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# OPENhouse



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# IT'S YOUR ESTATE KEEP UP-TO-DATE

**Most estates are now involved in Housing Choice. Make sure you keep informed on what's being talked about for the future of your home.**

**A**lmost every estate in Tower Hamlets has now joined in Housing Choice to look at ways of bringing investment into their estate and bring their homes up to a decent standard.

Housing Choice was launched by the council when it became clear that it did not have the money it needed to repair and improve its homes.

There are a number of reasons for this including under funding from central government for many years.

The council is hundreds of millions of pounds short of the money it needs to

spend over the next five years.

As you can read inside this issue of Openhouse, estates across the borough are setting up steering groups made up of tenants and leaseholders to see whether a different landlord would be better placed to manage and maintain their homes.

You can read how different estates are at various stages of Housing Choice. Some are just starting out, some have chosen their preferred partner landlord, and some are working out the fine detail of plans for their estate.

But they all have one thing in common. In every case it is residents

at the centre of what happens on their estate and are making important decisions about the future of their homes.

Estate steering groups keep residents informed through local newsletters and make sure that residents' views are incorporated into plans.

So make sure that your views are heard.

*To find out more about Housing Choice see the website [www.towerhamlets.gov.uk/housing](http://www.towerhamlets.gov.uk/housing) or call the council's Consultation and Participation Team on 020 7531 0220.*

## A towering success!

**Crossways tenants now have their very own place to find out about Housing Choice. Residents enjoyed a fun-filled evening of barbecue and giant puppets at the official opening – and got to ask questions about plans for their estate. Full story on page 6.**



This paper is distributed free to all council residents of the London Borough of Tower Hamlets

# Find out more about Hou

**The Borough-Wide Compact Group – the council’s forum for consulting with tenants – has drawn up a list of suitable landlords for Housing Choice. This is the list that estate steering groups can choose from when selecting a partner landlord. Here, four organisations on the list say what they would bring to estates in Tower Hamlets.**

## Old Ford

**O**ld Ford Housing Association is a locally based organisation, set up five years ago to take over three former council estates in Bow.

“We have an impressive record in estate regeneration,” says Chief Executive David Williams. “In the last five years we have transformed the three estates and the communities that live on them.”

Now, approaching the end of that project, David believes that Old Ford has the capacity to help more residents in the area to achieve a decent home.

“I am sure that we can improve the management service to residents – whether they are leaseholders or tenants,” he says.

“A recent Mori survey of Old Ford residents confirmed that our residents are amongst the most sat-



**Hewett Road is a good advertisement for Solon.**

isfied of any that MORI has surveyed.

“We are rightly proud of the scope of services we provide. In addition to

making sure the basic service is delivered well, we offer a range of community development programmes.

“For example, 15% of our staff are also our residents, over 30 local residents are currently placed on our construction training schemes, and we run a number of community training courses ranging from swimming lessons for local children to DIY skills for women. Most are offered at no cost.”

Old Ford also guarantees that residents will have a real voice in how those services are delivered. There are five residents on the board of management, all committees of the board have a resident majority and the main resident body is provided with office space and a paid administrator. Old Ford residents have been taking part in Housing Choice, answering questions at roadshows.

“We know we have to achieve the decent home standard,” David said. “But we would like to do much, much more. Old Ford is ideally suited to help the council with Housing Choice, as this is the type of initiative we know best and understand.”

## Solon

**S**olon, based in Tower Hamlets, was set up over 26 years ago to promote tenant choice.

According to Solon’s director of services, Raymond Little, they have “Built up a sound local base with good local knowledge and experience, strong local ties and a service designed to meet the needs of the local community.”

