

Proposed Redevelopment of Sir Oswald Stoll Mansions

Consultation Report

March 2018

Prepared for Stoll by:

Comm Comm UK
Community Communications

Contents

| | |
|---|----|
| Executive Summary | 2 |
| Introduction | 4 |
| Why Consult | 5 |
| Methodology | 6 |
| Tenants | 6 |
| Trustees | 6 |
| Stakeholders | 7 |
| Timeline | 8 |
| Materials | 8 |
| Feedback Received | 11 |
| Who responded | 11 |
| General feelings towards the proposal | 12 |
| Objections | 12 |
| Need for redevelopment | 13 |
| Thoughts on a new building and its facilities | 15 |
| Temporary accommodation during construction programme | 16 |
| Construction programme | 17 |
| Moving | 17 |
| Support for Veterans elsewhere | 18 |
| Compensation | 18 |
| Tenants' health and wellbeing | 19 |
| Suggestions made via feedback | 19 |
| Staff Consultation | 19 |
| Press and Media Coverage | 21 |
| Press | 21 |
| Social Media | 25 |
| Conclusion | 27 |
| Appendix | 28 |

Executive Summary

- In January 2018 Stoll launched a consultation process about the potential redevelopment of Sir Oswald Stoll Mansions
- The proposal is for the redevelopment of the current Sir Oswald Stoll Mansions site, which would enable Stoll to provide 300 new homes and support services to thousands more Veterans across the country
- The consultation aimed to inform tenants and other key stakeholders of the proposal and listen to their feedback and concerns
- Comm Comm UK was appointed by Stoll to advise on the consultation methodology, to gather and analyse feedback and produce this consultation report
- The consultation included a seven-week period to engage with and hear feedback from tenants and staff members of Stoll
- The consultation included a permanent exhibition in the Garden Room, which was staffed periodically for the first two weeks of consultation and from that point every Tuesday during coffee mornings throughout the remaining weeks. The exhibition attracted large numbers of tenants who asked questions about the proposal
- The consultation also included one-to-one meetings with tenants or their guardian. These were held with a member of the Comm Comm UK team and a staff member from Stoll if requested by the tenants
- Response forms were made available for tenants to fill in at their leisure or during a one-to-one meeting. The response form asked specific questions and prompted tenants to give feedback on various aspects of the scheme
- Tenants were encouraged to share their thoughts throughout the process with Stoll staff and Comm Comm UK
- All conversations held with tenants about the redevelopment, whether informally or through one-to-one meetings, were recorded on Tenant Contact Forms
- 126 tenants engaged in the consultation from 120 flats – 85% of the 141 tenanted flats
- The feedback received illustrated that the majority of tenants who engaged in the consultation are generally in agreement with the proposal
- The feedback illustrated that the principle for the provision of 300 additional homes elsewhere was supported by 84% of tenants who filled in tenant response forms (Figure 3a)
- A number of tenants were supportive of the plans but had questions about the new building and whether, aside from the damp and heating issues on the estate, it would be as pleasant a place to live as the existing estate
- Some tenants were also concerned that moving and living with the construction noise may be disruptive and noted that they would need appropriate support in dealing with these concerns
- Several tenants were keen to be involved in the design of the new building and suggested possible facilities and design points to include such as a drying room, storage space and soundproofing
- Many tenants were keen to know about allocation of the new flats and wanted assurances about tenancy agreements and costs of living
- Initially, some tenants were sceptical about the proposals and were nervous that they would be made to leave. However, seeing indicative designs and the model helped provide assurances that the proposal had been fully thought through
- Staff members were also invited to give feedback to the Comm Comm UK team during facilitated group discussions at two staff meetings

- A number of staff members were generally pleased with the plans and understood there is a need to sell land to Chelsea Football Club to increase income that will help Veterans in the long-term
- Staff members noted that the construction period may be very disruptive and said they would require more support to ensure the quality of their work with tenants could continue
- In conclusion, the consultation was successful in opening up strong lines of communication with tenants and staff members. Tenants understood the proposal but were realistic about the impact this could have on them if it was adopted. It provided reassurance to tenants and was valuable in understanding tenants' and staff views on the redevelopment proposal.

Introduction

On Tuesday 16 January 2018 Stoll launched a consultation process for the potential redevelopment of Sir Oswald Stoll Mansions.

The proposal, which has now been consulted upon, is to redevelop the current Sir Oswald Stoll Mansions site, enabling Stoll to provide 300 new homes and support services to thousands more Veterans across the country. To achieve this, Stoll is proposing to build approximately 103 brand new state-of-the-art homes on part of the Mansions site and to release the rest of the site to Chelsea Football Club.

There are currently 157 flats on the Mansions site, 141 of which are currently tenanted. However, it is not anticipated that anyone would have to leave the estate if they do not want to.

There would be considerable building work and disruption on site if redevelopment were to take place. It is projected that in 2019, and not before, all 20 flats in the 'new block' and 24 flats in the western section of the 'sheltered block' would need to be vacated and demolished in order for the new accommodation to be built. No other flats are anticipated to be affected at this time.

Stoll would work with these tenants to provide alternative accommodation, including on the Mansions site. No other tenants are expected to have to move until 2021 at the earliest. All tenants would be compensated for the disruption caused.

The programme of consultation, which ended on Tuesday 6 March 2018, was held to engage tenants, inform them of Stoll's proposals and seek their views. Stoll also engaged staff and key stakeholders to find out their views. The consultation programme, feedback received and key findings can be found in the following report.

Why Consult

Comm Comm UK was instructed by Stoll to assist with the tenant and staff engagement around the proposals for the redevelopment of the current Sir Oswald Stoll Mansions site. The consultation was aimed at informing tenants and other key stakeholders and hearing their feedback and concerns.

Comm Comm UK is a specialist communications agency with expertise and experience in advising on and implementing consultation and communications programmes.

Consultation can benefit development schemes by ensuring local residents and the community understand what is proposed and why. The consultation process can also inform and improve proposals.

Consultation is a regulatory requirement for Stoll and is regarded as good practice generally, in relation to proposals of this nature.

Methodology

Comm Comm UK worked with Stoll to develop a consultation strategy, plan its implementation and undertake the process.

Tenants

The programme of consultation began on Tuesday 16 January 2018 when a letter notifying tenants of the proposals and planned consultation was hand-delivered by Stoll staff members. The letter invited tenants to the Drop-In Exhibition in the Garden Room. A series of exhibition dates and times were planned as well as the offer of one-to-one meetings to ensure as many tenants as possible had the opportunity to view the proposals and make their comments.

The process was designed to ensure all tenants, including those with additional access needs, were able to engage with the consultation. Once a plan was developed an Equality Impact Assessment (EqIA) was undertaken on the proposed consultation process. This resulted in a number of changes to the plan to ensure that the consultation was as accessible as possible to the tenants.

This included ensuring:

- All written consultation material was published in Arial font with a text size of 14
- All written consultation materials were drafted in English
- Tenants were able to respond to the survey orally if they could not use a written format
- The consultation website achieved WAI WCAG Double-A conformance.

It was recognised that it was possible that this consultation could have a negative impact on some residents with certain mental health conditions, including people with Post Traumatic Stress Disorders (PTSD). For this reason, a number of steps were taken to manage the anxiety of the tenants; including emphasising to all tenants that they had the option of accessing the information (including models) from the Drop-in Exhibition in their own homes.

Where possible, data collected was coded and analysed quantitatively. This allowed us to generate statistics and highlight key themes where possible. The coding and comparison of data was peer reviewed to ensure the results were interpreted as accurately as possible.

There are 149 existing tenants on the Sir Oswald Stoll Mansions site. Tenants would be most affected by moving and the long-term impact of the project. Further information regarding tenant consultation is outlined later in this report.

Trustees

Stoll's Board of Trustees is taking a close interest in the consultation. The Vice Chair of the Board of Trustees attended the tenant meeting on 13 February 2018 and listened to the views and comments from tenants. Having decided to consult residents about the proposal, the Board of Trustees will consider this report which contains the feedback from tenants. The Board will consider the report carefully alongside other information about the proposed redevelopment before coming to any final decision. The Board also convened a working group to examine documentation on the proposed redevelopment in depth, to hold the senior management team and other colleagues to account and to ensure the consultation was carried out appropriately. The working group includes Trustees and co-opted members with specific and relevant expertise.

Stakeholders

Stoll wrote to a large number of stakeholders to inform them of the proposal. A copy of the standard letter is provided in Appendix A. The communication was important to ensure that Stoll funders and other partners were made aware of the proposal appropriately. Some letters were followed up with phone calls and/or meetings to discuss the proposal in more detail. Of the stakeholders who responded to Stoll's correspondence, there was overwhelming support. After receiving communications from Stoll, Greg Hands MP followed up by writing to every tenant offering to listen to any concerns.

The types of stakeholder are set out in the table below.

| Name of stakeholder group | Sub-groups included: |
|---------------------------|--|
| Stoll | <ul style="list-style-type: none"> • Patron – HRH Countess of Wessex • Current (and former) President/ Chairman/ Members • Board of Trustees • Staff |
| Strategic partners | <ul style="list-style-type: none"> • Funders such as Royal British Legion, Help for Heroes, Riverside Housing • Key MoD contacts, including Chief of Defence Personnel |
| Veterans' sector | <ul style="list-style-type: none"> • Relevant Veterans' charities • Veterans Gateway • Cobseo members |
| Compliance | <ul style="list-style-type: none"> • Charity Commission • Auditors • Home and Communities Agency • Bank |
| Politicians/ LAs | <ul style="list-style-type: none"> • MoD ministers and shadow ministers • Local MP • Councillors – Hammersmith and Fulham |
| Site users | <ul style="list-style-type: none"> • GP surgery • Veterans Kitchen • SSAFA |
| Community | <ul style="list-style-type: none"> • Local faith and other community organisations |

Stoll's communications team issued a press release to several media outlets on 16 January including Armed Forces media, housing titles, outlets in London and some national outlets that were known to be interested. The press release which can be found in Appendix B announced the detail of the proposal and the start of the consultation. Several comments were included in the press release including from Cobseo, Cllr Alan De'Ath, a Mansions tenant, Lord Walker, a Chelsea FC spokesperson and Ed Tytherleigh. Media were able to use the materials online including the detail in the consultation document and the images. The communications team responded to calls from journalists on a case by case basis. Press coverage can be found later in this report.

Existing staff members were identified as stakeholders, at present, there are 49 staff members working for Stoll at the Mansions and other sites. It is noted that one staff member lives on-site. Staff members would also be affected by the project due to an impact on job roles or the ability to continue working, as well as any increased pressure to ensure tenants' wellbeing.

Timeline

| Date | Activity |
|---|--|
| Tuesday 16 January | Consultation launches with the hand delivery (Appendix C) to each flat |
| Tuesday 16 January to Saturday 20 January | Drop-in Exhibition opens in the Garden Room, it is manned by staff members from Stoll and Comm Comm UK on the following dates: <ul style="list-style-type: none"> • Tuesday 16 January, 10 am - 7 pm • Wednesday 17 January, 10 am - 7 pm • Thursday 18 January, 10 pm - 3 pm • Friday 19 January, 10 am - 3 pm • Saturday 20 January, 11 am - 4 pm <p>Information Booklets (Appendix E) hand-delivered to each flat on Thursday 18 January</p> |
| January 2018 | First Consultation Newsletter sent (Appendix I) |
| W/C 22 January | Weekly coffee mornings took place every Tuesday morning, 10 am – 12 pm, in the Garden Room which had the exhibition boards on display and were manned by staff members from Stoll and Comm Comm UK. |
| Tuesday 23 January | One-to-one meetings commence |
| Monday 29 January | Second Consultation Newsletter sent (Appendix I) |
| Tuesday 6 February | Third Consultation Newsletter sent (Appendix I) |
| Wednesday 7 February | Staff consultation |
| Tuesday 13 February | Staff consultation |
| Tuesday 13 February | Tenants' meeting |
| Friday 23 February | Fourth Consultation Newsletter sent (Appendix I) |
| Tuesday 27 February | Delivery of a reminder letter (Appendix C) by hand to each flat encouraging tenants who had not yet made a one-to-one meeting appointment to meet with the team |
| Tuesday 6 March | End of period for responding to the consultation |
| Wednesday 7 March | Delivery of a letter (Appendix C) by hand to each flat to inform all tenants the period to submit responses to the consultation had come to a close and to inform them of the next steps. |

Materials

Letters – Appendix C

Three letters were issued to tenants over the course of the consultation. The letters reminded tenants of the consultation, timescales and encouraged them to engage with the consultation. The letters also assured tenants that additional support was available in case the process was unsettling.

Response Forms – Appendix D

Response Forms were issued to tenants to encourage them to share their views on the consultation. The questions prompted discussion of certain topics. However, tenants used the prompts to explore

a range of ideas and express views on the proposal in general and other issues, particularly during the one-to-one meetings.

The questions included:

- What are your views on the proposed vision to create 300 additional homes for Veterans and to provide support services to thousands more in the coming years? Do you agree or disagree with it (please explain your reasons for your views)?
- What are your views on the proposal to create approximately 103 new properties on the existing estate and release the rest of the site to Chelsea Football Club? Please state if there is anything you would change about the proposal and please tell us why.
- Do you have any questions?
- If the proposal does go ahead, is there anything in particular you would like Stoll to support you with personally?

Information Booklet – Appendix E

The Information Booklet included details about the proposal, consultation timeline and information on how to feed back to the team.

It included information about:

- The once in a generation opportunity to renew the Stoll estate and help more Veterans in the process
- The consultation process and reassurances that tenants would be fully engaged and their thoughts taken into consideration before a final decision is made
- What the proposal would mean to tenants - seeking tenants' views and highlighting Stoll's preferred option
- A timetable of the consultation process and the different ways in which tenants could get involved
- Addressing concerns about support if tenants need to move during construction and compensation to help the costs of this
- How feedback would be used and reported.

Drop-in Exhibition – Appendix F

In preparation for the Drop-in Exhibition, 14 exhibition boards were designed to outline the proposals using text and imagery.

The boards included similar information to the Information Booklet but also included:

- A more detailed look at the vision for Stoll
- Imagery, graphics and sketches of the site plan, layout and interiors.

In addition to the exhibition boards, an indicative scale model of a proposed new building and a CGI short film showing the proposed new building were used to illustrate the proposal and offer context.

Tenant Contact Forms – Appendix G

Tenant contact forms were issued to staff and team members to fill in following any conversations held with tenants about the proposal.

Staff recorded the outcomes of informal conversations with tenants from Tuesday 16 January until Tuesday 6 March, which offered an honest insight into the feelings of tenants, their concerns and suggestions for the proposal.

Website page – Appendix H

A webpage, www.stoll.org.uk/tenant-consultation, with information about the consultation and proposal was launched and made available to tenants. The link was publicised in letters and newsletters during the consultation period.

The website page had downloadable documents including the CGI short film, exhibition boards and Information Booklet, as well as information about how to get involved and how to feed back views.

Newsletters – Appendix I

Four newsletters were issued to tenants during the consultation period. They were hand-delivered to each flat, posted on the Stoll website and also displayed on noticeboards.

The newsletters included information about the consultation, how to get involved, how to feed back views, frequently asked questions with answers and also publicised the weekly Tuesday coffee mornings where Comm Comm UK and staff were on-hand each week to discuss the proposal.

Feedback Received

Who responded

People from 120 flats engaged in the consultation process, through either taking part in one-to-one meetings, filling out a consultation response form or having an informal conversation with a member of staff. Figure 1 shows the breakdown of how participating flats engaged in the consultation.

