

# **The Landlord Offer**

## **Vote on the future of Heston Grange**

**Voting begins on Tuesday 5th November  
2024 and ends at 5 pm on Tuesday 26th  
November 2024**



Artist's impression of what the new estate might look like

**This is your  
chance to  
have your say.  
Please use  
your vote**

# Contents

Introduction	4
Engagement so far	5
What you have told us	6
Our commitments to you	7
What will the new estate be like?	8
Your new home	10
Safety and security	16
What happens and when?	17
Your tenancy offer	18
What will the ballot ask you?	20
Timeline	22
Summary	23

## Contact us with your questions

Phone/SMS/WhatsApp:  
**07795 614 307 or 07729 040 359**

Find out more at:  
**[www.hestongrange.co.uk](http://www.hestongrange.co.uk)**

Photograph of a resident only courtyard

**Heston Grange has provided a home to many residents, for some, since the first homes were built nearly 60 years ago. We value the relationship that has been built with the existing community over the many years and believe the proposals contained in the Landlord Offer are in the best interests of the community.**

Since 2023 we have been talking to you to understand some of the issues on Heston Grange Estate. Together we have developed proposals that will mean that residents can live in modern high-quality homes in a safe and secure environment that we can all feel proud of.

We've been so pleased with the level of interest and involvement - we've spoken to over 90% of residents in person and over the phone. There has been great attendance at events on the estate.

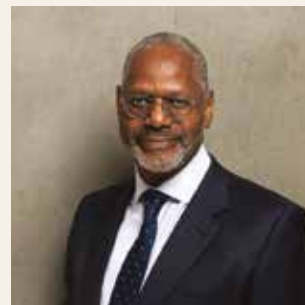
Thank you to everyone who has given us their time – your valuable feedback has shaped the proposals set out in this document.

This Landlord Offer has been sent to you so that you can see the design vision for the new estate and the new homes.

It also sets out our commitments to you and the choice of new home that you will have if there is a 'YES' vote, so that you can see what a complete redevelopment of the estate would mean for you and your family.

Finally, it also sets out the arrangements for voting. Our aim is to provide you with all of the information you need to make an informed decision in the resident ballot, and we will have a team on hand right the way through to the close of the ballot to answer your questions and help you with anything that is unclear.

We believe that a 'YES' vote is the best way to deliver a bright future for Heston Grange estate, but this is a resident decision. These proposals will only go ahead if there is a majority in favour.



**Mel Barrett**  
MTVH Chief Executive

# Introduction



**This document is The Landlord Offer from Metropolitan Thames Valley Housing Association (MTVH).**

It sets out MTVH's commitments to residents if they vote 'YES' in the ballot, including:

- A new, modern home on the estate with balcony or terrace.
- Dedicated on street parking.
- Compensation through home loss and disturbance payments.
- Support to move, including a resident liaison officer.

## Engagement so far

- • • **June 2022 and September 2023**  
Surveys to understand residents views
- • • **Autumn 2023**  
Door to door surveys
- • • **December 2023**  
A drop in at the library
- • • **Start of 2024**  
Building condition surveys
- • • **March 2024**  
Door to door surveys
- • • **April 2024**  
Community drop-in event with coffee truck
- • • **July 2024**  
Community drop-in event and newsletter
- • • **August 2024**  
Summer event and newsletter
- • • **October 2024**  
Clapham Park visit, drop in session and newsletter

A big thank you to everyone who has shared their feedback, ideas for new homes and neighbourhood.

It has been great to work with you, we have learnt so much from our conversations.

**Over 90% of households have taken part in our Housing Needs Survey.**



# What you have told us

## You told us:

- The buildings are old.
- They have poor internal layouts, especially for residents with accessibility needs.
- There are issues with mould, damp and cold.
- The external staircases are steep and slippery.
- The car parking is unmanaged and non-residents park on the estate.
- There is a lack of security and overlooking, with hidden corners, contributing to anti-social behaviour.
- Poor bin storage causes fly-tipping and excessive littering.
- Some residents are experiencing overcrowding.

**“Redevelopment is the best option for my grandchildren”**

- Some residents have good links with their neighbours and want to maintain that.
- That Heston Grange is a convenient location.

MTVH appointed surveyors FFT to undertake a condition survey of the building structure of each block to establish the general condition.

The results of the survey suggests that the estate is in a declining condition, and significant investment will be required over the next 10 years.