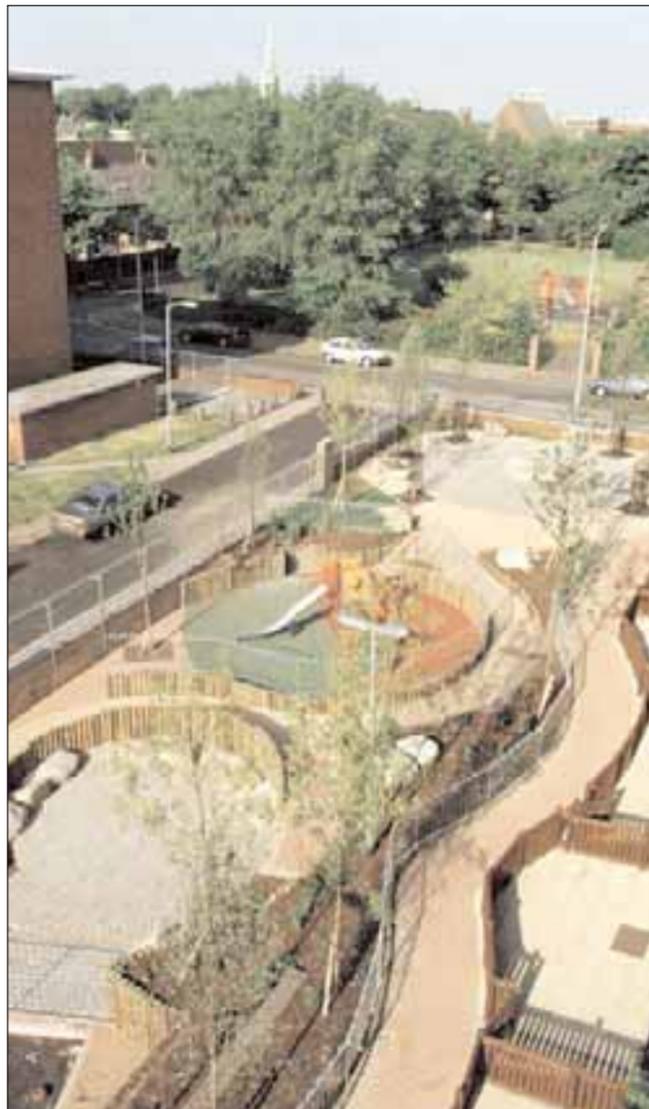
Through new buildings and conversions, Solon has developed an extensive portfolio of homes in the East End with varied forms of tenure to meet different housing needs.

The association is a member of the Network Housing Group of charitable organisations, which has vast experience in stock transfers.

“Solon is committed to taking the service to tenants,” explains Ray.

“We deliver a local service through the use of mobile housing offices, estate-based surgeries and, where viable, estate offices.

“We have adopted a comprehensive customer care approach in all areas of operation, with published performance indicators and targets.



**Old Ford provides residents with a safe place to play on their estate.**

## Editorial

### Housing Choice – check out the benefits

**IN THIS** issue you can read how estates around Tower Hamlets are getting involved in Housing Choice. Estate steering groups, in consultation with other residents on their estates, are having to make some big decisions. What are the priorities for improving their estate? Which social landlord, if any, could they work with?

But they won’t be the first to make these decisions. Other estates, in Tower Hamlets and elsewhere, have transferred from council ownership to a new landlord and are benefiting from having a landlord with the resources to improve their estate.

You can read about how one estate in Tower Hamlets benefited from transfer on page 6. Minerva Estate in Bethnal Green, which transferred to THCH in 2000, has been improved inside and out. Residents have new toilets, kitchen and bathrooms, an on-site team for rapid repairs, resident involvement in the way the organisation is run – all with a 10-year rent guarantee.

These are the kind of benefits that Housing Choice could make to your estate.

Find out more about Housing Choice. Call the council’s consultation and participation team on 020 7531 0220, check out the council’s website on [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk) or contact the independent tenants’ advisor PPCR on 020 7407 7452.

# Choosing Choice landlords

## It's Sanctuary for Ocean



**Social Investment Officer Vicky, with some young Southern Housing Group residents.**

"All Solon tenants have a named housing services officer who manages their area or estate.

"We work with tenants to enable them to exercise choice at all levels, so that they have the choice to participate in decisions which affect them and their community.

"Residents participate in direct elections to Solon's management board.

"Solon is committed to working with tenants, residents and local groups who want to take some control over their housing services.

"We are a local association with knowledge of local issues and experience of working with the local community."

### Southern Housing Group

**M**artina Kennedy, Senior New Initiatives Officer, explains why Southern Housing Group is interested in managing estates in Housing Choice.

"You may know Southern Housing Group under our old name, Samuel Lewis Housing Trust. We've been providing good quality affordable housing for local peo-

ple for over a century now – longer than the council.

"The world has changed in that time, but some things have really proved their worth: good quality, locally based management; resident caretakers; regular maintenance and stock improvement; and ensuring the organisation is on a sound financial footing. These are the values on which we base the management of our housing.