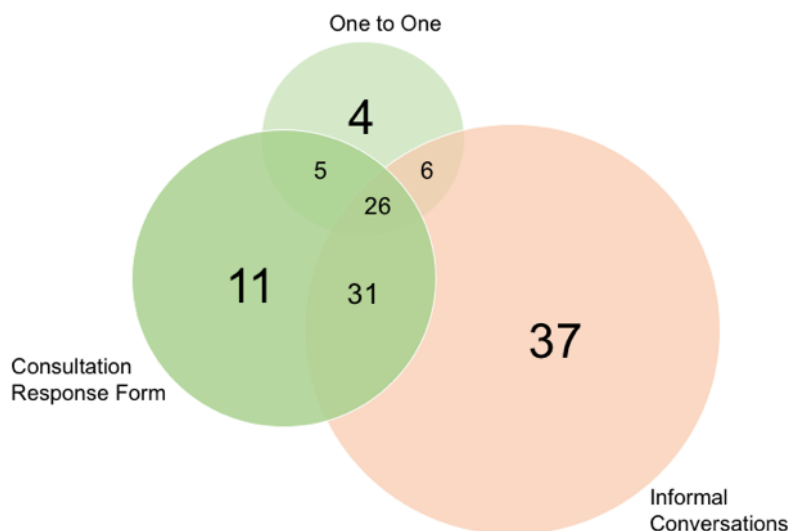


Figure 1: Venn diagram illustrating how many flats were represented in the consultation



It should be noted that one tenant took part in more than one one-to-one meeting and some tenants also submitted more than one response form

The majority of tenants felt comfortable sharing their views during the consultation – whether they were in full support of the proposals, concerned about elements of the process or against the idea of redevelopment.

Some tenants revealed they were unhappy that the initial consultation letter informing them of Stoll's plans were not just posted through the letterbox. They explained they would rather have had the letters posted than having to answer the door to receive the letter. In this situation, they were informed that staff were instructed to hand-deliver the letter directly. Nevertheless, the Trustees were informed of the approach and redevelopment working group agreed that introducing the consultation face-to-face was the best approach.

The main themes to arise across feedback from all avenues of consultation are covered below.

Feelings towards the proposal

Tenants were generally positive about the proposal and understood the reasoning. Tenants had lots of questions and were keen to know more on the specifics of the proposal (Figure 2). Initially, some tenants were against the proposal due to fear of change or the unknown. However, over the course of the consultation, tenants developed a greater understanding of the proposal and were relieved their concerns had been pre-empted or carefully listened to and considered. Despite this, there was still some opposition to the proposal with some tenants feeling that development of the site was not necessary.

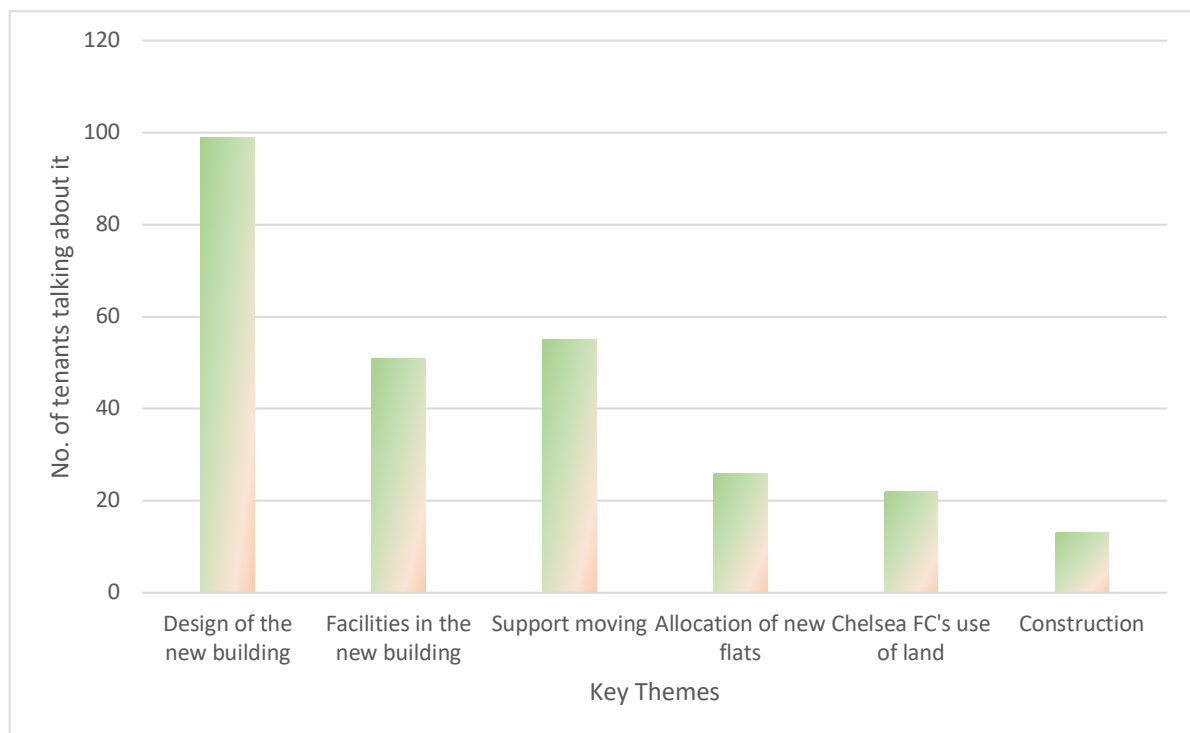


Figure 2: Diagram showing what comments, both positive and negative, focused on. Data gathered from tenant contact forms, one-to-ones and response forms

Objections

There were very few outright objections to the proposal from tenants.

- One tenant chose to reserve judgement based on what Chelsea Football Club plans to do with the land it may buy from Stoll, while another objected to the sale of the land completely

- Another said the plans for the new building were not clear enough for them to make a judgement on. It was explained that this initial consultation is for tenants to give their first impressions on the idea of the proposal. One tenant described their love of living where they do, and this has led the tenant to not want to move, or want any sort of change
- One comment focused on the sadness of knocking down 'good' buildings to make way for new ones
- One tenant felt the number of new flats on the Mansions site, 103, was not enough
- During informal conversations, tenants who objected to the proposal spoke of too many properties in the space available, not enough outdoor space or gardens and loss of community due to the design of flats facing outwards
- Conversations between tenants and staff revealed there is some residual hostility towards the plans, despite understanding the benefits it would bring. The proposed timings of the redevelopment were not trusted, with several tenants stating they did not believe the construction would finish by the intended deadline. Some of these tenants expressed apprehension over the possibility of having to move off site, along with the refusal to accept the run-down nature of some of the flats and a refusal to engage in the consultation process. A question was raised about the source of finances for the development
- One resident spoke of feeling 'sold-out', but essentially understood the need for the proposal.
- Noise was raised as an objection, with the suggestion the gym is moved to a lower floor and the housing block moved closer to the road to allow football fans to cut across away from the accommodation.

Stoll will review each area of concern and give it appropriate weight in its decision-making about the proposal.

Need for redevelopment

Figure 3 below shows the results of the analysis of the data gathered from tenants through one-to-one meetings and response forms received during the consultation period in relation to their answers to Question 1 and Question 2 from the response form.

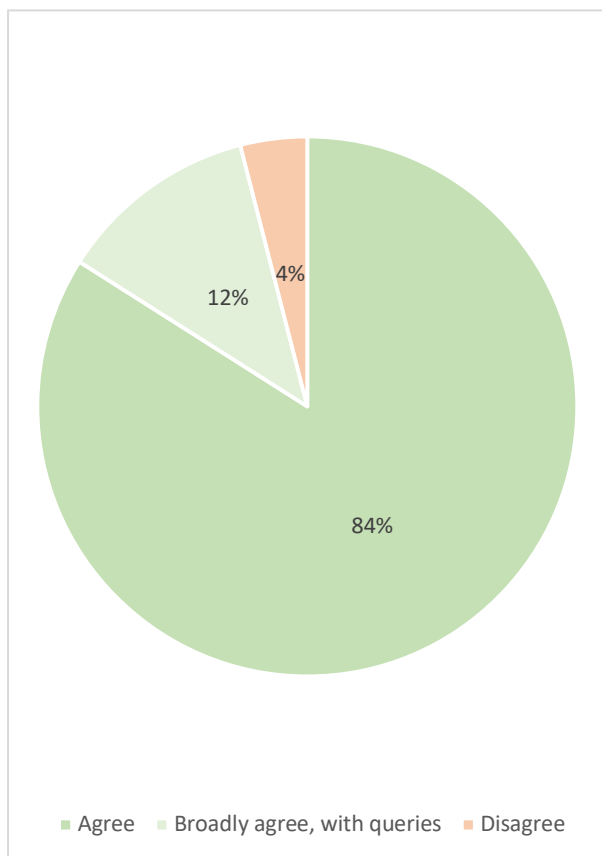


Figure 3a

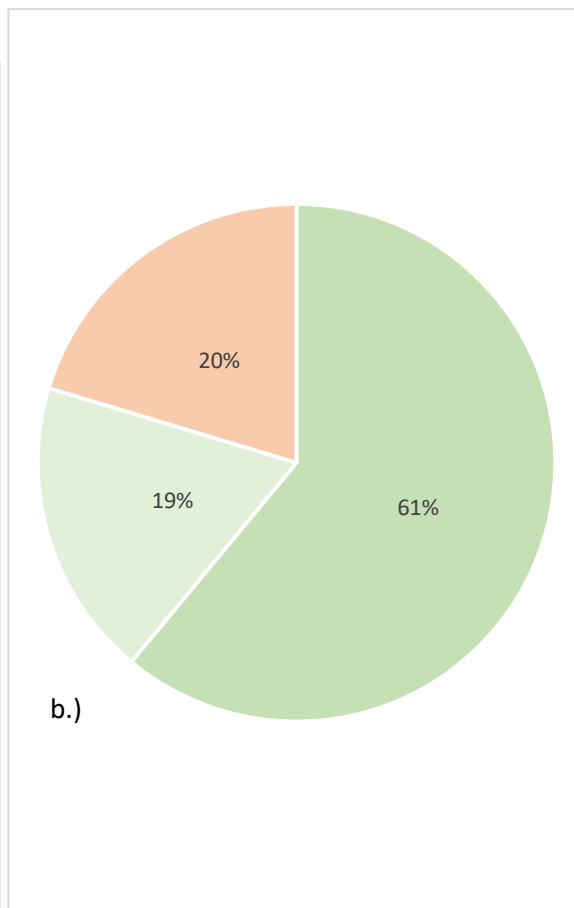


Figure 3b

Figure 3a&b: Diagrams showing:

- a.) Response from tenants to Q1. What are your views on the proposed vision to create 300 additional homes for Veterans and to provide support services to thousands more in the coming years? Do you agree or disagree with it (please explain your reasons for your views)?
- b.) Response from tenants to Q2. What are your views on the proposal to create approximately 103 new properties on the existing estate and release the rest of the site to Chelsea Football Club? Please state if there is anything you would change about the proposal and please tell us why.

Some tenants and their families were supportive of the idea of more accommodation for Veterans and were keen to know what sites Stoll was looking at for the new communities.

Tenants generally accepted that the existing accommodation is ageing and needs replacing, with a number of tenants talking of damp in their existing apartments. However, a number of tenants in the 400 block queried as to why this relatively new building had to be replaced.

In conversations with staff, some tenants discussed the coldness of existing flats, damp and the need for better heating provision. One tenant spoke of cracks in the existing flat, which could get worse during construction. Of those tenants who had spent their own money on decorating their homes, some tenants asked what would happen as a result.

Question 3 and question 4 of the consultation response forms gave tenants the opportunity to ask any questions that they may have, as well as highlight any personal support that they would like to

receive from Stoll if the proposal was to go ahead. The main topics in these responses have been summarised below.

Thoughts on a new building and its facilities



Figure 4: Illustrative 'Word Cloud' showing what facilities and thoughts came up most frequently when discussing the new building and its provisions

Most tenants were pleased about the proposal for a new building. There were some questions about fire safety, preference for being allocated accommodation on certain floors and with or without views of Chelsea Football Club, storage and services such as a laundry room and guests rooms.

These topics featured heavily in one-to-one meetings with tenants, who cited various issues they would like addressed, in relation to the design of the new building, the floors and apartments they would be allocated, and the facilities available as highlighted in the paragraph above.

3% of residents spoke of a desire to be reallocated to an apartment next door to their current neighbours.

During conversations, tenants seemed to feel comfortable discussing their specific needs and wants, many of which reflect comments made during Drop-In Exhibitions and within feedback forms.

Suggestions and requests

These tenants spoke of the need for storage and larger rooms; specific requests for a walk-in shower; a buggy store; the need for laundry facilities; requests for pets; requests to be on certain floors and next to specific neighbours or away from certain others; particular views, for example over the railway line or of Chelsea Football Club; a choice of white goods; the need for extra bedrooms for guests; and the desire to be involved in the details for kitchen fittings. One tenant requested a like-for-like flat when reallocated accommodation in the new building.

One resident was keen to become a trustee or part of a working group while another said this would be a good time to preserve the history of Stoll in archives and displays.

There were many suggestions for the provision of facilities to cater for social events, interests and pastimes, including the introduction of beehives on the roof garden, a Sky package in all flats, a wood and metalwork workshop, a 25-metre swimming pool or hydro pool for rehabilitation and the reallocation of the memorial garden, certain plants and a flag in the roof garden.

Security and privacy issues were discussed, including the installation of one-way glass on the ground floor and a clear barrier between the public walkway and the Stoll land – partly to maintain the security, but also to preserve the seclusion and quiet that is valued by some.

Design

There was also some concern about the height of the kitchen units and the open plan nature of the proposed lounge/kitchen areas. Some tenants highlighted their phobia of lifts, tower blocks and mobility issues, which would need to be taken into account when reallocating accommodation.

Some disabled tenants questioned if the new flats would be big enough for their needs.

Some long-term tenants remembered the last time the Mansions were improved over 30 years ago and the stress involved.

There were a few comments about the design of balconies and heights of balustrades.

With regard to the design of the building, some tenants asked if the new building would look like a hotel and encourage the public to try and enter. One tenant suggested making the proposed basement car park deeper to provide more parking, which could be beneficial to the Council and bring more money in for Stoll.

Chelsea Football Club and its boundaries

There was a concern that Chelsea Football Club may knock down the Stoll arches, whether Stoll would do all it can to ensure that does not happen in negotiations and what measures could actually be put in place to protect it. There were also concerns about how big the new buildings in the plaza will be once Chelsea Football Club has completed their designs. However, it was explained that Stoll will not be able to have any decision-making powers about the land's future use.

There was a concern about the boundary between the new building and the potential new plaza. It would be important to some tenants to ensure fans do not use the Stoll gates to try to enter the plaza or walk down to the main reception in the new building and try to gain access. There was a suggestion that there may need to be physical security staff on match days.

Temporary accommodation during construction programme

The location, design and nature of apartments allocated during the construction period were of concern to some people. While several tenants mentioned specific preferred locations during this time, others were concerned about the impact on their health and specific medical equipment they may have trouble transporting to the temporary accommodation.

Informal conversations identified some preferences for tenants to be allocated temporary accommodation on-site and near carers so caring can continue unhindered.

Some tenants requested temporary accommodation in specific areas outside of Stoll to meet their needs for commuting or to be near family. However, others were insistent on not being placed in Aldershot. Some tenants indicated they may choose to move out and use the compensation of £16,000 to move away completely, to the north of England, the countryside and even abroad.

There were requests to be rehoused on-site during construction, with other tenants stating the double move would put too much stress and pressure on them at their advanced age. Sadness was expressed by some tenants that the safe and 'family' environment that has been developed over the years would be lost, however, they were also supportive of the long-term benefits of the plans.

One tenant was happy with the proposal but is considering several options due to the impact of noise during construction.

While compensation was considered generous by some, there was a query on whether moving costs were separate or included in the compensation.

Construction programme

Tenants raised concerns about the impact of construction and parking during this process. Some tenants were also concerned about the effect of disruption from the Chelsea Football Club construction. It was suggested that some tenants may need to leave the site until all disruptive works are complete.

Tenants told staff they were worried about the noise from Chelsea Football Club and the construction programme, Sainsbury's and the noise of lorries turning, reversing and unloading. They feared it would be too noisy during this period, especially when windows are open.

There was some concern about security for Stoll during the construction period. It was said that during the day, builders may try to enter the Stoll site and use the garden and during the evening, there could be more anti-social behaviour encouraged by the nearby construction site.

There were questions and suggestions about facilities during the period of construction such as more day trips, the need for a laundry facility and the provision of an external location for respite, such as a community centre. All suggestions are included in Appendix J.

One tenant enquired about a job in carpentry during the construction process.

Moving

Some tenants, those who are particularly reliant on carers and are house-bound, were concerned about the potential moving process. They explained they would require a lot of support to move homes and would need assurances that temporary and new accommodation would meet their needs.

19% of the tenants mentioned concerns about moving, in the consultation feedback forms – in particular, the help that would be required to move furniture and medical equipment into temporary accommodation, then again into the new apartments. Help with packing was also mentioned by a number of tenants.