## Our commitments to you

1. We will work with you to create a safe and secure new estate through better design.
2. Secure and assured tenants who wish to stay on the estate will be guaranteed an offer of a new home at their existing rent levels.
3. We will ensure that tenants are provided with a home that matches their housing needs, which will mean that overcrowded families will be able to move to a larger home.
4. Secure tenants that under occupy (for instance a couple living in a two bedroom home) will be able to keep an extra bedroom.
5. For residents taking a new home on the estate we will take into consideration your preferences in terms of location, floor level and neighbours - clustering existing neighbours who want to stay together.
6. We will work with anyone who wants to move out of the area on a one-to-one basis to provide support and guidance.
7. We will pay compensation and cover the cost of moving for all households that are eligible.
8. Vulnerable residents will receive additional practical help with moving.
9. We will build modern homes that are attractive, energy efficient and accessible.
10. We will make sure that all homes have private secure outside space, either a balcony or terrace, that is big enough to accommodate everyone in the household.
11. We will build a mixture of homes with separate or open plan kitchens.
12. All residents moving into one of the new homes on the estate will have the opportunity to personalise it with a choice of kitchen finishes, floor coverings and paint colour.
13. All residents will have the opportunity to participate in the next stage of the design process, working alongside the team.

**Everyone  
will be  
offered a  
new home**



# What will the new estate be like?

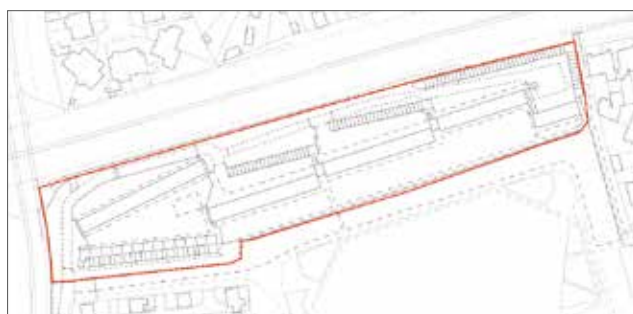


**Indicative plan of the proposed development**

**The architects, HTA, are still at an early stage of design development and much more work will be done with residents over the coming months should there be a 'YES' vote.**

The vision includes:

- 257 new, 1,2, 3 and 4 bed homes each with a balcony or terrace.
- 100% affordable homes.
- A range of heights, between 4 storeys to 6 storeys.
- Resident only courtyard gardens with quiet areas with seating.
- Well-designed on-street parking and electric charging points for cars.
- Secure cycle and bin storage.
- New play areas for different ages.
- An acoustic barrier to help block noise from the M4.
- New trees and green open space.
- Improved vehicle and pedestrian access



**Plan showing the extent of estate redevelopment**



**Artist's impression of what the new estate might look like**

### Shared Outdoor Space

- Shared outdoor spaces for residents will be provided.
- Play areas for a range of ages will be added which we will design in detail with you.
- Quieter areas with seating and opportunities for community gardening will be provided, which we will design in detail with you.
- Secure bin-rooms that only residents can access with different recycling bins.

### Vehicle Parking

- Car parking spaces (including blue badge spaces) will be provided in an organised layout across the estate.
- The final number of car parking spaces will be confirmed following a needs survey with residents and engagement with officers at the council.

### New entrance to the estate

- A new, safer vehicle access will be provided, meaning vehicles do not get stuck entering the estate as they do now.

- Improvements will be made to pavements and crossing and cycle paths will be added.
- Better connections to the park will also be included, along with improved external lighting across the estate for night-time safety.

### Environmentally Friendly

- Homes will be well-ventilated to ensure they stay cool in the summer months.
- Homes will be fitted with energy efficient lighting and sanitaryware to save water and electricity.
- Enclosed bins room that only residents can access with different recycling bins.
- We will look to include renewable energy sources at Heston Grange to help keep energy cost down.
- Materials used to build the new homes will have a low carbon footprint, minimising the impact on the environment.
- Buildings will be set-back from the M4, with double-glazed windows to reduce the impact of the traffic noise.
- We will add a well designed acoustic barrier to further reduce the noise heard from the M4.

**Your new home**

**Making  
your new  
home your  
own**



Photograph of an open-plan living space with balcony



Artist's impression of what the new estate might look like

### A high quality design

- The majority of homes will have windows on two or more walls, meaning views and natural light from more than one direction.
- Access to homes will be step-free, meaning they will be suitable for accessibility and adaptability now and into the future.
- The rooms will be regular and well-proportioned to accommodate a range of different furniture layouts.
- Homes will have enclosed kitchens or an open plan layout.
- Larger family homes will have an additional bathroom/toilet.
- Homes will incorporate robust sound insulation and separation within the homes and between neighbouring properties.