"We have a dedicated customer service centre which can deal with many day-to-day queries. This frees up time for the local housing managers to tackle issues such as anti-social behaviour and ensuring that our contractors deliver."

In total Southern Housing Group now owns and manages over 19,000 homes throughout the south east of England.

"We have been working in Tower Hamlets for the last thirty years.

"We currently invest about £10.5m each year in our existing properties. Over the last four years we have replaced windows in over 1,000 properties and installed over 800 heating systems and 800 kitchens. We have carried out four stock transfers from councils in the Greater London area. We

have developed a wide range of ways to involve residents in our work,

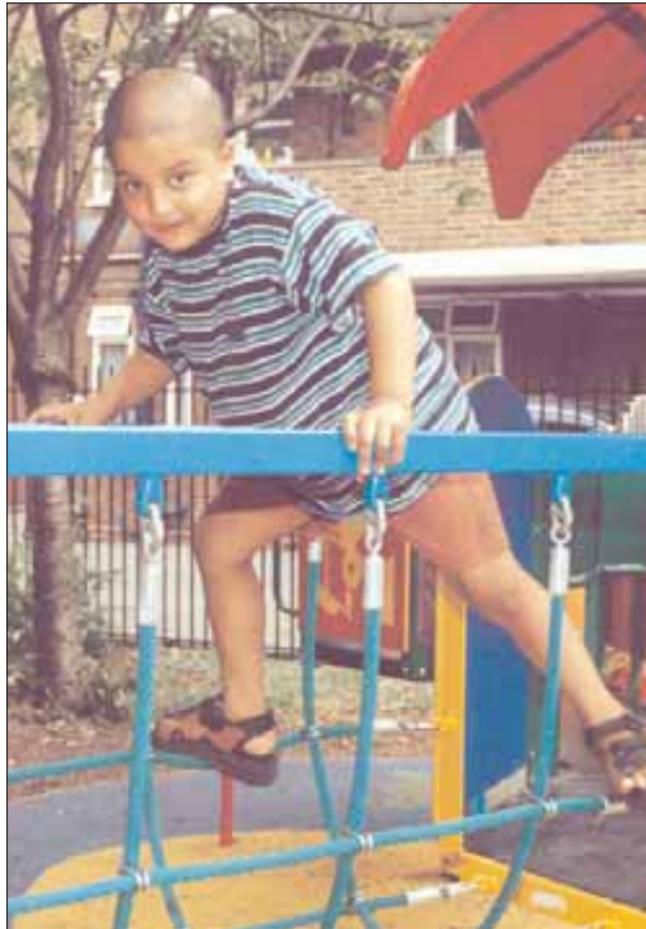
"Our charitable arm, 'Southern Housing Foundation', helps people improve the places where they live. This can be through training for work, childcare, summer schemes, or a range of community projects.

"The Housing Choice estates that we would like to work with are those close to our existing properties in the borough. By concentrating our effort in these areas we will be able to make real improvements in these neighbourhoods for the benefit of the whole community and offer a greater range of services for both our existing and transferring tenants."

### William Sutton Trust

**W**illiam Sutton Trust (WST) has been providing housing in Bethnal Green for over 90 years. Although it is a large national charity, it prides itself on managing estates at a very local level.

WST's Area Manager Elaine Haylock says: "Our estate at Bethnal Green



**William Sutton Trust Community Investment, combined with tenant involvement, created this successful new playground at Bethnal Green.**

has a local estate manager supported by an estate maintenance team who work from an office and workshop on the estate. This enables us to provide an excellent, responsive service to our residents. A recent independent MORI research survey confirmed that 8 out of 10 of our customers are satisfied with the housing service we provide.

"Each year the Trust invests £700,000 in local community initiatives on its estates. Our Community Investment Advisor, working with local staff and residents, ensures the investment is focused directly on local needs," says Elaine.

"We are also in the process of appointing a dedicated Community Development Worker for Bethnal Green and Tower Hamlets to help build thriving communities here. Our Welfare Rights Team helps residents obtain maximum housing benefits and other entitlements."

William Sutton Trust has the government's Charter Mark for all aspects of its

housing management service delivery. "We are certain that our service will bring significant improvements to residents," says Elaine. "Repairs will be carried out to an excellent standard, quickly and at the resident's convenience."