Informal conversations revealed a need for support in packing and moving home, with physical help required to move items of furniture.

Support for Veterans elsewhere

Tenants and their families were supportive of the idea of more accommodation for Veterans and were keen to know what sites Stoll was looking at for the new communities.

Chelsea Football Club's use of land

12% of tenants expressed concerns that the Chelsea Football Club's future plans may overshadow the new apartments, be noisy and are located too close to Stoll. Some tenants also felt the remaining land should be used for the benefit of Veterans, rather than be sold to Chelsea Football Club.

This theme was also highlighted in the consultation feedback forms, with 6% of tenants who were not in support of the vision for Stoll citing their reason as Chelsea Football Club's plans and the loss of land that could be used instead for the benefit of Veterans.

During conversations with staff, tenants questioned the timeline for Chelsea Football Club's construction, what the parking provision was for tenants and visitors and if there would be an increase in council housing in the area.

A suggestion for land bought by Chelsea Football Club included use as office space and for Veterans' charities, while other tenants questioned whether Chelsea Football Club's plans would involve a high-rise building. They wanted assurances that it would not.

Concerns over match day security were also mentioned during consultation by a few tenants, with a few residents raising the possible inclusion of boundaries and security measures in the design to ensure that Chelsea Football Club supporters did not infringe on the new building during match days.

Compensation

The overriding question about compensation related to the timing – when it would be received and what it was to be used for. It was explained by some tenants that they would like compensation to be paid in stages and should cover costs of moving. Some tenants saw this as a good time to leave Stoll, while others felt they have to leave because Chelsea Football Club is expanding.

One tenant felt that staff should also receive compensation for disruption and their changing job roles, this tenant also raised concerns over delays in construction and felt that further compensation should be offered to tenants and staff alike as a consequence of any delays in the redevelopment.

A few tenants queried the compensation that is being given, with questions including whether there is extra compensation for married couples or two-person occupancy flats and the amount of tax that is expected to be paid on any compensation. One flat raised concerns over the fact they have already paid to redecorate their current flat.

One tenant expressed concerns regarding the effect of any compensation on their benefit claims, and whether it would be counted as savings and cause their benefits to be sanctioned.

While many tenants felt that the potential compensation was generous, 2% of tenants that took part in the consultation process felt that it did not go far enough to satisfy the potential upheaval of tenants.

Tenants' health and wellbeing

One area highlighted by some tenants in the consultation forms was the feeling of vulnerability, in particular, concern about their physical and mental health and the impact the move and change would have on them and their family members. These concerns were shared by 15% of tenants that participated in the consultation process.

Tenants' conversations with staff confirmed these concerns, with some tenants discussing their anxiety about the development and how the move and construction would affect their PTSD.

One tenant raised concerns about their support worker no longer working at Stoll, while another feared they may become homeless but was reassured by staff.

Medical conditions were mentioned, some older tenants with health concerns worried the construction would make their conditions worse and some others with anxiety and mental health concerns were very apprehensive about the disruption and noise. The proposal appeared to be playing on the minds of some tenants, who said they are having difficulty sleeping or thinking of anything else until a decision is made.

There was a request for additional counselling from MIND to help with mental health issues during the moving process as well as adjusting to the new apartments.

Suggestions made via feedback

Some tenants made specific requests in their feedback regarding matters such as particular facilities, the design of the scheme and support with moving. A full table highlighting the number of responses for each suggestion can be found in Appendix J.

Staff Consultation

Two consultation sessions were held with staff to hear their views and suggestions. These were held on Wednesday 7 February 2018, attended by approximately 35 members of staff, and Tuesday 13 February 2018, attended by six members of staff. Staff from all the Stoll sites attended.

The exhibition boards and the scale model were on display in the Wellbeing Room and staff members were split into four groups, with one facilitator to discuss the proposal, vision and answer any queries they had. The response form for staff listed four questions. The feedback from each question is outlined below.

Q1. What are your views on the proposed vision to create 300 additional homes for Veterans and to provide support services to thousands more in the coming years? Do you agree or disagree with it (please explain your reasons for your views)?

- A number of staff were generally pleased with the plans and understood there is a need to sell land to Chelsea Football Club to increase income that will help Veterans in the long-term
- They believed that, as the Head Office, the Mansions Estate should be exemplar and the legacy of Stoll needs to be continued

Q2. What are your views on the proposal to create approximately 103 new properties on the existing estate and release the rest of the site to Chelsea Football Club? Please state if there is anything you would change about the proposal and please tell us why.

- Staff felt the number of flats should be higher to support more Veterans
- They also asked for the provision of a staff room, to assist their wellbeing and have lunch away from their desks
- An additional staff room on the 8th floor near the communal areas should be included as staff would be a long way away if anything happened
- There was a request for office facilities to be open plan and flexible and the inclusion of a sound proofed room for confidential conversations and meetings with tenants
- It was important to staff to be located in the same building at the Mansions site and retain the building for Stoll rather than office space to be rented to external parties
- Staff felt construction workers should have a good understanding of tenants' vulnerabilities to help reduce stress for staff and make the construction period more manageable for tenants
- Staff were concerned about tenants and construction workers mixing
- The community space should be as flexible as possible, with a double height ceiling and partitions
- It will be important to create safe, quiet space for both tenants and staff during the construction process
- The fire safety risk of cladding and the tower were discussed and the need for a suitable fire safety system in the new building
- There should be some allocated staff parking
- On match days the crowd should be kept further at bay by placing stalls at certain points along the boundary wall
- Staff wanted to understand what processes would be put in place to support the wellbeing of tenants with mental health issues
- The security of the new Stoll site was of concern, particularly on match days. Staff wanted to know how this will be managed
- The risk of the balconies and the potential for vulnerable people to get hurt was discussed. .

Question 3 and question 4 of the response forms presented staff with the opportunity to ask questions about the proposal and specify if they had any concerns regarding receiving support from Stoll if the proposal were to go ahead. Some staff had questions over the demand for flats, what Chelsea Football Club may build next door and how this may change the character of the area for good. Staff were keen to have all offices on-site and some suggested that part of the site should be primarily for office use with less accommodation, as the area is becoming less suitable for housing vulnerable Veterans.

Press and Media Coverage

Press coverage following the launch of the Stoll proposal was favourable, with most articles taking a factual approach and outlining the plans and their benefits.

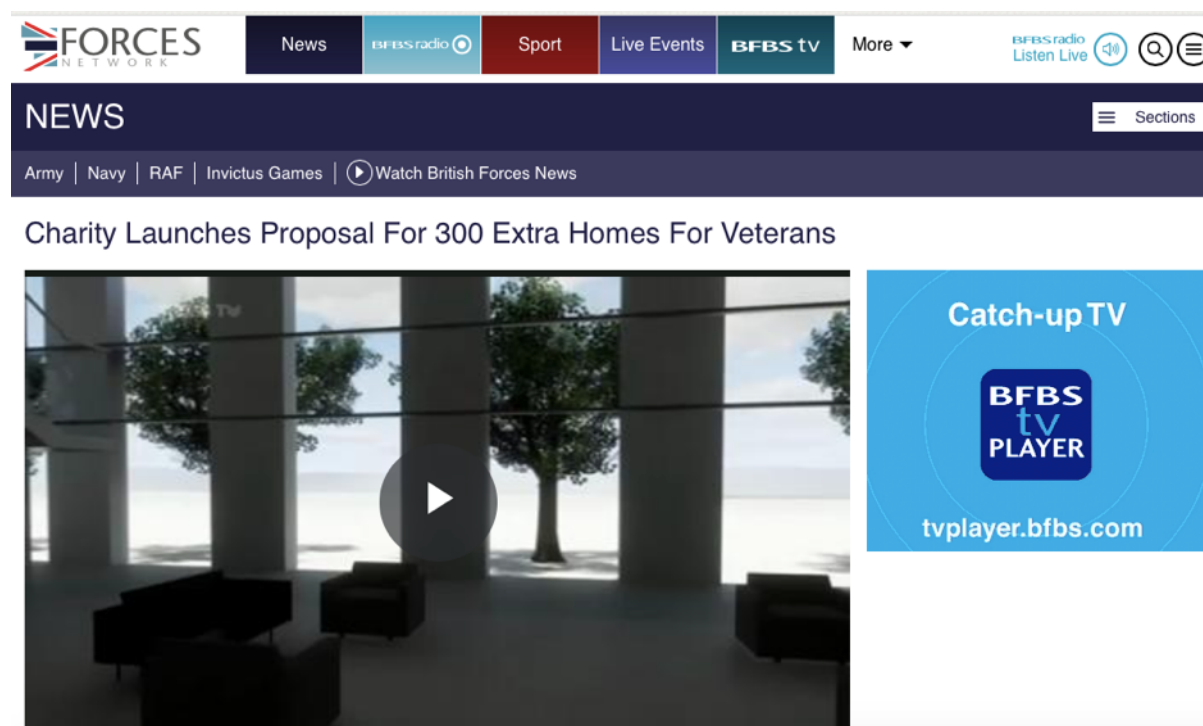
There was one opinion piece, which was positive and several articles that focused more on Chelsea Football Club's plans for the stadium, which includes buying land from Stoll.

One article appeared in a national newspaper, with the majority being from trade or special interest publications. Three articles appeared on community websites that focus on what is happening in a small and specific area.

Social media posts (Facebook and Twitter) were mainly positive, with one Twitter user criticising Stoll. The account is owned by a Stoll tenant. The others, including social media posts from politicians, special interest groups and publications, were favourable.

An outline of the content in each online publication is given below, along with a summary of the social media posts.

Press



The screenshot shows the Forces TV website interface. At the top, there is a navigation bar with the 'FORCES NETWORK' logo on the left and menu items for 'News', 'BFBS radio', 'Sport', 'Live Events', and 'BFBS tv'. To the right of the navigation bar are icons for 'BFBS radio Listen Live', a search icon, and a menu icon. Below the navigation bar is a dark blue header with the word 'NEWS' in white, and a 'Sections' dropdown menu on the right. Underneath the header is a sub-navigation bar with links for 'Army', 'Navy', 'RAF', 'Invictus Games', and 'Watch British Forces News'. The main content area features a large video player with a play button in the center. The video player shows a modern interior with large windows overlooking a landscape with trees. To the right of the video player is a blue box with the text 'Catch-up TV', the 'BFBS tv PLAYER' logo, and the website address 'tvplayer.bfbs.com'. Below the video player, the title of the article 'Charity Launches Proposal For 300 Extra Homes For Veterans' is displayed.

Figure 6: Screenshot of Forces TV article

FORCES TV

<https://www.forces.net/search?keys=stoll>

Tuesday 16 January

A short online story and broadcast report on Forces TV (2 minutes 27 seconds). The report was factual, outlining the plans and the start of consultation. It featured a tenant case study who spoke favourably of Stoll and its support.

INSIDE HOUSING

<https://www.insidehousing.co.uk/news/news/veterans-housing-association-to-sell-part-of-site-to-chelsea-for-football-stadium-redevelopment-54053>

Tuesday 16 January

A factual piece with comments from Stoll and Chelsea FC. The online story outlined the proposal briefly, talked of the impact of the proposal on tenants (that Stoll is working hard to ensure tenants do not have to move away), and the costs related to the Chelsea FC redevelopment and the estimated proposed payment of £50m to Stoll for its land.

COBSEO

<https://www.cobseo.org.uk/proposal-provide-new-homes-support-services-homeless-vulnerable-veterans-across-country/>

Tuesday 16 January

The article provided an overview of the proposal and talked in more detail of the positive impact they will have on ex-servicemen and women.

PATHFINDER INTERNATIONAL

<http://pathfinderinternational.co.uk/proposal-to-provide-homes-for-vulnerable-veterans/>

Wednesday 17 January

A straight-forward piece on the proposals and the benefits to Veterans.

getwestlondon NEWS IN YOUR AREA WHAT'S ON SPORT BRENTFORD FC MORE f t i Q u

IN ASSOCIATION WITH SEVENOAKS CHRONICLE
Trust us to uncover the stories that matter. Only Sevenoaks. Only £1.50

9 News West London News Fulham

Chelsea FC looking to buy land next to Stamford Bridge from armed forces charity

Stoll Foundation is consulting its residents on plans to sell 60% of land to its Premiership neighbours, and use proceeds to improve homes of veterans

125 SHARES COMMENTS By Goolistan Cooper 09:00, 19 JAN 2018 NEWS

Enter your postcode to see news and information near you
Community updates, Crime Statistics, Local News & Events and much more...

Enter your postcode Go

ADVERTISEMENT
A Symphony for the Senses.

Figure 7: Screenshot of getwestlondon article

GET WEST LONDON

<https://www.getwestlondon.co.uk/news/west-london-news/chelsea-fc-looking-buy-land-14167658>

Friday 19 January

This article, which also featured an online CGI video provided by Stoll, took the angle of Stoll selling more than half its land to Chelsea FC. The view-points of Chelsea and the council are given first to show how selling the land will benefit Stoll “for years to come”.

LOOK WEST LONDON

<http://lookwestlondon.com/stoll-consults-on-land-sale/>

Friday 19 January

This short news item focused on plans to sell land to Chelsea FC, how much land will be sold, plans to build 300 homes around the country and that consultation had begun.

RADIO JACKIE

<http://news.radiojackie.com/2018/01/the-mp-for-chelsea-and-fulham-met-with.html>

Friday 19 January

This three-line news in brief talked of MP Greg Hands’ talk with Stoll CEO Ed Tytherleigh about Stoll’s plans.

SOCIAL HOUSING

<https://www.socialhousing.co.uk/news/news/veterans-housing-association-to-sell-estate-to-chelsea-fc-54163>

Wednesday 24 January

This piece was a repeat of Inside Housing’s article. The two magazines are part of the same group.

SENIORS WEEKLY

Unable to find source.

Monday 29 January

A new vision for vulnerable Veterans

**NEWS**
08 Feb, 2018

Other Stories

JOIN OUR TEAM AND KEEP BRITAIN'S GAS FLOWING **NEWS**

07 MAR, 2018

"No previous skills or experience are required"

Is technology your next career move?**NEWS**

07 MAR, 2018

Find out... placement... This website uses cookies to ensure you get the best experience on our website [More info](#)**Get paid**

08 FEB

This article

self-em

Got it! Cookie Consent

Figure 8: Screenshot of Quest article

QUEST

<https://www.questonline.co.uk/news/article/a-new-vision-for-vulnerable-veterans>

Thursday 8 February

The article was an opinion piece about the essential need for support services for Veterans. It talked about the kinds of challenges Veterans are faced with, then later in the article discussed Stoll's proposal.

The focus was on the fact the proposal will provide 300 homes across the country, and how this will benefit the Veteran community. It praised the compensation scheme and hailed the range of outreach support offered by Stoll.

BUILDING DESIGN

<https://www.bdonline.co.uk/news/prp-picked-for-veterans-homes-funded-by-chelsea-fc-deal/5091770.article>

Friday 2 February

This article cited PRP as the appointed architects and gave details of the proposal.

FULHAM SW6

<http://www.fulhamsw6.com/default.asp?section=info&page=stoll004.htm>

Friday 9 February

The website outlined the proposal and went into more details about what the plans will actually include.

THE EXPRESS

<https://www.express.co.uk/news/uk/917171/chelsea-news-Roman-Abramovich-new-stadium-veterans-house-Sir-Oswald-Stoll-Mansions>

Sunday 11 February

The article talked of Roman Abramovich offering money to Stoll tenants to move out, so he can buy the land for Chelsea FC's already over-budget plans. However, the article went on to explain the Stoll proposal, before going back to discussing Chelsea FC's plans.

Social Media

TWITTER

Stoll

https://twitter.com/stoll_veterans
https://twitter.com/Ed_Tytherleigh/status/955822813184757760
https://twitter.com/Ed_Tytherleigh/status/969251270056869888
<https://twitter.com/ForcesPensions/status/953279282750607370>

Ed Tytherleigh's tweet on January 23rd about briefing Tobias Ellwood on the proposal was liked 10 times and retweeted twice. Another tweet on March 1st from Ed Tytherleigh showed tenants engaging in consultation. This received one retweet.

Stoll's tweet sharing information about the proposal on 16th January was retweeted by Forces Pensions, which was in turn liked by 5, retweeted 5 times and received one comment.

