

Completion of majority site sale of  
**Sir Oswald Stoll Mansions, Fulham**  
**Commitments Charter**



Sir Oswald Stoll Foundation

**stoll** housing and  
helping Veterans

# COMMITMENTS CHARTER

Prepared by Stoll for residents at  
Sir Oswald Stoll Mansions

All information in this document accurate as of 10.04.24.  
Timings are subject to change.

Sir Oswald Stoll Foundation





## Introduction

- ✓ Stoll will complete on the sale of the majority of the Sir Oswald Stoll Mansions site in Fulham, to Chelsea FC ownership group on the 11<sup>th</sup> April.
- ✓ Stoll will retain the 20 flats in Fulham in what is currently known as the “400 block.” It will not retain any other properties on the site.
- ✓ We understand this will be a stressful time for many of our residents, and we are committed to supporting you fully throughout the process over the coming days, weeks and months.
- ✓ We have agreed heads of terms in respect of 128 properties in a major new housing development at King’s Road Park in Fulham. This means (subject to completion of that purchase) that we will be able to offer new accommodation with Stoll to every current resident of the Sir Oswald Stoll Mansions site.
- ✓ Current residents will be offered new accommodation on the same tenancy as they currently have. Priority for this accommodation will be based on tenure and need.
- ✓ Stoll will also offer all its residents, regardless of whether they move to a Stoll property, enhanced financial, wellbeing, and rehousing support.
- ✓ If residents choose to move somewhere other than a Stoll property, they will receive 12 months of support, and those that move to another property managed by Stoll will continue to receive the support they need for the duration of their tenancy.
- ✓ The sale has also secured Stoll’s long-term financial sustainability and will enable us to enhance our services for veterans now and in the future.



## How this document helps you

- ✓ The purpose of this document is to explain what happens when the majority site sale of the Sir Oswald Stoll Mansions is complete.
- ✓ A printed version has been included in your information pack, and you can also drop into reception for a copy or ask the support team to email this document to you and take you through it.
- ✓ This document only applies to Sir Oswald Stoll Mansions residents who are Stoll's direct tenants. It does not apply to sub-tenants; lodgers; non-resident landlords, licensees or any other unauthorised residents or occupants.



## Our obligations and commitments to you

- ✓ We understand that the completion of the sale will have a huge impact on every single resident, and this is a worrying and uncertain time for all affected.
- ✓ We are committed to providing every resident with appropriate and timely information and support so you can make decisions which are right for you.
- ✓ We will work closely with you to understand your personal circumstances, needs and wishes. Our approach will be flexible, individual, transparent and fair.
- ✓ We will explain how you and your current home are affected when the sale has completed and will set out Stoll's statutory obligations towards you, in terms of the assistance with rehousing and the financial payments you are entitled to receive.
- ✓ We will help you to understand the choices that will be available to you and how decisions will be made, at every step of the way.





## Your Tenancy

**Please contact your housing officer immediately if you are unsure or have any questions about the type of tenancy you currently have with Stoll.**

Those on an Assured or Secure tenancy will have been a Stoll tenant for over five years. Those on an Assured Shorthold tenancy will have been in their home since December 2018.

The statutory obligations that Stoll has to tenants in relation to any assistance with rehousing or financial compensation are determined by the type of tenancy which the resident holds.

**Your current Stoll tenancy is one of the following:**



### Assured Tenants

Those on an Assured Tenancy will have been a Stoll tenant for over five years.



### Secure Tenants

Those on a Secure Tenancy will have been a Stoll tenant for over five years.



### Assured Shorthold Tenants

Those on an Assured Shorthold Tenancy will have been in their home since December 2018.