"You will find the service we provide will ensure that door entry systems and lifts are kept fully functional and properly maintained. We are an organisation which cares about our customers and we pride ourselves that we get it right first time.

"Our aim is to achieve excellence in all our housing activities, to provide residents with secure, affordable homes in thriving communities. For Tower Hamlets estates who choose William Sutton Trust we can make a difference by improving homes, delivering efficient repairs and maintenance, having local management and by providing the support of the welfare and community involvement team."

**O**cean estate in Stepney has become one of the latest in Tower Hamlets to select a social landlord to work up proposals for improving the estate.

Over the coming months Sanctuary will work with residents, local traders and Tower Hamlets Council to develop ways of refurbishing the estate.

Ocean is in a slightly different situation than the rest of the borough in relation to Housing Choice. The estate, one of the most deprived in Tower Hamlets, was awarded money from the government's New Deal for Communities programme to regenerate the estate by 2010.

However, like the rest of the borough, it will be looking to see whether a new landlord could bring in more investment than the council can.

The New Deal for Communities panel, which includes residents, chose Sanctuary after visiting other estates to see examples of work by all their shortlisted social landlords.

"All our futures are going to be affected by this," said Ocean resident and steering group member Rachel Vincent. "I feel my voice is being heard."

Misbahur Khan, chair of the New Deal for Communities Partnership Board, said: "I feel confident that we now have a partnership which can achieve the NDC's vision for Ocean estate."

The board has selected PRP Architects to develop the design of Ocean's new housing. PRP have considerable experience in social housing, and will work closely with Ocean residents, Ocean NDC and Sanctuary in developing the plans for improving homes.

Tower Hamlets, the NDC and Sanctuary will now work together with local tenants, leaseholders and traders to develop formal proposals which, if well received, could go to ballot next year.

# Housing Choice: a step-by-step guide

**Estates across Tower Hamlets are getting involved in Housing Choice. Different estates are at different stages. Some are busy interviewing interested RSLs to see which one might best meet their needs; some have already chosen. A few are in the advanced stages of working up detailed plans for their estate. And it's not too late to get involved. Some estates are just now setting up a steering group to look at the proposals. Here the chairs of three different estate steering groups tell us about what they are doing to find ways of refurbishing their homes.**

## Sticking their neck out



**A** surf-simulator, a bouncy castle, face painting, an art competition – and an inflatable giraffe. These were some of the entertainments for kids at fun days organised by EastEndHomes in the Mile End area.

EastEndHomes is a new social landlord that is being set up as part of Housing Choice.

It has already been chosen as the preferred partner landlord by the Mile End steering group, which brings together

British Street, Bede, Eric and Treby estates.

While the children had fun, their parents got the chance to speak to EastEndHomes staff and architects about plans for improving the estates. Children, too, had a chance to have their say on their hopes for the future of Mile End.

Paul Bloss of EastEndHomes explained: “Children are the future of Mile End, and it’s important that we get their views on developments, too.”

## Starting out – Mansford Estate

**M**ansford Estate in Bethnal Green has only just set up its steering group. But as steering group chair Antonio Irranca says: “Things are really beginning to start moving.”

The group is ready to start discussing which registered social landlord might best meet the needs of the estate, and there are four or five who are interested in a potential partnership.

Much of the work so far has been in getting people involved, distributing leaflets on the estate, trying to get as many people as possible to come along to meetings.

Antonio and the rest of the committee have benefited from help from PPCR, the organisation appointed to give residents impartial and independent advice throughout Housing Choice.

“Somebody from PPCR comes along to every meeting, giving support,” says Antonio. “They will be giving us training on all the things we need to do, such as negotiating. We’ve also had help from the council’s consultation and participation team, so we’re not alone.”

“We get to make the decisions, but they know the process.”

The first important task of a steering group is to select an RSL who will then work with the steering group and the council on detailed proposals for maintaining and running the estate.

“At our next meeting, we

are going to discuss the pros and cons of the different RSLs who are interested,” he says. “Then we’ll invite some or all of them to come and meet us and narrow it down to two to give an in-depth presentation on what they can do for the estate.”

The steering group will also be making sure that all residents are kept informed and involved and have a chance to give their views: “We will do a questionnaire to get everybody’s views on what they would like to see happening,” he says.