Pathfinder magazine

<https://twitter.com/pathfindermag/status/953599039026745345>

The publication tweeted a link to its story about Stoll's proposal on January 17th. This was liked 6 times, retweeted 7 times and commented on once.

Greater London RFCA

<https://twitter.com/GLRFCA/status/954314282489049088>

GLRFCA tweeted about the plans on Monday 19 January, which received two likes and a retweet.

Macmjock

<https://twitter.com/macmjock/status/958158021737279489>

A Stoll resident tweeted on January 28th requesting a group tenants' meeting rather than just one-to-one meetings.

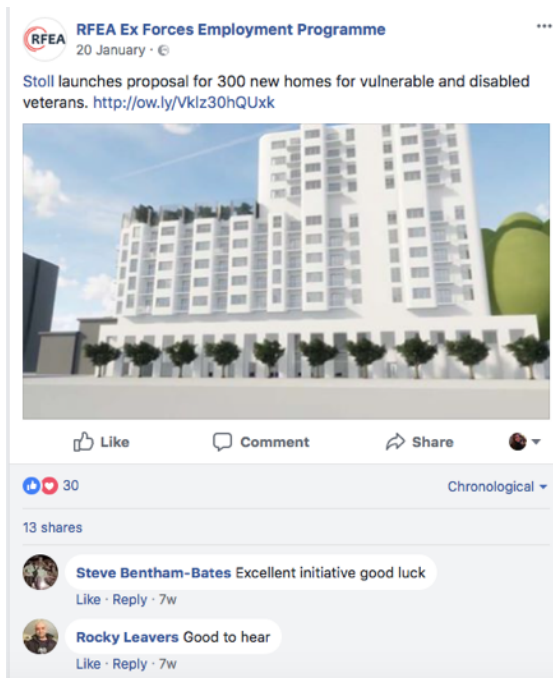
The same account tweeted on many more occasions. One tweet criticised Stoll for having empty flats while the other accused them of leaving Veterans homeless.

FACEBOOK

RFEA Ex Forces Employment Programme

<https://www.facebook.com/RFEATheForcesEmploymentCharity/>

On Saturday 20 January, RFEA published a post about the proposal, which was liked 29 times, commented positively on twice and shared 13 times.

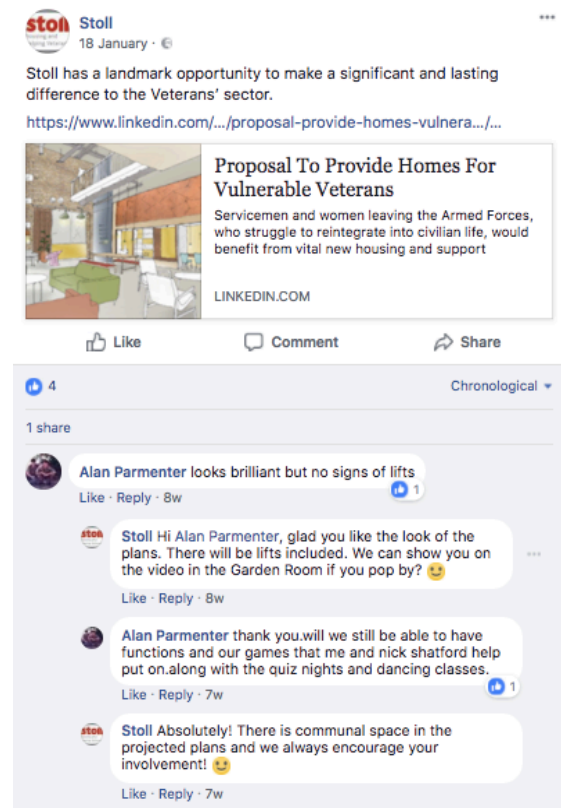


Stoll

<https://www.facebook.com/StollVeterans/>

Stoll’s Facebook post launching the proposal, sharing a piece on LinkedIn, reached 183

people, was liked by four people and commented on positively once, to which Stoll replied. The comment also asked a question about lifts.



Conclusion

The consultation process has engaged 126 tenants in total, via letters, Drop-In Exhibitions, one-to-one meetings, consultation forms and informal discussions.

Tenants were generally in support of the proposal, but raised questions about aspects of the construction process, reallocation of flats and facilities available in the new building. Some concerns were also raised about selling land to Chelsea Football Club, what the club will build and how the land could instead be used to support Veterans.

The consultation process highlighted objections to the proposal from tenants, these ranged from tenants not wishing to move from the current site, disruption to tenants lives during construction and concerns over the design and layout of the flats and the building as a whole. A number of tenants raised further concerns about the security around the site during Chelsea Football Club match days, with a number of tenants suggesting a clear boundary between public space and the Stoll site.

Staff were also consulted formally on two occasions and were generally in favour of the plans. Comments were weighted towards staff wellbeing, the mental health of tenants and staff facilities.

In conclusion, the vision for Stoll is generally accepted and favoured by both tenants and staff who responded to the consultation. However, some questions and concerns were raised during the consultation, mostly relating to the design of the new building, support when moving and the use of Chelsea Football Club's land.

Appendix

Appendix A – Stakeholder Letter



446 Fulham Road | T: 020 7385 2110
London | F: 020 7381 7484
SW6 1DT | E: info@stoll.org.uk
www.stoll.org.uk

Private and Confidential

15 January 2018

Dear **Community organisation**

Re: An exciting opportunity for Veterans.

I write to inform you about some very exciting plans for Stoll and the Veterans' sector which we will be embarking on in mid-January 2018. The proposal is to refurbish our main estate in Fulham to provide new, state-of-the-art social housing for our existing (and future) tenants – thereby ensuring we remain on our historic site for the long-term.

We aim to release some of the capital value of our Fulham site in order to invest in ensuring that our supported housing and outreach services can reach even more vulnerable and disabled Veterans in our society.

This exciting opportunity is only possible given that our neighbour, Chelsea Football Club, is in the process of expanding its stadium and has an interest in part of our site at Fulham Road. The Club is prepared to make a multi-million pound investment in Stoll's work so that we can address the shortfall in Veterans' housing and enable more Veterans to lead fulfilling independent lives.

Stoll's Board of Trustees has agreed in principle to release part of our Fulham Road site to the Club, subject to a consultation with residents. In January 2018 we will share a proposal with residents at Stoll Mansions to:

- Use the investment from the sale of part of our Fulham Road site to build hundreds of new homes in areas of need for the next generation of Veterans
- Provide thousands of Veterans with vital support services in the coming years
- Build brand new state-of-the-art social housing on part of our existing site at Fulham Road in place of the existing accommodation which, in large part, is now 100 years old
- Retain the façade and history of Stoll on our main site in Fulham.

We will be consulting our residents over the next few months, with the assurance that every existing resident will be offered a new home on the Fulham site, compensation and an enhanced support offer from Stoll. No decisions will be taken until the Board of Trustees has listened to our residents and considered all their consultation responses.

I would be delighted to meet face-to-face to brief you on the proposal. If you would like any further information, please do not hesitate to contact me.

May I take this opportunity to offer my best wishes to you for 2018 and to thank you for your continued support.

Yours sincerely,



Ed Tytherleigh
Chief Executive
Stoll



For immediate release

16 January 2018

**Proposal to provide new homes and support services to homeless
and vulnerable Veterans across the country**

Servicemen and women leaving the Armed Forces, who struggle to reintegrate into civilian life, would benefit from vital new housing and support services in a landmark proposal announced today by Stoll, the leading provider of supported housing for Veterans in the UK.

Stoll intends to provide at least three hundred more homes for vulnerable and disabled Veterans in need, subject to the outcome of a consultation, to help address the shortfall in Veterans' housing identified in research by the [University of York](#). Thousands more ex-Servicemen and women will also benefit from additional preventative support services, such as bespoke transition support when they leave the Armed Forces and outreach services for Veterans living in the community.

The transformative proposal being put forward by Stoll would be funded by the sale of part of the charity's existing Fulham site to neighbour, Chelsea Football Club. If implemented, this agreement would create brand new, state of the art social housing and communal facilities for current Stoll residents at the Fulham Road site. With most of the existing accommodation over 100 years old, the proposal would enable Stoll to provide an enhanced offer to existing tenants.

Ed Tytherleigh, Chief Executive at Stoll, said: "This proposal would mean a step change in our ability to respond to the needs of homeless and vulnerable Veterans across the country. We are delighted that our long-term neighbour, Chelsea Football Club, is prepared

to support our work and help ensure thousands more vulnerable and disabled Veterans will receive Stoll's support to lead fulfilling independent lives when they leave the Armed Forces."

Having overcome homelessness and other issues, **Veteran Bob Barrett** has been a resident at Stoll for over a decade: "Having a home at Stoll Mansions myself, I know I'm one of the lucky ones. Having a Stoll home has made a huge difference to my life and I was able to start a social enterprise which is now run by a fellow Stoll Veteran. Even though change can be unsettling, I'm on board with these plans. I'll not only get a brand new flat, but the proposal will help hundreds of other Veterans. It's only right that the next generation of Veterans should benefit like I have."

A Chelsea FC spokesperson said: "The Club is pleased to be able to continue supporting our long-term neighbour, Stoll, and the much needed services they provide to Veterans across the country. We hope this agreement safeguards the charity and their residents, today, tomorrow and for decades to come."

Field Marshal the Lord Walker of Aldringham, who was the Head of the British Armed Forces from 2003-2006, said: "If this project goes ahead it will have a transformative impact for the next generation of Veterans. We have a duty to support members of the Armed Forces for life, and this proposal will make a big difference to some of the UK's Veterans in the greatest need of our support. Stoll should be congratulated on being so forward-thinking."

General Sir John McColl, Chairman of Cobseo, The Confederation of Service Charities, said: "This is an exciting opportunity for the Veterans' sector. The Armed Forces Covenant reminds that as a nation we have a duty to support members of the Armed Forces for life, and this proposal has the potential to make a big difference to some of the UK's Veterans in the greatest need of our support."

Cllr Alan De'Ath said: "The residents of Stoll are an important community in the borough of Hammersmith and Fulham - we are proud to be the home of so many people who have served in the Armed Forces. Stoll's proposal is to be commended. Not only does Stoll intend to provide high quality new social housing for these residents on their existing site at Fulham Road, but the charity will also be able to support many more Veterans. This announcement means more of those who serve our country will be able to get the housing and support they need when they leave the Armed Forces."

The proposal is subject to the outcome of a formal consultation with Stoll residents that begins today. No final decisions will be taken until Stoll's Board of Trustees has listened to residents' views and considered their consultation responses.

Further details of the proposal are available at www.stoll.org.uk

-ENDS-

For more information please contact James Ford on 07974 565425 or james.ford@stoll.org.uk or Becky Frankham on becky.frankham@stoll.org.uk or 020 7384 5935.

Notes to editors

- Stoll is one of the UK's oldest Veterans' charities – the leading provider of supported housing for Veterans
- Stoll provides a unique combination of housing, health and wellbeing support to vulnerable and disabled ex-Service men and women
- Stoll provides safe and secure housing that allows Veterans to live comfortably and independently. As well as providing supported housing, Stoll accesses specialist services to help vulnerable Veterans improve their physical and mental health, and works with partners to ensure people can get back into work
- Stoll is currently building 34 brand new homes for Veterans in Aldershot. It also has four sites in London, including the one at Fulham Road
- Lord Walker was Chief of Defence Staff from 2003- 2006 and is the President of Stoll
- Cllr De'Ath is a ward councillor for Fulham Broadway and the Borough Representative for the Armed Forces
- For more information, please visit our website: www.stoll.org.uk



446 Fulham Road : t 020 7385 2110
London : f 020 7381 7484
SW6 1DT : w www.stoll.org.uk

Tuesday 16 January 2018

Dear Tenant

Consultation on the Redevelopment of Sir Oswald Stoll

Today marks the start of a seven-week consultation into the potential redevelopment of Sir Oswald Stoll Mansions and we could like to hear your views. We believe this redevelopment presents a once-in-a-generation opportunity to renew the estate behind our historic façade. Not only will it ensure we can give the residents who live at Sir Oswald Stoll Mansions new, better homes where they currently live; it will also enable Stoll to provide new homes and support thousands more Veterans across the country in the coming years.

We would not be considering this proposal unless we were reassured that every single Veteran we currently housed would be guaranteed a really good offer. **No one will have to leave the estate if they do not want to.**

The Board of Trustees would now like to present it to tenants to ask their opinion before they make a decision about whether to proceed. No decision has been made yet and no decision will be made until the consultation is complete and all your opinions have been reviewed.

Consultation Process

The consultation will start with a drop-in exhibition in the Garden Room. Members of the Stoll team and Comm Comm UK (a company helping with the consultation), will be in the Garden Room, at the following times:

- Tuesday 16 January 2018 – 10am-7pm
- Wednesday 17 January 2018 – 10am-7pm
- Thursday 18 January 2018 – 10pm-3pm



Sir Oswald Stoll Foundation • HCA Reg No: A3418 • Registered Charity No. 207939 • Registered Company No. 148636

- Friday 19 January 2018 – 10am-3pm
- Saturday 20 January 2018 – 11am-4pm.

Please feel free come down and talk to a member of the team. From Tuesday 23 January, we will also be arranging one-to-one meetings for all tenants to give you the opportunity ask any questions you may have ensure you have every opportunity to engage in the consultation fully.

The consultation will run for seven weeks from Tuesday 16 January to Tuesday 6 March 2018. Following this, the Board of Trustees will consider all of the feedback received and make a decision whether to proceed or not, with the possibility of an altered proposal another option.

We hope that you do not find the consultation process unsettling, however, if you are feeling anxious or concerned then please speak to your support worker. We are offering access to free talking therapies if any tenant feels that may help.

For more information you can visit, www.stoll.org.uk/tenant-consultation.

Yours sincerely

Ed Tytherleigh

Chief Executive

Stoll

Tuesday 27 February 2018

Dear Tenant

Consultation on the Redevelopment of Sir Oswald Stoll

We are entering the last week of our seven-week consultation into the potential redevelopment of Sir Oswald Stoll Mansions. The consultation will come to a close on Tuesday 6 March.

The Board of Trustees would like to hear your views before they make a final decision about whether to proceed with its redevelopment proposals. No final decision has been made yet or will be made until the consultation is complete. Your views on the proposal will be taken into account by the Board and can help inform and shape its decision.

Comm Comm UK is assisting Stoll with the consultation and will be writing a report to assist the Board's decision-making process, once the period for providing your responses to the consultation has closed.

Comm Comm UK is an external and impartial specialist consultation practice. We have been holding one-to-one meetings with tenants and are inviting you to meet with Comm Comm UK to discuss the proposed scheme and have your views heard. If you would prefer, your support worker or family and friends are invited to attend with you.

To arrange a one-to-one meeting, please speak to Roxy at the Stoll reception. In the meantime, you can find more information on the consultation by visiting; www.stoll.org.uk/tenant-consultation or by visiting the temporary exhibition in the Garden Room.

There are several ways to feed back before next Tuesday:

- Book a one-to-one meeting with the team
- Complete a consultation feedback form
- Give your views to a member of the team
- Write a letter and hand it into the office
- Email info@stoll.org.uk
- Visit www.stoll.org.uk/tenant-consultation

We hope that you do not find the consultation process unsettling. However, if you are feeling anxious or concerned then please speak to your support worker. We are offering access to free talking therapies if any tenant feels that it may help.

Yours sincerely

Ed Tytherleigh
Chief Executive

and

Jessica Stewart
Managing Director

Stoll

CCUK

7 March 2018

Dear Sir Oswald Stoll Mansions Tenant

**Consultation on the proposed redevelopment of Sir Oswald Stoll
Mansions**

I am writing to update you on the consultation into the potential redevelopment of Sir Oswald Stoll Mansions and to thank you for your contributions.

Over the past seven weeks, we have been able to share potential plans for the site, answer questions about the proposals and listen to your feedback. I would like to thank you for participating in the consultation and for sharing your views with us.

We have found the consultation extremely useful, not only in understanding how you feel about the proposals but also in connecting more closely with tenants about what matters most to you.

Comm Comm UK has been assisting Stoll with the consultation. It is an external and impartial specialist consultation practice. They are now writing a report for the Board of Trustees, setting out the feedback you have provided. The Board will consider the report carefully, alongside other information, before deciding whether to proceed or not with the proposed redevelopment. The report will also be made available for you to read.

I hope that you did not find the consultation process unsettling. However, if you are feeling anxious or concerned then please speak to a support worker.

