

Central West Project Newsletter



NewmanFrancis - Our Role

We have been appointed by SBHG to provide impartial independent advice and support to leaseholders during the consultation period regarding the proposals for the Central West building.

In carrying out this role, we will be ensuring that leaseholders questions, concerns and issues regarding the proposals are relayed to SBHG. We will be using our experience to try and achieve sensible compromises on the challenges which lay ahead.

Feedback from consultation meetings

On Wednesday 12th July 2023, we invited leaseholders of Central West to a consultation meeting at Greenford Hall, 14 households attended the session. This was followed by an online meeting on the 13th July, which was attended by 37 leaseholders.

The purpose of these meetings was to report on our findings from the recent household surveys that we had conducted and to explain about the Leaseholders Charter which would set out the obligations and commitments that SBHG would give leaseholders for the 'Buy-back' option.

The key points from the meeting on the 12th July which leaseholders felt very strongly about were:

- Priority is independent valuations must take place and leaseholders have input in selecting the valuers.



- When SBHG make offers to leaseholders, they need to be fair and considerate. Leaseholders feel that their lives have been put on hold during the past few years and therefore reflected in the value of the compensation package.
- Leaseholders have significant mistrust and dissatisfaction with SBHG from past experiences.
- Use different communication channels to ensure that all residents of Central West are kept informed.
- A majority of leaseholders would like to continue with the consultation during August despite nearly 50% being away at some point in August 2023.

The following key points raised by the leaseholder during the meeting on 13th July:

- Concerns regarding mortgage issues and financial losses in the buyback process.
- Clarity on the charter's power to address all leaseholders' concerns and facilitate progress in the buyback process.

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Feedback from consultation meetings continued

- Supporting individual leaseholders as personal circumstances differ widely, including residents with disabilities and high mortgage rates.
- Inflation-proofing the buyback offer due to inflation rates and finalising offers promptly.
- The need for a flexible approach in meetings and considering residents' availability and preferences.
- Individual resident consultations to ensure all residents' needs were captured, before presentation of the charter to SBHG.
- Effective communication channels and availability of online contact information to ensure residents are well-informed.

The minutes of both meetings have been sent to those who attended. We are also attaching the minutes of both meetings to this Newsletter.

Following the meetings we circulated copies of the Power Point presentation made at the meetings alongside a Factsheet regarding Home loss Disturbance payments. If you have not received either of these documents, please contact us and we will be happy to send you another copy.



Consultation - Next steps

Most of the leaseholder who attended the consultation meeting wished us to proceed with the consultation during August. In light of the fact that some leaseholders will be away during August, we will continue the consultation using a mix of questionnaires, drop-in sessions and on-line meetings.

The first matter we will be consulting you on is the appointment Valuers and the process for conducting the Valuations. SBHG have advised us of a process that they would like to use and we will be sharing this with you in the next week.

We will then share with you a draft document setting out the section headings for the Charter. This will be followed by consultation on the Disturbance payment.

Change to indicative timeline for Buy-back process

As a result of feedback from leaseholders during the consultation meetings held on the 12th and 13th July, SBHG have agreed to extend the period between 'exchange of contracts' and 'completion'.

The presentation made by SBHG to residents on the 31st May indicated that exchange and completion would happen within a 2 month window. Leaseholders told us that 2 months would unlikely be sufficient time for them to complete the purchase of a new home.

As a result SBHG have agreed that the window for exchange and completion for Buy-back will be increased to 6 months. This will allow more time for leaseholders to complete on the purchase of their new home.