### Your new private outdoor space

- Every home will have an outdoor space, a private balcony or terrace.
- Balconies will all meet or exceed the minimum space standards as set out by policy. All balconies will be at least 1.5m deep to allow for space for outdoor furniture, potted plants, washing lines and standard clothes drying racks.
- The balcony length will depend on how many bedrooms your home has:
  - 1 bed will have 5 sqm.
  - 2 beds will have 7 sqm.
  - 3 beds will have 8 sqm.
  - 4 beds will have 9 sqm.
- No balconies will face north, and there may be opportunities to recess balconies facing east and west to buffer them from the noise of the M4.



A shared entrance



Balconies with views of the park





**A play space**



**A resident only courtyard**



**Artist's impression of what the new estate might look like**

# Accommodated to your needs

## All new homes will:

- Be larger than they currently are as homes are currently below the minimum space standards.
- Be single level living (no stairs).
- Have their own outdoor space - a balcony or terrace.
- Cater for modern-day living, meeting up-to-date building safety standards.

Residents would have kitchen options, including worktop and unit colours and flooring.

Blinds or curtains will be provided so you have window coverings from day 1.

## New home sizes:

- 1 bed 50 sqm (minimum)
- 2 bed 70 sqm (minimum)
- 3 bed 86 sqm (minimum)
- 4 bed 99 sqm (minimum)



An example of a one bedroom apartment



An example of a two bedroom apartment



### An example of a three bedroom apartment

(with a separate kitchen variation)

Key:

- |               |            |               |
|---------------|------------|---------------|
| 1. Front door | 5. Dining  | 9. Bedroom 1  |
| 2. Storage    | 6. Living  | 10. Bedroom 2 |
| 3. Hallway    | 7. Kitchen | 11. Bedroom 3 |
| 4. Bathroom   | 8. Balcony | 12. Bedroom 4 |



### An example of a four bedroom apartment

(with a separate kitchen variation)

# Safety and security



Video entry system



Key fobs



Window locks



**All homes will have secure front doors that lead to communal areas, accessed through the building's main entrance. The main entrance will include a lobby with two security doors, controlled by fob access, adding extra security to prevent unauthorized access. Homes will also be fitted with video entry systems, enabling you to view callers before providing access.**

Ground-floor properties will have additional high-level windows on restrictors that can be left open for ventilation, to ensure residents feel secure. There will also be carefully landscaped 'buffer zones' to ensure privacy.

We will work with you and Met Police to design entrances to the park.

Within Heston Grange, the new street and building layouts, along with home positioning and main entrances, will be designed to ensure shared spaces and streets are overlooked.

There will be no dark corners or dead-end areas.

To prevent trespassing and fly tipping, secure bin stores will be located in each of the new buildings.

This principle of increased natural surveillance will extend over the park to some degree and may contribute to improved behaviour.

There are no proposals to block off the underpass, as it falls outside the ownership of MTVH. However, as part of any future planning application approval, funds may be allocated to improve this area.

New buildings will have more than one lift per building, ensuring that if one lift is out of service, there will always be another operational one available.

**We will  
minimise the  
number of  
moves for  
residents**

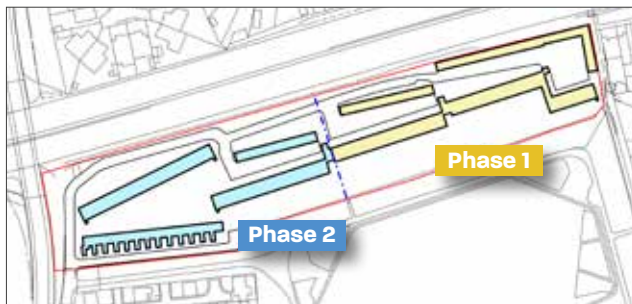
## What happens and when?