Thank you again for your time and contribution to this important decision. Although the date for feedback has now passed, if you would still like to make a comment or have any further questions, please do not hesitate to contact me. We will continue to keep you updated on the outcome of the Board's decision once it has been confirmed.

In the meantime, you can view information about the proposals on the website, www.stoll.org.uk/tenant-consultation.

Yours sincerely,

Ed Tytherleigh
Chief Executive
Stoll



Consultation Response Form

The consultation is your opportunity to have your say. Before you complete this form, we encourage you to review the consultation materials, visit the exhibition and discuss any questions you have with the team. If you would like this form or any other information in a different format, such as large print, please contact the office. If you are unable to complete the form and would like support, please contact the office and one of the team will be happy to assist you.

All comments received will be analysed in full and presented to the Board. The Board will consider all the feedback before making a decision on the best way forward.

| | |
|---------------|----------------------|
| Tenant's Name | <input type="text"/> |
| Email | <input type="text"/> |
| Flat Number | <input type="text"/> |
| Phone Number | <input type="text"/> |

Please tick here and complete your contact details below if you are answering the form on behalf of a tenant:

Your contact details

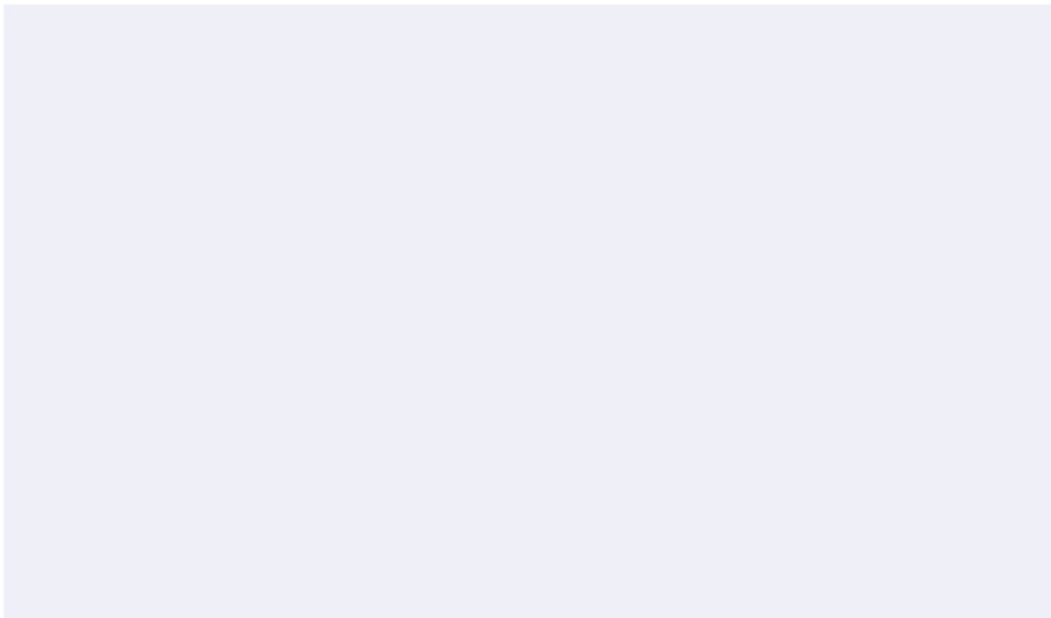
| | |
|--------------|----------------------|
| Name | <input type="text"/> |
| Email | <input type="text"/> |
| Address | <input type="text"/> |
| Phone Number | <input type="text"/> |

The Proposal

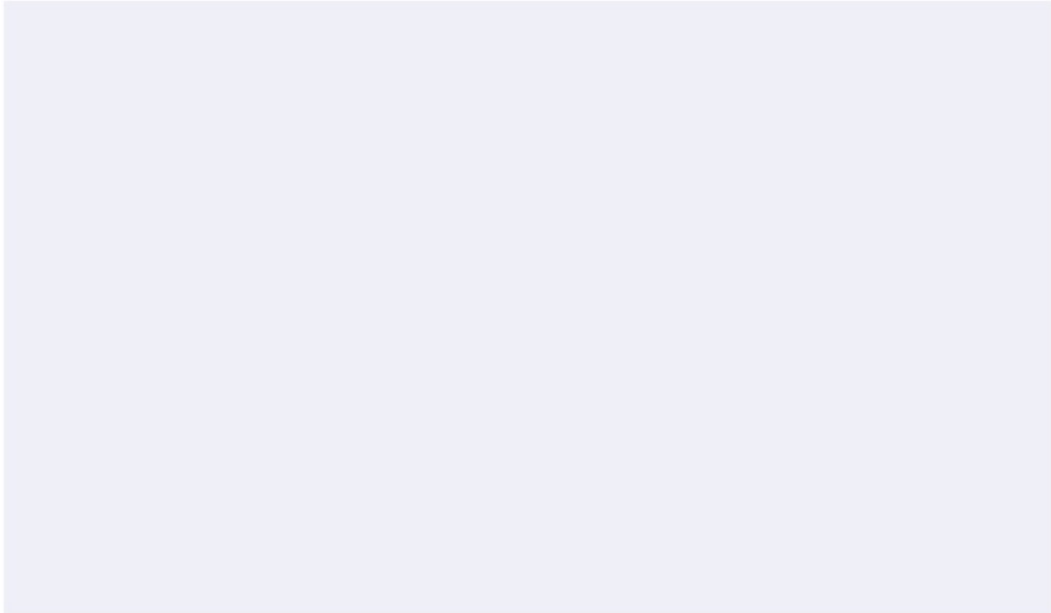
The proposal is to redevelop the current Sir Oswald Stoll Mansions site and to provide 300 new homes and support services across the country. To achieve this, we are proposing to build brand new state-of-the-art housing on part of the Mansions site and to release the rest of the site to Chelsea Football Club. Our proposal is to:

- Remain on the site, offering approximately 103 brand new properties with enhanced facilities and living areas
- Retain the façade and historical features
- Ensure that every current Veteran is offered a new home
- Provide at least 300 homes for the Veterans community elsewhere
- Provide support services, such as our Outreach service, to thousands more Veterans over the next twenty years (and beyond).

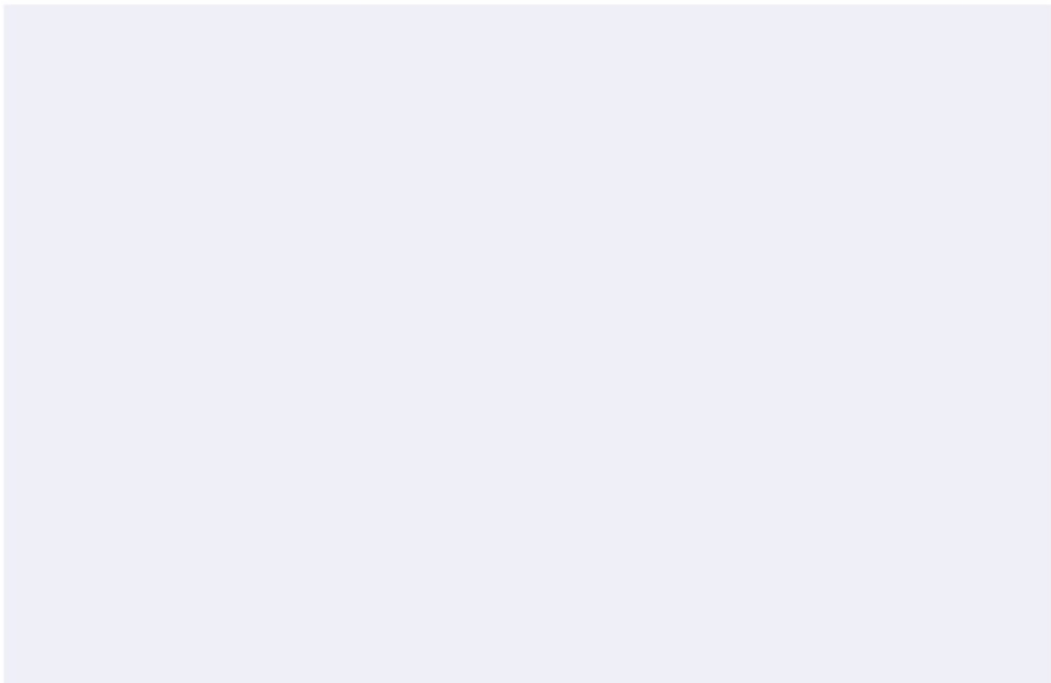
Q. What are your views on the proposed vision to create 300 additional homes for Veterans and to provide support services to thousands more in the coming years? Do you agree or disagree with it (please explain your reasons for your views)?



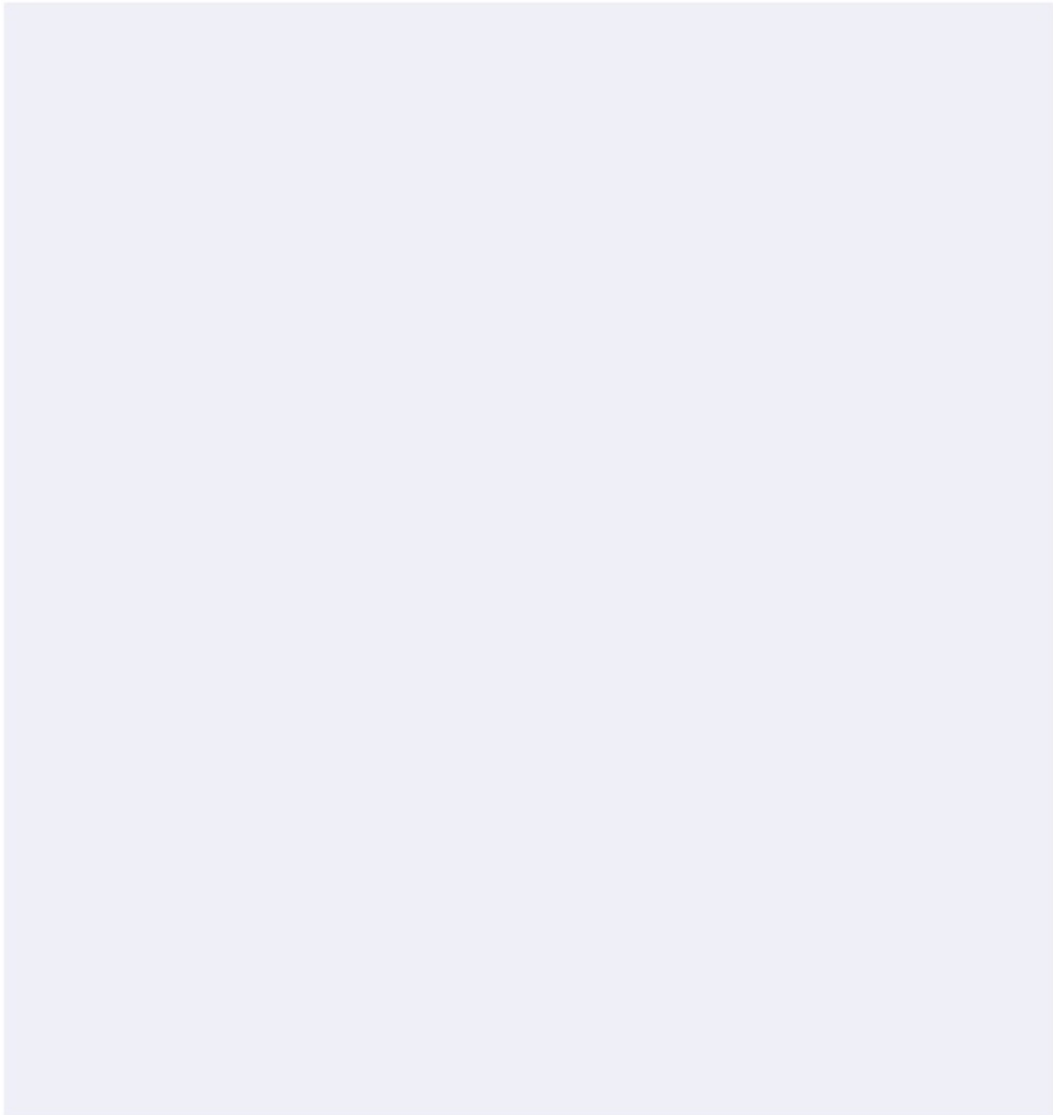
Q. What are your views on the proposal to create approximately 103 new properties on the existing estate and release the rest of the site to Chelsea Football Club? Please state if there is anything you would change about the proposal and please tell us why.



Q. Do you have any questions?



Q. If the proposal does go ahead, is there anything in particular you would like Stoll to support you with personally?



To return your feedback form, please hand it in to the Stoll office or email to info@stoll.org.uk. For more information or if you require this form in a different format or for it to be collected, please contact your support worker.

**The closing date for the response form to be returned is
Tuesday 6 March 2018.**

The data you supply will be used by Stoll for administrative purposes only within the terms of the Data Protection Act 1998.

January 2018
Consultation Document

stoll housing and
helping Veterans

Consultation on the Proposed Redevelopment of Sir Oswald Stoll Mansions



Contents

| | |
|--|-----------|
| Consultation on the Proposed Redevelopment of Sir Oswald Stoll Mansions | 03 |
| The Proposal | 04 |
| What Would the Proposal Mean for Me? | 05 |
| Compensation | 06 |
| Process and Timing | 07 |
| Feedback | 08 |
| Overview | 14 |

Consultation on the Proposed Redevelopment of Sir Oswald Stoll Mansions

Stoll is launching a seven-week consultation process for the potential redevelopment of Sir Oswald Stoll Mansions and we would like to hear your views on the proposal.

The proposal is to redevelop the current Sir Oswald Mansions site, enabling us to provide 300 new homes and support services to thousands more Veterans across the country. To achieve this, we are proposing to build approximately 103 brand new state-of-the-art homes on part of the Mansions site and to release the rest of the site to Chelsea Football Club. There are currently 157 flats on the Mansions site.

We believe this proposed redevelopment presents a once-in-a-generation opportunity to renew the estate here on this site, behind our historic façade. If the proposal is adopted, it would ensure we can give the residents who live at Sir Oswald Stoll Mansions new, better homes on site. The proposed new homes would have modern fitted kitchens, new bathrooms, efficient heating systems and significantly enhanced communal facilities. All tenants would also be offered a compensation payment for the disruption that could be caused by the redevelopment.

If taken forward, the proposal would also enable Stoll to provide at least 300 additional new homes and support to thousands more Veterans across the country in the coming years.

We take our responsibility to support our current tenants very seriously. We would not be considering this proposal unless we were entirely confident that this proposal could represent a really good opportunity for the tenants of Sir Oswald Stoll Mansions.

We do not anticipate that anyone would have to leave the estate if they do not want to. If the proposal is adopted, the proposed new building would not be completed until at least 2021 and some residents may choose to move on from Stoll. We are not planning rent increases to pay for the redevelopment.

The Board of Trustees would now like to hear your views on the proposal before they make a final decision about whether to proceed. The Board has made an in principle decision, subject to consultation with you, the tenants. A final decision has not been made yet and no decision will be made until the consultation is complete and all your opinions have been considered.

To summarise, all tenants are being invited to share their views on this proposal. Your feedback will be used to help the Board make an informed decision on the best way forward.

The Proposal

The proposal is to redevelop the current Sir Oswald Stoll Mansions site and to provide 300 new homes and support services across the country. To achieve this, we are proposing to build brand new state-of-the-art housing on part of the Mansions site and to release the rest of the site to Chelsea Football Club. Our proposal is to:

- Remain on the site offering approximately 103 brand new properties (rather than the 157 currently on the site) with enhanced facilities and living areas
- Retain the façade and historical features
- Ensure that every current Veteran is offered a home
- Provide at least 300 new homes for the Veterans community elsewhere
- Provide support services, such as our Outreach service, to thousands more Veterans over the next twenty years (and beyond).

The proposal's enhanced facilities and living areas include:

- New state-of-the-art housing for existing tenants on the Mansions site, including new kitchens with integrated appliances, modern bathrooms, a balcony, central heating, enhanced security features and wi-fi
- Exciting and significantly improved communal facilities, protected from the public, including a gym with showers, three garden spaces, lounges, an IT suite, therapy rooms and other features that you could help design.

We would give you the same security of tenure as you have now. We are not planning rent increases above inflation.

