



## IMPORTANT INFORMATION

### Please read this letter carefully

Regina Road & Sunny Bank residents  
South Norwood  
London, SE25

Please ask for/reply to:

**Resident Involvement Team**

**Our ref:** SOC/RR

**Date:** 13 December 2022

Dear Resident

## Start of Resident Consultation – Regina Road

We wrote to you recently letting you know of plans to start consulting residents formally about the future of homes in Regina Road and the surrounding area.

I am writing again to confirm that the statutory consultation to be held with residents will start on Tuesday, 13 December 2022. It will run over a six-week period to help decide the best way of providing warm, modern homes for you.

During this phase of the consultation, we will be asking for your views on the following:

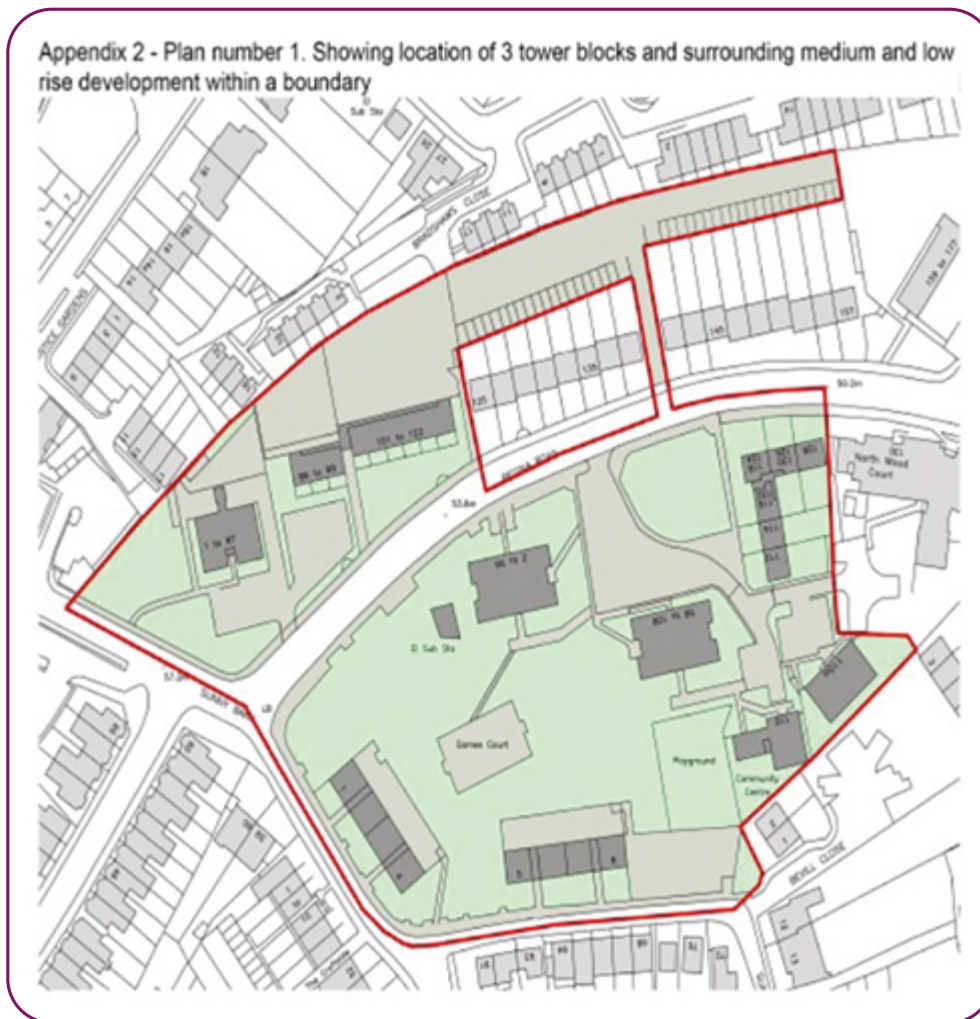
- **Option to either refurbish or rebuild homes that are included in the consultation area**
- **Draft Tenant Offer (if the blocks are demolished and rebuilt)**
- **Draft Leaseholder & Freeholder Offer (if the blocks are demolished and rebuilt).**

The consultation will run for six weeks and officially end on Thursday, 26 January 2023. It provides an opportunity for you to formally tell us your views around refurbishment or rebuilding and following further work around the potential options, you will be invited to vote in a resident ballot in spring 2023.



## How will I know if my home is affected?

Your home is included in the consultation area if it is within the red line shown on this map.



## How can I find out what it means for me?

Alongside this letter you will have received information which sets out what you can expect from the council if your homes are refurbished or redeveloped.

These commitments to you are often called a **'Tenant Offer'** or a **'Leaseholder & Freeholder Offer'**. They will be used as the basis for the Landlord Offer for a resident ballot in spring 2023 to determine the future of this part of the estate.

You can also view these offer documents online at [croydon.gov.uk/reginaroad](https://croydon.gov.uk/reginaroad).

SCAN ME



## How can I have my say?

You can take part in the consultation in a number of different ways.

You can provide your views and feedback by scanning in the **QR code** or by completing an online survey at [getinvolved.croydon.gov.uk/regina-road-residents-survey](https://getinvolved.croydon.gov.uk/regina-road-residents-survey) from **13 December 2022**.

You can also contact Independent Tenant and Leaseholder Advisers (ITLAs), who are independent from the council. Their role is to make sure you understand the options available and to support you to give your views in the consultation. Here are their contact details:

- **Rob Lantsbury: 07961 532 761** or email [rob.lantsbury@publicvoice.london](mailto:rob.lantsbury@publicvoice.london)
- **Christine Searle: 07764 421 981** or email [christine.searle@publicvoice.london](mailto:christine.searle@publicvoice.london)
- **Public Voice freephone: 0800 169 8677** or email [info@publicvoice.london](mailto:info@publicvoice.london)

You can also write to **Public Voice** at: Public Voice CIC, Tottenham Town Hall, Town Hall Approach Road, London N15 4RX.

Two drop-in sessions have been arranged at **Flat 62, Regina Road, SE25 4TT**, where you can speak to the Independent Tenant and Leaseholder Advisers to ask any questions you might have and formally give your views. There's no need to book, just turn up:

**Thursday 15 December, 5pm-8pm | Wednesday 21 December, 5pm-8pm**

Other workshops and meetings will be organised to give you more opportunities to have your say, and we will share details of these.

## Reassurance on council finances

You may have read in the news that Croydon Council has issued a Section 114 Notice which stops all but essential spending on most council services. I want to reassure you that this announcement will not affect or impact on our decision to either refurbish or rebuild the blocks.

## Understanding communications

If you, a family member, or neighbour would like us to provide communication materials in community languages, large print or audio format, please contact the team on [reginaroad@croydon.gov.uk](mailto:reginaroad@croydon.gov.uk) or call **020 8726 6100 ext. 44524**.

We look forward to continuing to work closely with you over the coming weeks and months.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S. Sen'.

Susmita Sen  
Corporate director of housing  
**Croydon Council**