**If the development goes ahead it is going to take some time, we are in the early stages. Our aim is to carry out the redevelopment in two phases.**

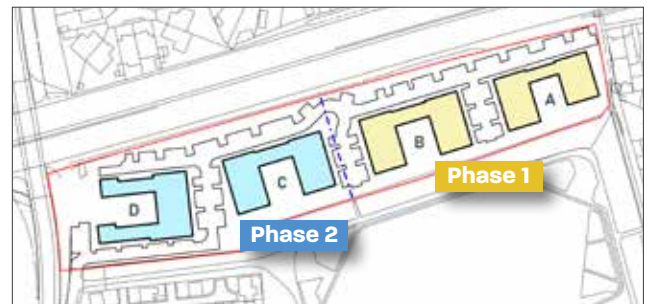
We have provided indicative dates below, subject to securing planning permission.

We anticipate the first new homes could be ready to move into in 2028.

### Existing estate



### Proposed estate



Site plans of the existing and proposed estate phases

#### Phase 1: 2026 – 2029

##### 2026 - 2027

Residents living in Phase 1 (55 households) would start to be rehoused to enable Phase 1 to be demolished.

##### 2028 - 2029

Blocks A and B are built.

**Around 124 new homes**

#### Phase 2: 2029 – 2031

##### 2029

Residents move back into Phase 1 and residents currently living in Phase 2 (68 households) move over into new homes in A & B

##### 2029 - 2031

Blocks C and D are built.

**Around 133 new homes**

Before any new homes can be built, all Phase 1 residents must be rehoused successfully. This is extremely important to get right. This would be a move to another home on the estate, another MTVH home across the borough, private rented accommodation or to homes made available by Hounslow Council.

You would have a dedicated contact at MTVH who will show you properties for you to consider and help you move.

## Your tenancy offer

- You will remain a tenant of MTVH.
- As a secure or assured tenant you have a right to a new home on the estate.
- We will work with you to minimise any disruption to you and your family.
- Some residents will only need to move once into their new property, whereas others will need to move twice.
- If you wish to move away from Heston Grange, then you will be able to discuss this as part of the decant survey, if there is a 'YES' vote.
- We will involve you in designing your new homes and community in detail, from the layout to the open space.

### Moving Support

- As you are aware, some residents will only need to move once into their new property, whereas others will need to move twice. This is dependent on where at Heston Grange you live and if you move off the estate, whether you want to move back.
- To work out where residents will move to you will have a meeting with MTVH to work out what your and your family's needs are. For example, if you have children attending school locally, we will keep them as close as possible to avoid disruption. If you work locally or are receiving treatment at the local hospital that will of course be taken into account. You would have a dedicated contact at MTVH who will show you properties for you to consider and help you move.

**You will get help to pack up your old home**

- MTVH will pay your reasonable moving cost. This applies to all households. You will receive a home moving payment to help with the reasonable cost of moving.
- If you have to move into a temporary home and then to your permanent home back on Heston Grange, you will receive a payment for each time you move.
- The moving home payment will cover things like:
  - Disconnecting and reconnecting appliances.
  - Redirecting mail.
  - Reconnecting telephone, TV and broadband.
  - Removal Costs.
  - Packing and unpacking cost.
- If you need help to clear a garage, we will assist you.
- We will even help you with sorting out a new tv license.

### Compensation

- All residents who have lived at Heston Grange for more than 12 months irrespective of property size or type will be entitled to home loss which is currently £8,100. This is dependent on any rent monies owed to MTVH outstanding at the time of moving.



### **Enough Bedrooms to meet your need**

#### **Downsizing - Reducing the number of bedrooms you currently have:**

- If you are living in a home that is too big for your needs, you can move to a smaller home. For example, if you're a couple currently in a three-bedroom home, you can move to either a one-bedroom or a two-bedroom home. In doing so, MTVH will offer a downsizing payment to you.

#### **Upsizing - Need more bedrooms than you currently have:**

- If you are living in a home that is too small for your needs, you can move to a larger home with more bedrooms. The needs of your household will be established in a meeting you will have with MTVH if the resident vote is a 'YES'.
- In some cases, you may be offered two homes and split your household if that is more suitable to meet your household's needs. For example, if young adults are living at home with their parents, then a second property might be more appropriate.

### **Accessible homes**

- If you need adaptations to your new home, we will make sure that these are assessed and in place when you move in.
- All new homes will have step-free access to front doors and lifts to access all levels.
- If you prefer to live on the ground floor, homes will be available.

**You will get  
help to set  
up your new  
home**

# What will the ballot ask you?

## Who can vote

- The Ballot will be open to all residents aged 16 years or older who live at Heston Grange. Each eligible resident is entitled to one vote, but there is no limit on the number of votes per household.

