

# Welcome to our first newsletter!



## Introduction

Tpas has recently been appointed as the Independent Tenant Advisor (ITA) for the Options Appraisal project for Alice Shepherd House and Oak House on the St Johns Estate. Over the next 18 months we'll be working closely with all residents from the blocks to look at what's the best option for your homes in the future.

We were appointed by the Residents Steering Group through a competitive process to find the best organisation to work with residents; to provide them with the support and assistance they need to ensure that the chosen option is the one that best meets the needs of the people living in the blocks.

We're aware that work on this project started some months ago and that there are a lot of concerns held by residents as to what the future may hold for you and your homes.

## Current position

Over the coming months residents will be looking closely at the advantages and disadvantages of the following options;

- Do nothing
- Refurbish the blocks
- Infill development
- Partial demolition and new build
- Demolition and new build



We're aware that there are some who are saying that the blocks will be demolished.

This hasn't yet been decided, and One Housing have publicly stated that there will be a ballot of all tenants and leaseholders as to what their preferred option is.



We will be working with residents to make sure that this happens and that we look carefully at each of the options in turn to fully understand the impact of each and what it means to you in the future. ALL options are possible – it's your choice!

Over the coming months we'll be offering different ways in which you can make your views known to us and we'll let you know where and when these will be.

**We look forward to meeting you!**

**Tpas says:**

"It's really important that as wide a range of residents as possible work with One Housing and to make sure the outcome of the options appraisal process reflects everyone's needs as far as is possible. A *Residents Steering Group*, has been set up to make sure this happens. We are looking for all tenants and leaseholders to feed into this group. If you would like to make a positive difference in your community, please get in touch with Tpas. The group meets every month."

### **What is an Independent Tenant Advisor?**

An Independent Tenant Advisor (known as an ITA) is a person or organisation appointed and paid for by the landlord (One Housing) to work with residents and is employed to clearly set out the costs and benefits of all relevant options if they (the landlord) are proposing significant changes to residents homes. The ITA works for, and reports to, residents through the Resident Steering Group.

The scope of work will be set out in our work programme which we are currently developing with the Resident Steering Group. We will always advise on the pros and cons of any proposal and will not be influenced in this by One Housing. We will be open and transparent about what we do and ensure that the residents have all the information they need in order to make an informed decision at the end of the process.

### **More about Tpas**

Tpas is a national organisation that specialises in resident engagement with over 30 years experience. Our strength is our commitment to ensuring that residents' are involved at all stages of a project and are part of the change process as the most important stakeholder, we strive for this.

Our role is to provide independent advice, explaining the facts in a clear, impartial way, supporting you through what can be a very difficult time and process, helping you to become more confident to engage with the process from an informed viewpoint. Your opinions matter because ultimately, it is the future of your home and neighbourhood that is being determined. We do not take sides for or against regeneration - this is not what we are here for - but we will explain all of the options and advise you from an independent perspective on your rights for all options open to you.



## What do we do?

We support residents to contribute to the delivery of successful regeneration schemes by:

- feeding back community issues, concerns and comments on the impact of allocation and housing policies or options and advice on offers;
- feeding back community issues, concerns and comments on the impact of regeneration generally;
- ensuring residents are involved in design and master planning options;
- ensuring and advocating for continuation of provision of services such as repairs during regeneration developments

We will ensure topical consultation, relevant to the process stage is delivered and reported on so that residents are able to provide creative and informed ideas to address local problems, based on local knowledge and understanding.

## Your Independent Advisor Team



**Jenny Osbourne**  
Tpas Chief Executive and  
Sponsor for this project



**Emma Flynn**  
Tpas National Consultancy  
Manager  
Project Manager for this project



**Lee Page**  
Lead Independent Advisor



## Our Service Charter

Tpas has an Independent Tenant Advice Charter which sets out our core standards and values for the service we provide - this is unmatched in the sector and was developed with residents and staff involved on Independent Advice projects we have worked on.

We passionately believe that early and consistent community engagement is vital and is in our DNA. You can request a copy to be sent you by emailing us or calling us, or you can download it from our website.



## How can you get in touch with us?

Tpas freephone number is **0800 731 1619** - this number is free from a landline - if you call our freephone number from a mobile you may be charged, so please leave your name and mobile number (and say you live at Alice Shepherd House / Oak House) we will call you back. Alternatively, you can call Lee Page directly on 07722 054 767 or email [aliceshepoakhouse@tpas.org.uk](mailto:aliceshepoakhouse@tpas.org.uk).

Please call or email us with any questions or concerns you might have. If you phone the Tpas team will get back to you within 48 hours. If you write or email, we will get back to you within 3 days.

You will also be able to visit our Tpas website [www.tpas.org.uk/our-projects/alice-shepherd-house-and-oak-house-ita-one-housing](http://www.tpas.org.uk/our-projects/alice-shepherd-house-and-oak-house-ita-one-housing) where we have a dedicated page for this project. All the information we provide for you can be found here.

If you would prefer to write to us, our address is Tpas Ltd, 7D Paragon House, 48 Seymour Grove, Old Trafford, M16 0LN.

**We look forward to working with you to support you as much as we can.**

## How you can get in touch with One Housing

**Alison White**

**Island Regeneration Team**

Telephone: 020 8821 4340      Email: [islandregen@onehousing.co.uk](mailto:islandregen@onehousing.co.uk)

Drop in to the Castlia Square Office, 17 Castalia Square, E14 3PQ  
Open Monday to Friday, 9 to 5pm