So far, involvement in Housing Choice is taking up about two hours each month for participating members, although Antonio expects that to rise as they get into detailed negotiations.

Despite the work, Antonio has no hesitation in urging everybody to get involved in Housing Choice. “Absolutely get involved,” he says. “It’s your way of having an influence over the future of your estate. Something has to be done, and this is a way of having a say over what happens.”

## Columbia residents make their choice

**P**am Haluwa, chairperson of the Columbia estate steering group, explains how they got to Stage 3 of Housing Choice.

“The process was pretty painless but exhausting, although getting enough residents involved was and is a problem.

“We managed to secure

a cohesive group representing most of the blocks within the area. Although you don’t have to have a working knowledge of the whole process or indeed experts in different fields, it does help if you have a few. We have a good spread of residents who have a working knowledge of accounts, architecture, housing and community development.

“This was invaluable in the process of developing questions and now as we come to the final stage we have a broad spectrum of residents who can scrutinise and question what will become our offer document.

“With the help of PPCR we went on estate visits, although most of the properties were either being demolished or had other funding streams to help their development.

“We devised a list of questions for RSLs, incorporating residents’ priorities taken from a questionnaire done on the estate and at an open day arranged for the competing RSLs to come along and meet residents.

“An evening was set aside for formal interviews, where we scored the respective candidates. Some questions were sent prior to this to be answered in writing and this left us with the most important to be asked on the night.

“We found that limiting the questions in this way gave us control over the interview so that it could be easily time managed, thus giving the same amount of time to all. A scoring system was set in a way that was fair to all the candidates. Residents involved in the steering

# to choosing an RSL Housing Choice: your questions answered



Residents of Leopold join in the fun at an open day.

group and others were invited to do the scoring.

"The Guinness Trust came out with the highest score so we invited them to be our preferred RSL.

"We have now set up a timetable with Guinness. Two sub groups are looking at the prospective architects and a questionnaire for all residents.

"This in many ways is going to be the hardest part of the exercise, as we desperately need to get all residents fully involved and aware that at the end of the day they will make the choice.

"I must thank two council officers, Foruk Rabbani, who started with us, and special thanks go to Peter McGeary who has got us this far. Thanks Peter."

## Leopold gets down to details

**L**eopold was the first estate to select a partner landlord, back in October 2002. It is now well into Stage 3 of Housing Choice, working with Poplar HARCA on the fine detail of the improvements that are needed on the estate.

"We've got quite a lot of problems on our estate," says Andrew Mahoney,

who chairs the steering group. "Leopold has a mixture of old and new buildings. The old blocks are beyond economical repair and residents agreed that the only alternative was to knock them down and start again. In the new part we have an awful lot of anti-social behaviour so we want effective security."

The steering group, or Leopold Area Regeneration Team as they prefer to be known, grew out of the local tenants association, so members already had some experience of working together.

Like other steering groups they were supported in the early days with training from the council and from PPCR, who have been appointed to give independent advice to residents during Housing Choice.

The group has devised ways to make sure that members don't have to sit through, in Andrew's words, 'long boring meetings'. A main committee meets once a month, with specialist sub groups looking at issues such as service delivery and leaseholders.

Once the group had selected HARCA as its partner landlord, the next task was to appoint

designers to liaise with residents, and draw up plans for the estate. HARCA suggested six suitable organisations, but the interviewing was entirely down to residents.

They chose PRP, and once again, a meeting was held to get residents views. A second consultation day later in September will give people a chance to see the latest plans, incorporating their comments.

Andrew Mahoney, believes that steering groups need a clear vision. "Every estate is different and has its own problems and own needs," he points out. "As long as you have your own vision of what you want it gives you something to aim for and it gives the basis of a dialogue with the RSLs."

What happens next? Once the steering group is happy that the proposals reflect the needs of the estate, they will be drawn up into a legally binding document, setting out exactly what residents can expect if HARCA takes over the management and maintenance of their homes. Residents will then be asked to vote on the proposals – and trail-blazing Leopold could be the first estate in Housing Choice to go to ballot.

**A**s you can read elsewhere in this issue of Openhouse, several estates are already moving on to Stage 3 of Housing Choice. This means that the estate steering groups are working with their chosen registered social landlord on detailed proposals for their estate.