**Set out in the following pages are Stoll's specific commitments to residents according to the type of tenancy agreement they hold.**

**Please contact Stoll if you are unsure of the type of tenancy you are on.**

**Where the document refers to "all tenants" this also includes all those residents currently residing in the 400 block.**

## Help and support which Stoll would provide

### Tenancy



**Assured  
Tenants**



**Secure  
Tenants**



**Assured  
Shorthold  
Tenants**

**Please note that Assured tenants in the 400 block are not required to leave their property as a result of the majority site sale of the Sir Oswald Stoll Mansions. However, you are entitled to move to a new Stoll property, and our help and support offer will still apply should you prefer to move from your property during the process.**

### Stoll's offer to you

#### Rehousing

- Every resident at the Stoll Mansions site will be offered accommodation with Stoll either at our new properties in Fulham, or in an existing Stoll property elsewhere.
- If you choose to move to a Stoll property, you will stay on the same tenancy as you have now. This means that if (for example) you currently have an Assured Tenancy, when you move to a new Stoll property you will remain on an Assured Tenancy.
- We will give you the opportunity to express your preferences on the new properties. Property allocation will be prioritised on the basis of tenancy and resident needs, and we will continue to consult with you on this policy.
- If you would like to leave Stoll and move into a property somewhere else, you will receive 12 months of Stoll support.
- We will make active referrals to other housing providers for you should you not wish to move into a Stoll property and provide support to apply for new housing, external grants and viewing new properties.

#### Support services

- If you move to another Stoll property you will continue to receive the support you need for the duration of your tenancy. You will have a named support worker who will continue to work with you throughout this process.
- For those residents who have an Assured Shorthold Tenancy, we will continue the support process, so that you receive another five years of supported housing from the date you move.
- We are recruiting an Independent Tenant Advisor, who will provide you with advice on the support, financial, and rehousing package that we will offer you.
- Stoll will identify new service providers for specific needs, e.g. PTSD and anxiety related disorders.
- Stoll will continue to provide a range of community activities at the Stoll Mansions site.

#### Financial support

- We will provide every resident with a statutory Home Loss payment, currently £8,100, and a Disturbance Allowance to cover reasonable costs associated with moving into a new home, such as removals expenses, altering carpets and curtains, and disconnecting and reconnecting appliances like washing machines.

#### Updated support for those living in the 400 block:

- Those living in the 400 block will be entitled to the same rehousing, financial and wellbeing support as all other residents.
- For those choosing to stay living in the 400 block the meeting room in the 400 block will be converted into a community space for residents.
- They can also access a two-week hotel stay (subject to agreement as to location) for the period of demolition works for part of the site closest to the block.
- Stoll will increase security at the 400 block including increased lighting, CCTV and a video door entry system.

## How Stoll would assist you with rehousing

Stoll will contact you to arrange a convenient appointment for a designated member of staff to visit you at home to complete a Housing Needs and Support Survey form with you. The purpose of this assessment is to find out about the type and size of accommodation your household requires, your preferred location and other relevant details about you or others in your household.

This important information about your current circumstances and housing requirements will enable Stoll to provide you with a personal package of advice, support and assistance. This home visit will also provide an opportunity for you to ask any questions and to raise any issues with us. The information provided will not be shared with any other person or external organisation unless you have given permission for this to happen. Stoll will provide you with a copy of the completed survey for your records.

### Tenancy



**Assured Tenants**



**Secure Tenants**

### Statutory requirement

**Assured and Secure tenants will be offered suitable alternative**

Under housing law, if Stoll were to seek possession through the Courts (which we would seek to avoid by reaching mutual agreement with tenants), there would be a statutory obligation for Assured and Secure tenants to be offered suitable alternative accommodation.

We have now secured new properties in Fulham, which means we can offer accommodation with Stoll to every current resident of the Sir Oswald Stoll Mansions site.

### Stoll's offer to you

This offer is in accordance with a statutory obligation to provide you with rehousing due to the sale of the majority of the Sir Oswald Stoll Mansions site. Any accommodation offered to you will take account of your personal housing needs and the statutory guidelines on suitability. Now that we have secured new properties in Fulham, we can offer accommodation with Stoll to every current resident of the Sir Oswald Stoll Mansions site. Stoll will offer all its residents enhanced financial, wellbeing, and rehousing support, regardless of whether they move to a Stoll property or somewhere else. If residents choose to move somewhere other than a Stoll property, they will receive 12 months of support. Those that move to another Stoll property will continue to receive the support they need for the duration of their tenancy. You would not have to make a decision about whether to accept any offer without a chance to view the property in question. You may also choose to make your own enquiries independently of Stoll about the possibility of obtaining accommodation through other means, including in the private housing sector. If you choose to do so, we will offer assistance as required.