What Would the Proposal Mean for Me?

Stoll is a small charity with very small financial reserves and currently relies on fundraising to deliver its services every year.

Funds from the sale of some of the land would enable us to redevelop and build new properties on the Sir Oswald Stoll Mansions site and meet some of the significant needs for housing within the Veterans' community. This would secure long-term sustainability for Stoll. This would be a significant opportunity for the charity to deliver its mission to offer fit-for-purpose homes for vulnerable Veterans – both in this location and in other parts of the country.

Our priority is the wellbeing of our tenants and beneficiaries, current and future. We believe this proposal, if adopted, would allow us to deliver new, purpose-built homes for our current tenants, and even more homes for the next generation of Veterans. It would also ensure that we could continue to deliver vital support services to our current tenants and enable us to provide Stoll's Outreach support services to thousands more.

There would be considerable building work and disruption on site if the redevelopment takes place. It is projected

that in 2019 (and not before), all 20 flats in the new block and 24 flats in the western section of the sheltered block would need to be vacated in order for the new accommodation to be built. No other flats are anticipated to be affected at this time. We would work with these tenants to provide alternative accommodation, including on the Mansions estate. No other tenant is expected to have to move until 2021 at the earliest. All tenants would be compensated for the disruption caused.

The amount of outdoor space on the current site (including the current gardens and access to the site) would be slightly reduced as a result of the land being released to Chelsea Football Club.

However, the current design proposal anticipates more communal space inside as well as three new separate landscaped areas, including a roof top garden, giving 881m² of purpose-built private garden space solely for the use of tenants.

As with any building programme, there would be some disruption to tenants, including noise and dust. We would work with tenants and building contractors to mitigate any concerns wherever possible.

Comm Comm UK
Community Communications

Comm Comm UK will be assisting with the tenants' consultation process. Comm Comm UK is an experienced communications company specialising in the built environment.

stoll housing and
helping Veterans



Indicative image of a typical flat (1 bed 1 person)

Compensation

We have considered a range of different scenarios and taken advice from many experts. We have fully considered the needs of existing tenants in preparing the proposal.

If we take the proposal forward, we would compensate tenants for the disruption of moving and building works.

- We would be providing a compensation payment of £7,000, which is above statutory guidelines
- We would cover moving costs and any logistical issues you may have with moving
- We would support you to transfer your bills and other administrative issues associated with moving
- We would give you a choice of floor coverings, fixtures, kitchens, curtains and paint choices for your new property from an agreed range
- We would give you new white goods for your home, including fridge- freezer, oven and hob, dishwasher and washing machine
- For the few tenants who may have to move twice (i.e. including those tenants currently living in the new block or western end of the sheltered block), they would receive compensation twice.

— Compensation offer —

Some people may decide they are ready to move on from Stoll and, where appropriate, if they make that decision, they would have the necessary support from Stoll to find appropriate new accommodation, with an enhanced compensation offer of £16,000.

Process and Timing

There will be seven weeks for you to respond and the Board is expected to make a final decision in late March 2018. Expected timeline:

Tuesday 16 January

Consultation launches and Drop-in Exhibition opens

Wednesday 17 January

Drop-in Exhibition

Thursday 18 January

Drop-in Exhibition

Friday 19 January

Drop-in Exhibition

Saturday 20 January

Drop-in Exhibition

Tuesday 23 January

One-to-one meetings begin and the feedback form is issued

Tuesday 23 January – Tuesday 6 March

One-to-one meetings to be set up with tenants

Tuesday 6 March

Closing date for feedback form to be submitted

Late March 2018

Consultation Feedback Report is presented to the Board and issued to tenants

Late March 2018

Having considered the feedback, the Board will make a final decision about the proposal.

We believe that most tenants will be able to remain in their existing homes until the new building is complete. A small number of tenants will need to be relocated during the building work and building works will cause noise and dust, which we will need to mitigate.

Following the consultation, Stoll's Trustees will consider tenants' feedback. We will update you so that you know what the Board decides. If it is decided to proceed with the proposal for the Sir Oswald Stoll Mansions site, we will sign a contract with Chelsea Football Club and a planning application will be submitted to the London Borough of Hammersmith and Fulham in due course. We would also work with our existing tenants throughout to ensure you can feed into the design and be involved at each stage of the process.

Feedback

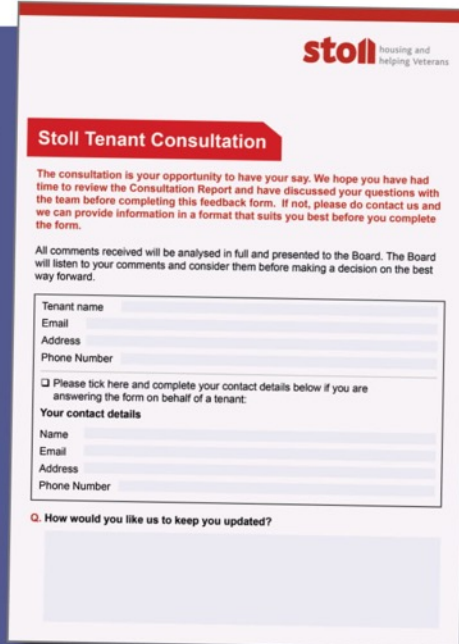
All Stoll tenants are invited to respond during the consultation process. The feedback form will be launched on Tuesday 23 January. The closing date for the response form to be returned is on Tuesday 6 March.

There are several ways to feed back:

- Book a one-to-one meeting with the team
- Complete a consultation feedback form
- Give your views to a member of the team
- Write a letter and hand into the office
- Email info@stoll.org.uk
- Visit www.stoll.org.uk/tenant-consultation

For specific individual concerns, you can also you speak to a member of the senior management team who are available for discussion throughout the process.

All feedback will be carefully considered by the Board when it meets in late March 2018 to consider the proposal. A report documenting the feedback from tenants will be produced and shared with all tenants.



stoll housing and helping Veterans

Stoll Tenant Consultation

The consultation is your opportunity to have your say. We hope you have had time to review the Consultation Report and have discussed your questions with the team before completing this feedback form. If not, please do contact us and we can provide information in a format that suits you best before you complete the form.

All comments received will be analysed in full and presented to the Board. The Board will listen to your comments and consider them before making a decision on the best way forward.

Tenant name _____
 Email _____
 Address _____
 Phone Number _____

Please tick here and complete your contact details below if you are answering the form on behalf of a tenant:

Your contact details

Name _____
 Email _____
 Address _____
 Phone Number _____

How would you like us to keep you updated?

We will also inform you of the Board's final decision.

We will also be providing a regular newsletter during the consultation, which will keep tenants up-to-date with answers to common questions and provide further information. There will be a tenant meeting during the consultation period when we will provide an update on feedback so far.

We hope that you do not find the consultation process unsettling, however, if you are feeling anxious or concerned then please speak to your support worker. We are also providing a free independent counselling service for any tenants who may wish to use it.



We are asking you four questions:

1. What are your views on the proposed vision to create 300 additional homes for Veterans and to provide support services to thousands more in the coming years? Do you agree or disagree with it (please explain your reasons for your views)?
2. What are your views on the proposal to create approximately 103 new properties on the existing estate and release the rest of the site to Chelsea Football Club? Please state if there is anything you would change about the proposal and please tell us why.
3. Do you have any questions?
4. If the proposal does go ahead, is there anything in particular you would like Stoll to support you with personally?

We are not consulting on the design or merits of the proposed scheme as these have not been finalised. We have created an example of the proposed design of the redevelopment at Sir Oswald Stoll Mansions in the Garden Room, to demonstrate what is possible and to provide an idea of our proposal. While this example reflects our current thinking if we proceed with the proposal, it is likely to be subject to change as a result of the consultation process, decisions affecting the master plan for the stadium next door and the planning process.

Response forms will be issued to tenants on Tuesday 23 January.

**Indicative image of ground floor reception foyer -
view towards reception desk**



**Indicative image of a typical flat (1 bed 2 persons) -
view from corner of the lounge**



Consultation on the Proposed Redevelopment of Sir Oswald Stoll Mansions | January 2018

Indicative image of a typical flat (1 bed 1 person) -
view from entrance towards lounge



Indicative image of a typical flat (1 bed 2 persons) -
view of the bedroom and balcony beyond



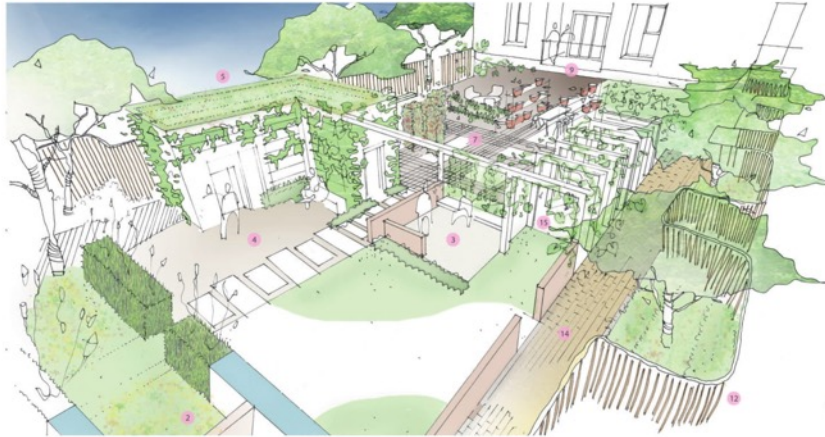
**Indicative image of lounge and activity areas -
view towards roof terrace beyond**



**Indicative image of communal areas
on 8th floor**



Indicative image of roof terrace - 8th floor



- Key**
1. Decking with cloud trees
 2. Prairie garden with minor pools + ornamental grasses
 3. Quiet gazebo
 4. Sun-trap
 5. Bio-diverse roof
 6. Strawberry columns
 7. Multi-use space / terrace
 8. Vegetable / salad shelves
 9. Growing room
 10. Quiet/sheltered seating space
 11. Multi-stem trees and shrub-tiers
 12. Decorative railings
 13. Coloured walls
 14. Brick path
 15. Green Pergola



Indicative image of roof terrace - 8th floor



- Key**
1. Decking with cloud trees
 2. Prairie garden with minor pools + ornamental grasses
 3. Quiet gazebo
 4. Sun-trap
 5. Bio-diverse roof
 6. Strawberry columns
 7. Multi-use space / terrace
 8. Vegetable / salad shelves
 9. Growing room
 10. Quiet/sheltered seating space
 11. Multi-stem trees and shrub-tiers
 12. Decorative railings
 13. Coloured walls
 14. Brick path
 15. Green Pergola

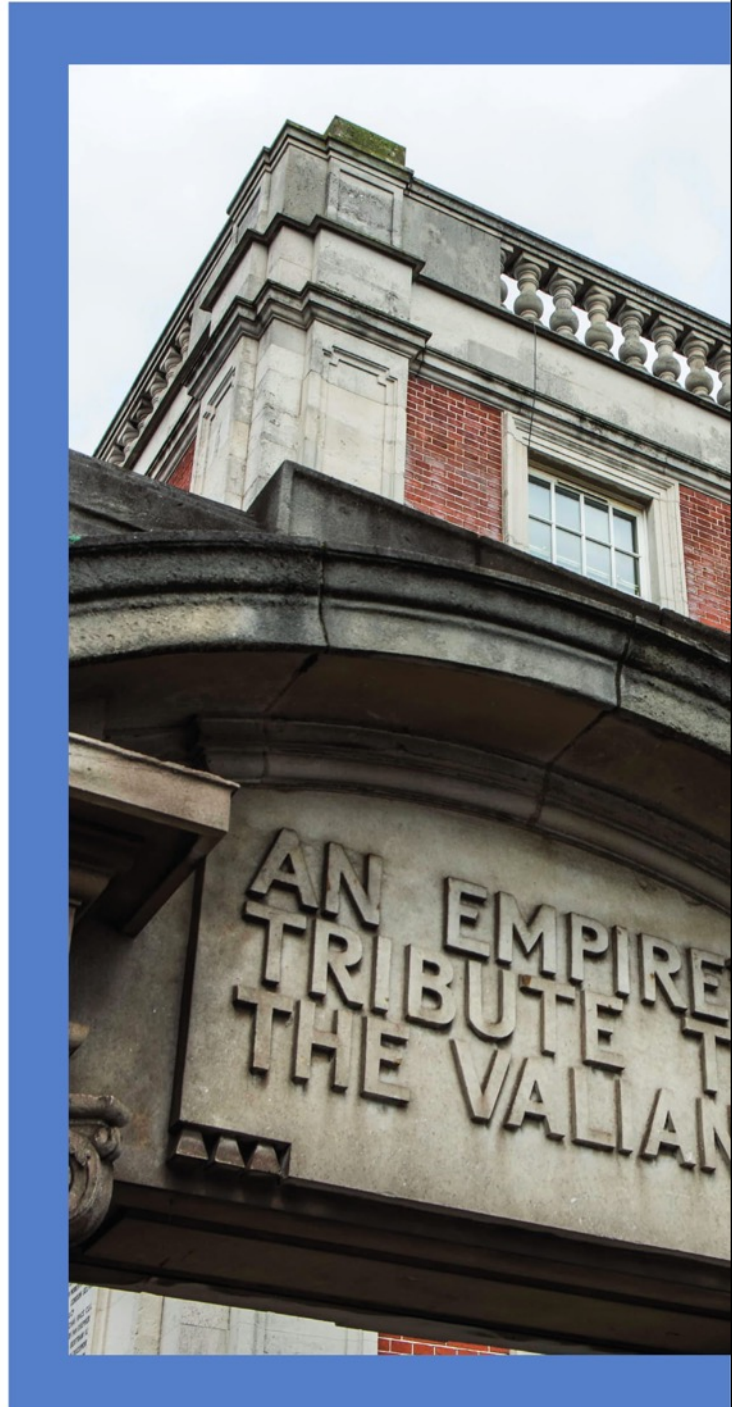


Why are we considering the proposal?

We have rightly explored whether a different proposal would be better in meeting our aspirations for the current site and the future. For instance, it would have been possible to sell the entire site and provide new housing for tenants in another part of the borough.

The Board of Trustees dismissed this idea given the likely significant impact on existing tenants. The Board has considered simply refurbishing the existing estate, most of which is over 100 years old. However, this would cost millions of pounds, which the charity does not have.

Without the proposed investment from Chelsea Football Club, it would not be feasible to provide the quality of accommodation we would like to offer and the estate would not receive the investment it needs now and in the future.





Overview

This proposal represents a landmark opportunity to make a significant and lasting difference to the Veterans' sector. If adopted, it would enable Stoll to replace the current accommodation on the Mansions site and provide at least 300 additional homes for Veterans across the country. It would also allow us to provide thousands more Veterans with support services in the coming years.

The scale of the potential investment on offer is a 'one off' given the Chelsea stadium redevelopment and we would not be able to redevelop the estate without this investment.

The existing accommodation at the Mansions continues to provide safe and secure homes for our tenants. But many of the flats are not to the modern standard of accommodation we would like to provide. Improving the current estate would cost millions of pounds and this is the only chance we have to pay for the improvements that are needed – therefore ensuring we could stay on this estate, behind our historic façade, for the long term. It also means that we can expand Stoll's offer by providing 300 new homes to Veterans and extend our support services to thousands more Veterans in the future.






446 Fulham Road, London SW6 1DT

T 020 7385 2110

E info@stoll.org.uk

W www.stoll.org.uk

 /StollVeterans  @stoll_veterans  /Stoll

Also known as the Sir Oswald Stoll Foundation HCA Reg No: A3418
Charity No: 207939 Company No: 148636

This document is available in alternative formats. Please contact the office or email info@stoll.org.uk

Visit our consultation page at www.stoll.org.uk/tenant-consultation

January 2018
Consultation Document

stoll housing and
helping Veterans

What is the consultation about?

Stoll is launching a consultation process into the potential redevelopment of Sir Oswald Stoll Mansions and we would like to hear your views on the proposal.

The proposal is to redevelop the current Sir Oswald Stoll Mansions site, enabling us to provide 300 new homes and support services to thousands more Veterans across the country. To achieve this, we are proposing to build approximately 103 brand new state-of-the-art homes on part of the Mansions site and to release the rest of the site to Chelsea Football Club. There are currently 157 flats on the Mansions site.