If they wish, those proposals will be put to a ballot of all the residents on the estate. If residents vote in favour, the estate will transfer to the new landlord, who will be responsible for managing and maintaining the homes. But what exactly is a registered social landlord? And what happens if residents vote to stay with the council? Openhouse looks at these questions.

### WHAT IS A REGISTERED SOCIAL LANDLORD (RSL)?

A registered social landlord is a not-for-profit housing organisation, such as a housing association.

It owns and manages a group of properties, in a similar way to the council. Some, like Guinness Trust, are large organisations with homes all over the country. Others are small, with just a few homes in one borough.

Whatever their size, they have to follow certain rules in the way they operate. For example, they are limited in the amount of rent they can set. And they are not allowed to make a profit.

Any surplus money they make must be spent on housing.

They are registered with the Housing Corporation, a government body which monitors their activities, makes sure they operate within the rules and most importantly, makes sure that they remain financially stable.

### NOT FOR PROFIT

Some people are saying that transferring to a housing association is privatisation. This is not true.

A registered social landlord is not allowed to make a profit and they do not pay dividends to shareholders.

Most were set up to provide affordable housing for people who cannot afford to buy or rent a home in the private market and their whole ethos is different to a company which has to make a profit.

Social landlords are governed by a board of directors, usually unpaid. Many boards include residents, giving them a direct say into the way their homes are managed.

Tenants of social landlords have security of tenure – as council tenants do. And all social landlords, like the Council are restricted in the amount of rent they can charge – they are not at liberty to set whatever rent they like.

In many ways, being a tenant of a social landlord is no different to being a tenant of the council, with one big

exception: the council does not have the money needed to repair and maintain all of its homes in the borough.

Social landlords are not subject to the same government rules on raising money. They can offer real investment towards improving estates in the borough.

You can read about the experiences of one estate that transferred to a social landlord on page 6 of this issue.

### WHAT WILL HAPPEN TO COUNCIL STAFF IF HOMES TRANSFER?

Many Council staff will have protected employment rights if the homes that they manage are transferred. This will mean that these staff will become employees of the social landlord.

The Council has made it clear from the outset to the social landlords taking part in Housing Choice that the Protection of Employment Regulations (commonly known as TUPE) will apply to any transfer of homes.

This will be the case whichever landlord is chosen. It will then be up to the new landlord to introduce policies and training programmes to ensure that the services offered to residents can be delivered by the staff who transfer.

This has already happened successfully in the case of Poplar HARCA and Tower Hamlets Community Housing (THCH).

### WHAT IF TENANTS DECIDE THAT THEY DO NOT WANT TO TRANSFER?

Housing Choice is led by residents. Transfer can only go ahead if the majority of tenants on an estate vote in favour. If they reject the proposals, then the estate will remain with the council.

The council will continue to be the landlord and tenants will pay their rent to the council, just as they do now.

The council will be responsible for running the estate and for repairing and refurbishing the property.

However, as the council has made clear, it does not have the money for all the repairs and improvements that need to be done in the borough.

It is hundreds of millions of pounds short of the money needed to bring homes up to a decent standard. The council is not allowed to borrow the money needed and it cannot raise enough money from rents.

As a result, Tower Hamlets housing service will be very different in the future. The council is looking at ways to improve efficiency but savings will have to be made.

Maureen McElaney, Interim Director of Housing Management said: "We are still looking at what those changes might be, but residents need to be aware that our financial situation means that that the council will be offering a different, more streamlined service in the future."

# One estate's experience of transfer

**T**ransfer is not a new idea. Estates around the country have already transferred to new landlords. In 2000, Minerva estate in Bethnal Green, was one of the estates that voted to transfer to Tower Hamlets Community Housing (THCH).

Since then, they have seen improvements to their properties and residents have a direct say in how the organisation is run. Anne Ambrose, Minerva resident and chair of THCH, told *Openhouse* of the difference that transfer has made.

"The other day I was looking at the 'before' pictures and I couldn't believe it," she says.

## IMPROVEMENTS

The Minerva blocks have had cladding, new lifts, new toilets, kitchens and bathrooms, rewiring and new central heating. Not every estate that transferred has had as much done, because it was not necessary, but every tenant has benefited from the internal improvements to their homes.

The works were part of the 'offer document' given to tenants before they voted, a legally binding agreement of what they could expect if they moved to THCH.