## How will the ballot be run?

- An independent company called Civica Election Services (CES) has been appointed to ensure that the ballot is run securely, independently and in line with guidance by the London Mayor.

## What is the question on the ballot paper?

- Eligible residents will receive a ballot paper asking you to answer YES or NO to the question:

*“Are you in favour of the proposal for the regeneration of the Heston Grange Estate?”*

## How do I vote?

- Using one of the methods below – you cannot cast more than one vote.

Post the completed ballot paper back to CES in the pre-paid envelope provided.

Vote online at [www.cesvotes.co.uk/hestongrange](http://www.cesvotes.co.uk/hestongrange) using the security codes listed on your ballot paper.

Or, by calling 0800 8840 708 using the security codes listed on your ballot paper.

- As this is a secret ballot, CES will never tell MTVH, or anyone else, how you voted.

## When will I get my ballot paper and when will the vote close?

- Ballot Papers will be sent out to all eligible residents on 5th November in white envelopes. You can cast your vote as soon as your ballot paper arrives.
- The ballot closes at 5pm on 26th November.
- If you are sending your ballot paper back in the post it must have arrived at CES by this time in order to be counted. Please make sure you send your vote back with plenty of time to arrive as any ballot papers received after the close will not be counted under any circumstances.

## When will I find out the result?

- The result will be announced on the Heston Grange website and also dispatched by post to residents on the 28th November.

## Who can I contact for further information about the ballot?

- If you want more information on how the ballot will work, if you have not received your ballot paper or if you have lost or damaged it, you can contact CES on the details below.
- CES is totally independent from the estate regeneration project and MTVH. They can only provide information on the administration of the ballot.
- Be sure to quote the name of your estate or MTVH when you get in touch.

T: 020 8889 9203

Email: [Support@cesvotes.co.uk](mailto:Support@cesvotes.co.uk)



Sketch showing what the view from a balcony might look like

### The estate ballot card will look like this:

### What does a 'YES' vote mean

- If the majority of residents who vote in the ballot vote 'YES', a planning application will be prepared and submitted to the London Borough of Hounslow to enable the estate to be redeveloped in the future.

- There is no minimum turnout required, however, we would advise everyone who is eligible to have their say.
- Residents will be informed of the result of the ballot by a letter sent to them one week after the ballot. The result will also be published on the Heston Grange website.

### What will happen if the vote is a 'NO'

- If the vote is 'NO', then MTVH will continue to operate Heston Grange as normal and will not be able to go ahead with the transformation. They will maintain the estate in its current form and carry out repairs as and when they are reported and needed, meaning many of the existing problems raised by residents through the engagement events related to design, layout, accessibility and security will not go away. In the event of a 'NO' vote there is the opportunity for MTVH to revise the landlord offer and ballot residents again.

# Timeline

2024

..... **October:**

## **The Landlord Offer is published**

The Landlord offer has been sent to all residents. More 1:2:1 sessions are available to book online or in person to talk through the offer in more detail and answer your questions

**November:** .....

## **The Ballot**

Civica Election Services will carry out the ballot from 5th November and it will run until the 26th November. All eligible residents are encouraged to vote via post, telephone or online

..... **Late November:**

## **The Result**

A letter will be sent to all residents on the ballot outcome

2025

**January** .....

Design workshop with residents (landscape and open space)

**March** .....

Design workshop with residents (detailed design of new homes)

**Summer** .....

Ongoing consultation with residents to finalise the planning application with events on the estate

..... **February**

Public Exhibition

..... **April**

Design workshop with residents (safety and lighting)

..... **Late Summer**

Planning application is submitted to the council for consideration

..... **Winter**

Council decide on the planning application

**Early Autumn** .....

Council consult on the proposals

Residents heavily involved

Residents heavily involved

## Summary



Sketch showing what the estate might look like

### **This is the Landlord's offer which has set out what voting 'YES' the redevelopment of Heston Grange will mean:**

- A well designed new home that is the right size for you and your family.
- A home that is built to modern living standards.
- A secure, safer neighbourhood.
- Courtyards, play areas and community gardens designed with residents, for all residents.
- Parking that is restricted to Heston Grange residents.
- Accessible homes with lift access.

### **By voting 'NO' it will mean:**

- MTVH will continue to manage and maintain your home as it does currently.