We believe this proposed redevelopment presents a once-in-a-generation opportunity to renew the estate here on this site, behind our historic façade. If the proposal is adopted, it would ensure we can give the residents who live at Sir Oswald Stoll Mansions new, better homes on site. The proposed new homes would have modern fitted kitchens, new bathrooms, efficient heating systems and significantly enhanced communal facilities. All tenants would also be offered a compensation payment for the disruption that could be caused by the redevelopment.

If taken forward, the proposal would also enable Stoll to provide at least 300 additional new homes and support to thousands more Veterans across the country in the coming years.

We take our responsibility to support our current tenants very seriously. We would not be considering this proposal unless we were entirely confident that this proposal could represent a really good opportunity for the tenants of Sir Oswald Stoll Mansions.

We do not anticipate that anyone will have to leave the estate if they do not want to and we are not planning rent increases to pay for the redevelopment.

The Board of Trustees would now like to hear your views on the proposal before they make a final decision about whether to proceed. The Board has made an in principle decision, subject to consultation with you, the tenants. A final decision has not been made yet and no decision will be made until the consultation is complete and all your opinions have been considered.

To summarise, all tenants are being invited to share their views on this proposal. Your feedback will be used to help the Board make an informed decision on the best way forward.

What is our proposal?



The proposal is to redevelop the current Sir Oswald Stoll Mansions site and to provide new homes and support services across the country.

To achieve this, we are proposing to build brand new state-of-the-art housing on part of the Mansions site and to release the rest of the site to Chelsea Football Club. Our proposal is to:

- Remain on the site, offering approximately 103 brand new properties (rather than the 157 currently on the site) with enhanced facilities and living areas
- Retain the façade and historical features
- Ensure that every current Veteran is offered a home
- Provide at least 300 new homes for the Veterans community elsewhere
- Provide support services, such as our Outreach service, to thousands more Veterans over the next twenty years (and beyond).

The proposal's enhanced facilities and living areas include:

- New state-of-the-art housing for existing tenants on the Mansions site, including new kitchens with integrated appliances, modern bathrooms, a balcony, central heating, enhanced security features and wi-fi
- Exciting and significantly improved communal facilities, protected from the public, including a gym with showers, three garden spaces, lounges, an IT suite, therapy rooms and other features that you can help design.

Why are we considering the proposal?

Stoll is a small charity with very small financial reserves and currently relies on fundraising to deliver its services every year.

Funds from the sale of some of the land would enable us to redevelop and build new properties on the Sir Oswald Stoll Mansions site and meet some of the significant needs for housing within the Veterans community. This will secure long-term sustainability for Stoll. This is a significant opportunity for the charity to deliver its mission to offer fit-for-purpose homes for vulnerable Veterans – both in this location and in other parts of the country.

Our priority is the wellbeing of our tenants and beneficiaries, current and future. We believe this proposal, if adopted, would allow us to deliver new, purpose-built homes for the next generation of Veterans. It would also ensure that we can continue to deliver vital support services to our current tenants and enable us to provide Stoll's Outreach support services to thousands more.

We have rightly explored whether a different proposal would be better in meeting our aspirations for the current site and the future. For instance, it would have been possible to sell the entire site and provide new housing for tenants in another part of the borough.

The Board of Trustees dismissed this idea given the likely significant impact on existing tenants. The Board has considered simply refurbishing the existing estate, most of which is over 100 years old. However, this would cost millions of pounds, which the charity does not have.

Without the proposed investment from Chelsea Football Club, it would not be feasible to provide the quality of accommodation we would like to offer and the estate would not receive the investment it needs now and in the future.

Our proposal is one that we believe would balance the needs of the existing community for modern high-quality accommodation, with the sustainability of the organisation and the ability to support thousands of other Veterans in the future.

What would the proposal mean for me?

If we take the proposal forward, we would compensate tenants for the disruption of moving and building works.

- We would be providing a compensation payment of £7,000, which is above statutory guidelines
- We would cover moving costs and any logistical issues you may have with moving
- We would support you to transfer your bills and other administrative issues associated with moving
- We would give you a choice of floor coverings, fixtures, kitchens, curtains and paint choices for your new property from an agreed range
- We would give you new white goods for your home, including fridge-freezer, oven and hob, dishwasher and washing machine
- For the few tenants who may have to move twice (i.e. including those tenants currently living in the new block or western end of the sheltered block), they would receive compensation twice.

We have created an example of the proposed design of the redevelopment at Sir Oswald Stoll Mansions, to demonstrate what is possible and to provide you with an idea of how our proposal could look. While this example reflects our current thinking, it is likely to be subject to change as a result of the consultation process, decisions affecting the masterplan for the stadium next door and the planning process.

If the proposal proceeds and as the design for the redevelopment develops and evolves, we would keep you updated. We are also waiting to understand what would happen in the space between ourselves and the stadium.

We would give you the same security of tenure as you have now. We are not planning rent increases above inflation. Some people may decide they are ready to move on from Stoll and, where appropriate, if they make that decision, they would have the necessary support from Stoll to find appropriate new accommodation, with an enhanced compensation offer of £16,000.

What would the proposal mean for me?

If the Board made a final decision to proceed with the proposal, there are some factors that we would like you to be aware of including:

There are 157 units on the Sir Oswald Stoll Mansions site, with approximately 142 tenancies. The proposed redevelopment anticipates that there will be a reduction in units to approximately 113 during the construction and eventually to 103 when the new homes have been built, no earlier than 2021.

We will ensure everyone has a home.

We are confident that we will be able to accommodate all existing Veterans who wish to move into the new building which, if the proposal is adopted, would not be ready to move into at least until 2021. We anticipate that some residents will choose to move on to different accommodation and we will support people to do that where appropriate.

There would be considerable building work and disruption on-site whilst the redevelopment takes place. It is projected that in 2019 (and not before), all 20 flats in the new block and 24 flats in the western section of the sheltered block would need to be vacated in order for the new accommodation to be built. We would work with those tenants to provide alternative accommodation, including on the Mansions estate.

No other flats are anticipated to be affected at this time. No other tenant is expected to have to move until 2021 at the earliest. All tenants would be compensated for the disruption caused.

The amount of outdoor space on the current site (including the current gardens and access to the site) would be slightly reduced as a result of the land being released to Chelsea Football Club.

However, the current design proposal anticipates more communal space inside as well as three new separate landscaped areas, including a roof top garden; giving 881m² of purpose-built private garden space solely for the use of tenants.

As with any building programme, there would be some disruption to tenants, including noise and dust. We would work with tenants and building contractors to mitigate any concerns wherever possible.

Consultation process and timing


The consultation process begins on Tuesday 16 January 2018. There will be seven weeks for you to respond and the Board is expected to make a final decision in April 2018.

We are asking you four questions:

1. **What are your views on the proposed vision to create 300 additional homes for Veterans and to provide support services to thousands more in the coming years? Do you agree or disagree with it (please explain your reasons for your views)?**
2. **What are your views on the proposal to create approximately 103 new properties on the existing estate and release the rest of the site to Chelsea Football Club? Please state if there is anything you would change about the proposal and please tell us why.**
3. **Do you have any questions?**
4. **If the proposal does go ahead, is there anything in particular you would like Stoll to support you with personally?**

We will provide you with a consultation response form on Tuesday 23 January.

Expected timeline

- 
- Tuesday 16 January**
Consultation launches and Drop-in Exhibition opens
 - Wednesday 17 January**
Drop-in Exhibition
 - Thursday 18 January**
Drop-in Exhibition
 - Friday 19 January**
Drop-in Exhibition
 - Saturday 20 January**
Drop-in Exhibition
 - Tuesday 23 January**
One-to-one meetings begin and the feedback form is issued
 - Tuesday 23 January – Tuesday 6 March**
One-to-one meetings to be set up with tenants
 - Tuesday 6 March**
Closing date for feedback form to be submitted
 - Late March 2018**
Consultation Feedback Report is presented to the Board and issued to tenants
 - April 2018**
Having considered the feedback, the Board will make a final decision about the proposal.

Following the consultation, Stoll's Trustees will consider tenants' feedback. We will update you so that you know what the Board decides. If it is decided to proceed with the proposal for the Sir Oswald Stoll Mansions site, we will sign a contract with Chelsea Football Club and a planning application will be submitted to the London Borough of Hammersmith and Fulham in due course. We would also work with our existing tenants throughout to ensure you can feed into the design and be involved at each stage of the process.

How your feedback will be used and reported

All Stoll tenants are invited to respond during the consultation process. The feedback form will be launched on Tuesday 23 January and the closing date for responding is Tuesday 6 March.

There are several ways to feed back:

- **Book a one-to-one meeting with the team**
- **Complete a consultation feedback form**
- **Give your views to a member of the team**
- **Write a letter and hand into the office**
- **Email info@stoll.org.uk**
- **Visit www.stoll.org.uk/tenant-consultation**

We will also be providing a regular newsletter during the consultation, which will keep tenants up-to-date with answers to common questions and any further information we can provide. There will be a tenant meeting during the consultation period where we will provide an update on feedback so far.

All feedback will be carefully considered by the Board when it meets in late March 2018 to consider the proposal. A report documenting the feedback from tenants will be produced and shared with all tenants. We will also inform you of the Board's final decision.

If you require any additional assistance with the consultation materials, please let us know. We hope that you do not find the consultation process unsettling, however, if you are feeling anxious or concerned then please speak to your support worker. We are also providing a free independent counselling service for any tenants who may wish to use it.

Overview of future vision for Stoll buildings and the Estate



This proposal represents a landmark opportunity to make a significant and lasting difference to the Veterans' sector.

It would enable Stoll to replace the current accommodation on the Mansions site and provide at least 300 additional homes for Veterans across the country. It will also allow us to provide thousands more Veterans with support services in the coming years.

The scale of the potential investment on offer is a 'one off' given the Chelsea stadium redevelopment and we would not be able to renew the estate without this investment.

The existing accommodation at the Mansions site continues to provide safe and secure homes for our tenants. However, many of the flats are not to the modern standard of accommodation we would like to provide. Improving the current estate would cost millions of pounds and this is the only chance we have to pay for the improvements that are needed – therefore ensuring we can stay on this estate, behind our historic façade, for the long term. It also means that we can expand Stoll's offer by providing 300 new homes to Veterans and extend our support services to thousands more Veterans in the future.

Ground floor reception foyer - view towards reception desk



Typical flat (1 bed 2 persons) - view from corner of the lounge



A typical flat (1 bed 1 person) - view from entrance towards lounge



A typical flat (1 bed 2 persons) - view of the bedroom and balcony beyond



Lounge and activity areas - view towards roof terrace beyond



Communal areas on 8th floor



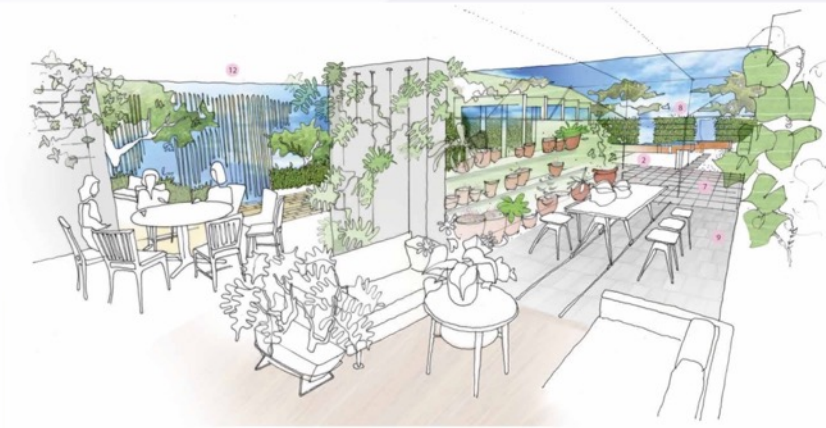
Roof terrace - 8th floor



- Key**
1. Decking with cloud trees
 2. Public garden with mirror pools + ornamental grasses
 3. Quiet gazebo
 4. Sun-trap
 5. Bio-diverse roof
 6. Strawberry columns
 7. Multi-use space / terrace
 8. Vegetable / salad shelves
 9. Growing room
 10. Quiet/sheltered seating space
 11. Multi-stem trees and shrub tiers
 12. Decorative railings
 13. Coloured walls
 14. Brick path
 15. Green Pergola



Roof terrace - 8th floor



- Key**
1. Decking with cloud trees
 2. Public garden with mirror pools + ornamental grasses
 3. Quiet gazebo
 4. Sun-trap
 5. Bio-diverse roof
 6. Strawberry columns
 7. Multi-use space / terrace
 8. Vegetable / salad shelves
 9. Growing room
 10. Quiet/sheltered seating space
 11. Multi-stem trees and shrub tiers
 12. Decorative railings
 13. Coloured walls
 14. Brick path
 15. Green Pergola



Roof terrace - 8th floor



Appendix G – Tenant Contact Form



Contact Recording Sheet
Strictly Private & Confidential

| | |
|--------------------------------|------------------|
| Tenant/Respondent Name: | Property: |
| Form filled in by : | Date : |

| | |
|--|----------------|
| Issue(s) Raised: | Action: |
| Questions/Actions for immediate response: | Action: |

Stoll's values:

- We show empathy and respect to everyone we work with
- We strive to empower our beneficiaries to live independently
- We do what we say we will do
- We act with integrity in everything we do
- We are a highly collaborative organisation

housing and
helping Veterans

f
in
twitter
Donate

Home
Housing
Support & wellbeing
Resident information
About us
Support us
News

Search here

Sir Oswald Stoll Mansions Tenant Consultation

Stoll launched a consultation into the potential redevelopment of Sir Oswald Stoll Mansions to hear tenants' views on the proposal, set out below. The consultation ran for seven weeks from 16 January to 6 March 2018. The consultation is formally closed.

Although the date for responding has now passed, if you would still like to make a comment or have any further questions, please do not hesitate to contact the office.

The proposal is to redevelop the current Sir Oswald Mansions site and to provide new homes and support services across the country. To achieve this, we are proposing to build brand new state-of-the-art housing on part of the Mansions' site and to release the rest of the site to Chelsea Football Club.

Our proposal is to:

- Remain on the site offering approximately 103 brand new properties (rather than the 157 currently on the site) with enhanced facilities and living areas
- Ensure that every current Veteran is offered a new home
- Retain the façade and historical features
- Provide at least 300 new homes for the Veterans' community elsewhere
- Provide support services, such as our Outreach service, to thousands more Veterans over the next twenty years

You can find out [more information](#) about the consultation here. The [consultation document](#) is available to [download](#) here.

These are indicative designs

Ground floor reception foyer - view towards reception desk

Roof terrace - 8th floor

Typical flat (1 bed 2 persons) - view from corner of the lounge

Resident information

My Tenancy

Support

What's on

Key documents

Sir Oswald Stoll Mansions Tenant Consultation

Frequently Asked Questions

If this project goes ahead it will have a transformative impact for the next generation of Veterans.

- Field Marshal the Lord Walker of Aldringham, who was the head of the British Armed Forces from 2003-2006.

Need help now? Call: 020 7385 2110

On this website

- Vacancies
- Terms and conditions
- Policies
- Accessibility

Stoll Registered Charity number: 207939

Get in contact

Stoll
448 Fulham Road
London SW6 1DT
[view map](#)
info@stoll.org.uk
Tel: 020 7385 2110

Sign up for our newsletter

First name



Last name

Email address

[Sign up](#)

Website by [www.stoll.org.uk](#)
An agency specialising in the arts, education and non-profit sectors

74



Consultation Newsletter for Mansions Residents **January 2018**

This is the first edition of a regular newsletter to keep residents in touch during the consultation process.

Thank you to everyone who has spoken to staff or visited the exhibition. You have raised lots of really good questions which we will address during the consultation.

Consultation documents explaining the proposal and response forms have been issued to you. You can also see the information online at www.stoll.org.uk/tenant-consultation.


We'd like to hear your views on the proposal. There are several ways:

- Book a one-to-one meeting with consultation team
- Complete a consultation feedback form

If you would like support so that you can have your say, please do ask and we will arrange it.

All your feedback will be carefully considered by the Board when it meets to consider the proposal. A report explaining the feedback will be produced and shared with you and the Board.

Ground floor reception foyer - view towards reception desk



Do you need support?

Extra support and counselling is also available if you find the consultation unsettling. In addition to support from Stoll, there is support available from Back on Track, a free and confidential psychological therapy service, and counselling through MIND. Please contact your support worker or the office for details.