"I'd say that 99% of the promises have been kept," says Anne. "Those that haven't proved not to be necessary, or were changed after consultation with residents. They



**Minerva: before the transfer.**

were going to take five years, but they have been completed in three."

Day-to-day management of the estate has improved. With a repairs team on site, resident's complaints are dealt with quickly and Anne says that having a local office on

the estate helps. "We can go and knock on the door whenever we want!"

## RENTS GUARANTEE

Tenants have a legal 10-year rent guarantee. At the end of this period, as Anne points out, the government's rent restructur-



**Minerva: after the transfer.**

ing plans will be in force, so that rents will be the same for all social landlords, council or otherwise, for similar properties in any one area.

THCH is governed by a board of 18 – six councillors, six independent specialists and six residents, including a leaseholder. There is also a residents' board in each area.

Now with the 'bricks and mortar' work finished the board is looking at other ways to benefit the community. An estate warden scheme looks after the estate. THCH has taken over a community centre formerly run by Peabody Trust. The board has recently appointed a community development manager and a tenant participation manager to look at ways of creating opportunities for local people.

Anne wasn't always a fan of transfer. Minerva estate was part of an earlier transfer proposal and Anne voted no. But when the chance came up again, she found the offer more convincing and voted in favour.

Of course, it hasn't all been plain sailing. "They're have been arguments along the way. Originally we felt estate services were poor, but a petition went in and things changed.

"Now we have a healthy resident/landlord relationship and the work has been done. If you went to my estate you'd certainly notice the difference."

## Crossways consultation shop



**Residents join in the fun at Crossways.**

**C**rossways residents can find out all they need to know about Housing Choice at their consultation shop.

Almost on their doorstep in Holyhead Close, the shop has staff available to answer questions on regeneration and stock transfer. It will also be used by residents and all the partners involved in Housing Choice on Crossways for meetings, IT training and information.

The shop was launched with a fun evening and barbecue. A balloon twister and 9-foot tall puppets entertained the children. And the youngsters filled the

whole of a wall-length piece of paper with their dreams for the future of their estate.

Meanwhile their parents had the chance to chat to staff of Swan Housing Association, the landlord selected by the estate steering group as partner landlord for Stage 3 of Housing Choice.

Swan is now working with residents and the council on detailed plans for improving the estate. The consultation shop is open Mondays 2-6pm, Wednesday 9-5pm and Friday 9am-12 noon.

For more information contact 020 8983 6615 or see the Crossways residents' website: [www.crosswaysresidents.co.uk](http://www.crosswaysresidents.co.uk)

# New leaseholder rights bring new responsibilities

**T**he government has given more leaseholders the right to buy the freehold of their flats, giving them the chance to take control of the management and upkeep of their property. But what does this mean for leaseholders in council owned blocks?

Known as 'leaseholder enfranchisement', the scheme does have certain qualifications and conditions.

For example at least 50% of the homes in a block must be leasehold. Like the Right to Buy, the Right to Enfranchise is governed by legislation which sets out the terms and conditions that have to be

complied with for the sale of a freehold to be completed.

Becoming the freeholder would give leaseholders more control over the costs they currently have to pay towards services and repairs but it also brings extra responsibilities, and leaseholders need to think very carefully before taking this route.

Liz Ormston, New Partnerships & Initiatives Manager explains: "In effect, the role of council and leaseholders would be reversed, with the leaseholders taking over the council's current responsibilities for making sure that the building is maintained and setting and

collecting service charges."

Tenants in blocks where leaseholders exercise their 'right to enfranchise' would keep their rights and security. The council would 'leaseback' tenants' properties. The new freeholders would bill the council for the cost of the upkeep of tenants' flats.

However, as Liz explains: "The new freeholders would be obliged to do the repairs and maintain the buildings properly – but would not receive the rental income from the tenants, and without the borrowing power of a social landlord with a proven track record. Their sole source of income would be the ser-

vice charges that are collected from the individual leaseholders. This would include the council in the case of any tenanted properties."

The Office of the Deputy Prime Minister warns that if people have any doubts about what leaseholder enfranchisement entails, they should take professional advice.

The ODPM has produced a booklet 'Leasehold flats; your right to buy the freehold of your building or renew your lease', available from [odpm@twoten.press.net](mailto:odpm@twoten.press.net), Tel: 0870 122 6236 or from the council's Consultation and Participation Team.