## Contact us

### Phone/SMS/WhatsApp:

07795 614 307 or 07729 040 359

**Email:** [info@hestongrange.com](mailto:info@hestongrange.com)

### In person:

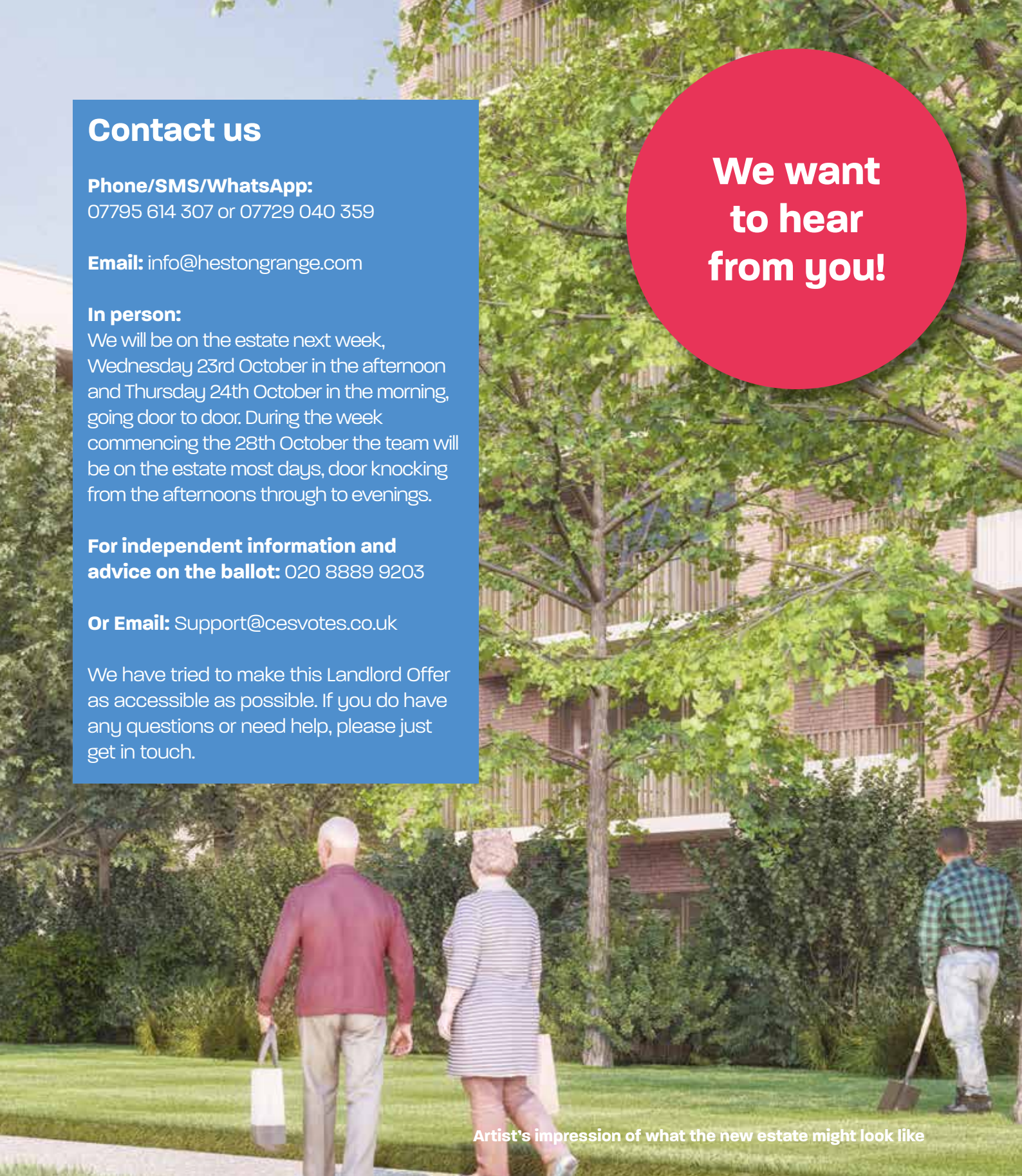
We will be on the estate next week, Wednesday 23rd October in the afternoon and Thursday 24th October in the morning, going door to door. During the week commencing the 28th October the team will be on the estate most days, door knocking from the afternoons through to evenings.

**For independent information and advice on the ballot:** 020 8889 9203

**Or Email:** [Support@cesvotes.co.uk](mailto:Support@cesvotes.co.uk)

We have tried to make this Landlord Offer as accessible as possible. If you do have any questions or need help, please just get in touch.

**We want  
to hear  
from you!**



Artist's impression of what the new estate might look like