For the addressee only. Not for sharing

Questions and Answers

There have been many questions, but here are answers to some of the most asked. We will feature some of the most frequently asked questions in this update throughout the process.

Q) What would be in the space between the new building and the stadium? We hope to get clarity on this aspect soon. We have been told that there would not be much building there, but have not seen the plans.

Q) How many guestrooms would there be? There is one on the design and we are considering incorporating additional guest rooms.

Q) What are the plans for the laundry? Stoll would gift each tenant a washing machine in the new properties. We would try and maintain laundry facilities on site during the building phase.

Q) What would happen to parking? We are proposing 37 secure resident parking bays, underneath the proposed new building with priority for existing tenants with cars. As with now, there would not be enough spaces for every visitor to find a space and the priority will be those who live here and need to park. During the build there would be very little parking on site, but we would provide alternative parking (probably a residents permit) at no cost to residents who have a car.

Q) What would happen to my belongings if I have to move? If the proposal goes ahead, the new flats would have increased storage compared to the existing ones with fitted wardrobes, modern kitchens with integrated appliances and more cupboards. We recognise many people have possessions and furniture, and we would do our very best to help you with these in a new flat. We would arrange for the disposal of anything you no longer wanted.

Q) If the proposal goes ahead, will I get any support with moving? Yes. Everyone would be compensated. Stoll would provide a full removal service including packing and moving. Stoll would provide a handyman to put up pictures, shelves and mirrors etc., or to construct furniture. There would also be staff who would help you with all the administration such as Council Tax, utilities, change of address etc. We would want to make the move as seamless as possible.

Consultation exhibition open in the Garden Room this week:

Wednesday 24 January: 12 - 2pm

Friday 26 January: 2 - 5pm

Do come and look at the proposal and speak to staff.

For the addressee only. Not for sharing



A very big thank you to residents for dropping into the exhibition in the Garden Room and to those of you who have already responded to the consultation. We'd like all feedback by Tuesday 6th March.

The exhibition will remain in the Garden Room until March 6th and staff will be on hand to answer any questions you have every Tuesday at the coffee morning.



We'd like to hear your views on the proposal. There are several ways:

- Book a one-to-one meeting with the consultation team
- Complete a consultation feedback form
- Send a letter or email to the office

If you would like support so that you can have your say, please ask and we will arrange it.

All your feedback will be carefully considered by the Board when it meets to consider the proposal. A report explaining the feedback will be produced and shared with you and the Board.

Do you need support?

Extra support and counselling is available during the consultation. In addition to support from Stoll, there is support available from Back on Track, a free and confidential psychological therapy service, and counselling through MIND. Please contact your support worker or the office for details.

Questions and Answers

Thank you for all the questions you are raising about the consultation. In each newsletter we will highlight some of the questions – and provide an answer.

Q) If the proposal goes ahead, what would the new tenancy conditions be? You would keep the same security of tenure as you have now as long as you stay within a Stoll property.

Q) What about rents? Apart from inflationary changes, as per normal, your rent would not change unless you moved to a property with a different number of bedrooms in which case it would go up or down accordingly.

Q) Why don't we have a public meeting?

The next Residents' meeting is on 13th February and this is a really good opportunity to ask any questions you wish in a public setting. At least one Stoll Trustee will also be present. In public meetings it is often the case that a few voices dominate. This is why we want to continue one-to-one meetings and other channels so everyone can give their opinion. This is best practice and is working well at the moment; we are hearing from a much broader range of tenants than we normally do which is really positive. If you would like to book a one-to-one meeting or give some feedback then please do so at Reception or with a support worker.

Q) If the proposal goes ahead, would we get a say in the design?

Yes. The consultation is about the concept at this stage and not the design. It is very likely that the design would change. Should the Board decide to proceed, there would be several opportunities for you to participate in workshops on the design of the proposed building—we would want tenants to have as greater sense of ownership over their new home as possible.

Q) If I want to move on from the Estate, when would the compensation become available? The compensation would be available if and when the Trustees make a decision to proceed with the proposal, which is anticipated to be April (not a definite date). If a tenant would like to move on before April they can do so and they would receive the compensation in retrospect, but only if the redevelopment proceeds.

Next Residents' meeting:

5.30pm, 13th February 2018



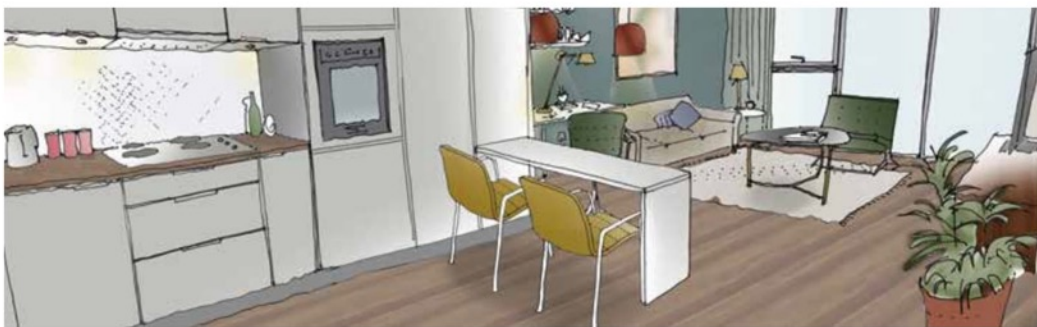
Consultation Exhibition extended

The exhibition will remain in the Garden Room until 6 March for you to revisit.

Staff will be available to discuss the proposals and take your questions during the coffee morning that happens every Tuesday morning, 11—12pm.

All the information can be found online at www.stoll.org.uk/tenant-consultation and do ask a support worker if you have any questions.

- A huge thank you to the 35 people who have submitted a consultation response form. Please return yours to the black box on reception by 6th March.
- 22 people have had a 1-1 session with the consultation team. There is still time to book your session - please speak to a support worker or reception to do so.
- We will continue to update the website with your frequently asked questions:
www.stoll.org.uk



Questions and Answers

Thank you for all the questions you are raising about the consultation. In each newsletter we will highlight some of the questions – and provide an answer.

Q) What would happen to the façade and the gates? These would remain. This has always been a strict condition of the process.

Q) Can I choose my own new flat? We can not make guarantees, but if the proposal is adopted, we would try to accommodate people's preferences as to where in the proposed new building your flat would be located and who your neighbours would be. This also applies for those who would need to move within the estate to accommodate the build process. When allocating flats, we would prioritise disabled people to ensure they have appropriate accommodation.

Q) What size property would I get in the new building? The same size or bigger.

Q) They are studio flats, aren't they? No, they would not be studios. They would be self-contained flats with separate bedroom(s), bathroom and balcony. We have proposed having an open plan kitchen and lounge but this is not set in stone.

Q) What about space for mobility scooters? We have proposed a buggy store on every floor and we have also designed recesses outside flats in order to enable storage of scooters next to the flat.

Q) Would there be a place I can smoke? Yes, there would be plenty of areas where you would be able to smoke in outside areas. We envisage over 800m² of private outdoor space.

Q) Can we have a hair salon/soundproofed communal room/plunge pool in the gym/other? Thank you for these suggestions. We will consider all of these options and any others you suggest in your consultation responses. We would want to make sure you can be proud of the proposed new homes and facilities. Naturally we would want to get the balance right ensuring we provide the best facilities we can in Fulham versus being able to provide more homes and facilities for Veterans elsewhere.

Q) What about the memorial and the flag? These would be incorporated within the new property, such as in the main garden space.

Next Residents' meeting:

5.30pm, 13th February 2018



Thank you to residents who attended the Residents' Meeting on Tuesday 13th February. We have included some of the questions that were raised at the meeting on the back page of this newsletter.

You can also visit our FAQs page at www.stoll.org.uk to read more answers to common questions.

There is still lots of time to give your views. You can:

- Book a one-to-one meeting with the consultation team
- Complete a consultation feedback form and hand in it at Reception.

We'd like your feedback by Tuesday 6th March please.

The exhibition will remain in the Garden Room until 6th March and staff will be on hand to answer any questions you have every Tuesday at the coffee morning from 11—12pm.

A typical flat (1 bed 2 persons) - view of the bedroom and balcony beyond



Do you need support?

Extra support and counselling is available during the consultation. In addition to support from Stoll, there is support available from Back on Track, a free and confidential psychological therapy service, and counselling through MIND. Please contact your support worker or the office for details.

Questions and Answers

Thank you for all the questions you are raising about the consultation. In each newsletter we will highlight some of the questions – and provide an answer.

Q) What would happen to the Shepherds Bush housing?

The Shepherds Bush block is run by Shepherds Bush Housing Group. We understand the Group is liaising with its tenants. Stoll is not involved in the matter.

Q) What would go in the space if part of the site is released to Chelsea?

This is still unclear. We have been given reassurances that it will not be a tall building because they do not want to obscure the view to the stadium, but we do not yet know their plans. We will pass these onto you as soon as we can.

Q) If the proposal goes ahead, would we get a say in the design?

Yes. The consultation is about the concept at this stage and not the design. It is very likely that the design would change. Should the Board decide to proceed, there would be a range of opportunities for you to participate in workshops on the design of the proposed building. We would want tenants to contribute to the design of the new homes as much as possible.

Q) Would there be a drying room?

A number of residents have raised the matter of laundry and communal facilities, including a drying room. If the proposal goes ahead, this is something we would look into and work with residents on a solution through participation in the design workshops.

Q) What would happen to my furniture?

Stoll would assist people to ensure a smooth and orderly moving process. If there is a need to store furniture on a temporary basis, this is something Stoll would work with you to find a solution for.

Have your say

Please book a meeting or return your consultation form to the black box in reception by 6th March.

Appendix J – Matrix of Suggestions

| Suggestions based on the design of the new building | |
|--|-------------|
| Do not have open plan kitchen and living room areas | 4 |
| address the loss of 54 flats | 4 |
| help residents understand the moving of 40 flats to 20 | 2 |
| new homes must be of higher quality than current and provide good living conditions | 2 |
| can the walls be a different colour, magnolia was suggested (residents given a choice of colours used) | 4 |
| balconies now offer a social aspect, address this in new plans | 3 |
| All windows above the ground floor should open fully into the flats for cleaning and emergency escape | 1 |
| triple glazing on Chelsea side to eliminate noise | 3 |
| a grass verge on the ground floor level boundary | 1 |
| space for ground for green space | 1 |
| privacy for residents across the building | 2 |
| separation between the public and resident access on ground floor | 1 |
| provision for an allotment area | 1 |
| Double height community hall | 1 |
| communal space must be kept | 8 |
| Swimming pool/therapy pool | 2 |
| sound proofing to new flats | 8 |
| keep the building façade as it is | 4 |
| share how the memorial will be incorporated into the new site | 3 |
| want wet room in flats | 4 |
| A second toilet | 1 |
| Shower in flats | 6 |
| Bathroom aids | 2 |
| want bath in flats | 3 |
| Landline | 1 |
| Cables and electrical points in specific areas | 1 |
| choice of white goods in new kitchens, dishwashers, washing machines etc. | 10 |
| Add another floor below the garden facility | 1 |
| Relocate gym to lower floor | 1 |
| Can flat be altered | 1 |
| Reflective tint on windows | 3 |
| Suggestions | |
| Suggestions based on what building facilities should be included in the new building | Mentions in |
| Improve the Wi-Fi as it is very slow | 2 |
| Creation of communal areas such as TV/Games room | 2 |
| On site bar area for communal use | 1 |
| improve on the current heating and hot water supply | 4 |
| introduce bee hives on the roof | 1 |
| outdoor locker area for tool storage | 1 |
| More guest flats | 1 |
| flat specific parking | 5 |
| guest parking | 3 |
| Cost of permit parking | 1 |
| Fulham medical centre remains on the site | 2 |
| drying facilities and laundry room in the building | 12 |
| Underground parking strictly for residents and visitors | 1 |
| improve security of the building (including CCTV) | 6 |
| lift access should be secure entry, only accessible by residents | 1 |
| Keep/have carpets | 2 |
| 24-hour assisted living block | 1 |
| Replanting of the current plants in the new garden | 1 |
| Sauna/jacuzzi | 1 |
| Prefer to have electric goods rather than gas | 1 |
| Outside source for scooter charging | 1 |
| Should consider WRVS (womens royal voluntary service) for the café | 1 |
| Chelsea FC (use of vacated land) | |
| Ensure residents are not further disrupted by Chelsea supporters on game days/protected from violence be | 6 |
| do not build high rises between the flats and the stadium | 1 |
| Chelsea should not get extra space, units should be used for Stoll to support veterans | 6 |
| notice on what Chelsea plan to do with land, will it block light? | 6 |
| The extra land should be used as an art therapy centre | 1 |
| An acoustic barrier proposed by Chelsea | 1 |
| should sell the whole site or not at all. Preferably not at all | 1 |

| Suggestions | |
|--|--------------------|
| Suggestions based on what building facilities should be included in the new building | Mentions in |
| Improve the Wi-Fi as it is very slow | 2 |
| Creation of communal areas such as TV/Games room | 2 |
| On site bar area for communal use | 1 |
| improve on the current heating and hot water supply | 4 |
| introduce bee hives on the roof | 1 |
| outdoor locker area for tool storage | 1 |
| More guest flats | 1 |
| flat specific parking | 5 |
| guest parking | 3 |
| Cost of permit parking | 1 |
| Fulham medical centre remains on the site | 2 |
| drying facilities and laundry room in the building | 12 |
| Underground parking strictly for residents and visitors | 1 |
| improve security of the building (including CCTV) | 6 |
| lift access should be secure entry, only accessible by residents | 1 |
| Keep/have carpets | 2 |
| 24-hour assisted living block | 1 |
| Replanting of the current plants in the new garden | 1 |
| Sauna/jacuzzi | 1 |
| Prefer to have electric goods rather than gas | 1 |
| Outside source for scooter charging | 1 |
| Should consider WRVS (womens royal voluntary service) for the café | 1 |
| Chelsea FC (use of vacated land) | |
| Ensure residents are not further disrupted by Chelsea supporters on game days/protected from violence be | 6 |
| do not build high rises between the flats and the stadium | 1 |
| Chelsea should not get extra space, units should be used for Stoll to support veterans | 6 |
| notice on what Chelsea plan to do with land, will it block light? | 6 |
| The extra land should be used as an art therapy centre | 1 |
| An acoustic barrier proposed by Chelsea | 1 |
| should sell the whole site or not at all. Preferably not at all | 1 |
| Picture rail | 1 |
| Plaza for fans, not delivery access | 1 |
| Storage , including built-in wardrobes, bookcases and outdoor storage | 8 |
| Suggestions based on the allocation of flats to residents | |
| residents' preference to choose where they are allocated a flat in the new building | 19 |
| consider resident medical needs when allocating flats | 5 |
| higher floors should be for younger residents | 1 |
| flats lost in the move should be built elsewhere | 1 |
| Suggestions based on the process of moving to the new building | |
| Flats to be fully furnished with tables and bedding (temporary and new) | 2 |
| make sure current flats are fitted out like current flats, emergency alarms, specialised beds/furniture | 1 |
| Help with physically moving for less able residents | 23 |
| Help moving current white goods and appliances that may be fixed in place | 1 |
| Pole and Flag MUST be moved with residents and placed in the roof garden for use in the remembrance p: | 2 |
| Suggestions based on the safety and security of the new building | |
| sprinklers in common area/flats | 3 |
| fire doors in all flats | 1 |
| Security fence or hedge on ground floor to prevent public access to the site by football supporters on match | 2 |
| Car parking security | 1 |
| Extinguisher in every flat | 1 |
| Suggestions based on support for residents during and after the move | |
| improve integration of residents too many cliques and divisions | 1 |
| support for residents to feel comfortable having to move twice | 7 |
| Help with feeling cut off because of the change in layout | 1 |
| support for current residents making a sacrifice for the future generations of Stoll | 10 |
| Support redecorating after move, as money has been spent already decorating current flats | 2 |
| support with changing address, benefit claims, changing sky television and internet to new flats | 12 |
| packing boxes provided to residents | 2 |
| Extra support for residents during the move to prevent feeling stressed or overwhelmed | 14 |
| shopping and day trips for residents during construction | 1 |
| Suggestions based on construction period | |
| Car parking during construction or tenants | 4 |

| | |
|-----------------------------------|---|
| Where will contractors park? | 1 |
| Security for construction workers | 1 |