub



www.joyceandsnells.co.uk



CONTACT US

If you have any questions or would like to get in touch with the project team, please email us at joyceandsnells@enfield.gov.uk or call **0203 821 1950**.

View the current plans for the estate and latest news at www.joyceandsnells.co.uk