

Summer 2021



CLARION
HOUSING

Eastfields

regeneration update



Planning application for first new homes at

Eastfields underway

We would like to apologise for the delay in the progression of the Eastfields project.

Behind the scenes, we have been working closely with the London Borough of Merton to ensure we can deliver the regeneration of Eastfields. Clarion and the Council have agreed a way forward and this is due to be heard at a Council meeting on the 15th September. We are hopeful of a positive outcome which will enable us to bring forward the regeneration of Eastfields.

In anticipation of a decision in September, we are restarting the planning application for phase one of Eastfields and the first 198 new homes this summer.

In this newsletter, you will find:

- an update on the planning application to get phase one underway
- details on how we are improving the repairs service whilst you wait for your new home to be built
- an update on improvements to the refuse collection service



Preparing for Phase One

We are aiming to submit the detailed (reserved matters) planning application for phase one in late autumn / early winter 2021. Although we have outline planning approval for the regeneration of all of Eastfields, we need to submit a second, more detailed planning application for each phase.

This will include information on house and apartment types, internal layouts and the appearance of the buildings, landscaping and building materials. This will be based on the information we shared at the last public exhibition in October 2019.

We will be consulting with all homeowners and Clarion Assured tenants in the coming months on all of these details:

- first online consultation event week commencing 23rd August
- second consultation event week commencing 4th October
- all details and plans will be available online
- a paper copy of consultation materials will be delivered to all homes

You will be aware that some residents are being temporarily rehoused to allow for the construction of the first new homes. You can expect to see more activity in the coming months as we prepare for work to begin on phase one.

Keeping you up to date

If you'd like to talk about your housing options, the plans for phase one and future phases you can arrange telephone appointments with your regeneration manager. We'll also be running some online events and in-person outdoor sessions this summer.

Our priority during the Coronavirus outbreak is to do everything we can to keep our residents and staff safe which means we will organise different types of consultation events depending on what the Covid restrictions allow.

We want to reassure you that we are continuing to closely monitor the situation, following government advice and regularly updating our website to keep you informed.



Refuse services

In recent weeks many residents have complained about the impact of the reduced regularity of refuse collection services. As a result we will begin additional weekly refuse collections in the next few weeks. To address the vermin issues some residents raised, door to door pest control inspections have recently begun and will be repeated in the coming weeks.

Repairs on Eastfields

We have apologised unconditionally for falling short of the standards residents have a right to expect on the estate. We have committed to improving the situation and are making important progress.

Over the course of the two estate days in June almost 50% of households opened their door to us and gave us details of any outstanding or unreported repairs. To date 154 of the repairs reported that weekend have been completed, with follow up calls to make sure the works can be closed. Everyone we did not make contact with was called the following week. On top of these, Engie have completed a further 262 repairs on Eastfields since the 25th June.

In the meantime, repairs surgeries continue to be held every morning and afternoon on the estate, staffed by our Technical Officers. They can be found at the Caretaker's Office (next to 33-36 Clay Avenue) at 9.30am-11.30am and 2pm-4pm, Monday to Friday. You can also report any repairs directly by emailing eastfieldsrepairs@clarionhg.com.



Why we will be issuing Section 16 notices to homeowners

In September we will be writing to homeowners in the phase one area of the estate. We are committed to reaching an agreement with resident homeowners to exchange your existing property for a Clarion replacement home, if you choose to stay. We are always open to buying back homes if you prefer to sell and move away. If, for any reason we are unable to reach an agreement, as a last resort, Clarion will seek to acquire the property through Compulsory Purchase.

As part of this process, we will be writing to residents in phase one and issuing notices under Section 16 of the Local Government Act 1979. This is because we are legally required to confirm your interest in your home (e.g. do you own the property, rent it privately etc.) and other details before the regeneration work starts at Eastfields. The notice requires you to declare the nature of your interest and the names and addresses of anyone else you believe also has an interest in the property. We will provide more detail on how you can respond to the notice nearer the time.

Any questions?

If you have any questions, or would like to arrange a meeting to discuss the regeneration please contact Doreen Jones, your regeneration manager on **07584 365629** or email mertonregen@myclarionhousing.com.

If you need a copy of this newsletter in large print, Braille or any other format or language please call **0300 500 8000**.

We welcome calls from Text Relay. If calling from a textphone, please dial **18001** and the number you wish to connect.

Learn more about the regeneration on the website: myclarionhousing.com/eastfields



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