**Assured Shorthold Tenants including those in the 400 block**

**There is no statutory obligation to provide suitable alternative accommodation to Assured Shorthold tenants when the sale has been completed. However, as we have secured 128 new properties (subject to completion) in Fulham, we will offer every resident at the Stoll Mansions site new accommodation with Stoll.**

**Any resident who stays with Stoll on an Assured Shorthold tenancy will receive another five years of supported housing, as we recognise the disruption that this process has had on you.**

Subject to completion of the purchase of the 128 new properties in Fulham, we will be able to offer every resident at the Stoll Mansions site new accommodation with Stoll.

Priority will go to Assured and Secure tenants, due to the statutory obligations described above, however, to reiterate we will offer every resident accommodation in a Stoll property.

Stoll will offer all its residents enhanced financial, wellbeing, and rehousing support, regardless of whether they move to a Stoll property. If residents choose to move somewhere other than a Stoll property, they will receive 12 months of support, and those that move to another Stoll property will continue to receive the support they need for the duration of their tenancy.

If you choose not to accept the offer of accommodation with Stoll, we will also help you to make applications to housing providers elsewhere. We can also support you to try to find housing with a private landlord if you prefer. In all cases Stoll will be on hand to provide you with appropriate advice and practical assistance.

## Future property vacancies at other Stoll housing schemes

### Properties at other Stoll sites

In addition to Sir Oswald Stoll Mansions, Stoll manages 4 housing schemes located across West London and one in Aldershot.



#### **Countess of Wessex House, Feltham**

This scheme was completed in July 2014 and provides 36 spacious homes. There are 29 one-bedroom flats, four family flats and three flats designed for disabled residents. Facilities for residents include a large community room and wonderful landscaped gardens with allotments.



#### **Chiswick War Memorial Homes, Chiswick**

This attractive scheme was originally built in 1940 and renovated in 2010. This site provides 36 properties and residents are able to benefit from a community hub, wellbeing activities and spacious gardens. Pets may be accepted to live with residents at Chiswick, subject to permission granted in advance.



#### **Centenary Lodge, Aldershot**

Built in 2018 this award-winning development provides 34 spacious homes, set in lovely communal grounds with allotments and parking. Centenary Lodge is home to a community of Veterans of different ages, their partners and families.



#### **Banstead Court, East Acton**

Our 20 one-bedroom properties at Banstead Court are situated in East Acton, close to White City. We can provide one-to-one support to assist residents at Banstead Court to promote greater independence.



## Future property vacancies with other housing providers

### Properties with other housing providers

Subject to completion of the purchase of 128 new properties in Fulham, we will be able to offer new accommodation with Stoll to every resident at the Stoll Mansions site.

However, if you choose not to accept this offer, Stoll will offer impartial advice on how to apply for housing in the area you would like to live.

For those residents who may in future be interested in seeking rehousing through the private sector, or outside of the London Borough of Hammersmith & Fulham, we will provide appropriate advice and assistance to maximise your prospects of finding accommodation. We have contacts with other housing providers, including those working in the Veterans sector who may be able to assist with rehousing.

## Financial Assistance and Compensation

### Tenancy



**Assured Tenants**



**Secure Tenants**



**Assured Shorthold Tenants including those in the 400 block**

### Statutory requirement

Every resident who has to move out of their current home as a direct result of the sale will receive financial compensation from Stoll.

This will comprise:

- **A statutory Home Loss payment, which is £8,100**
- **Disturbance Allowance to cover all reasonable expenses associated with you moving home.**

### Stoll's offer to you

#### Further detail:

#### Home Loss payment of £8,100

A statutory Home Loss payment will be paid to every household, where the tenant(s) has/have been a resident at the property for 12 months prior to their tenancy at Sir Oswald Stoll Mansions coming to an end as a direct result of the proposed sale.

The amount of the Home Loss payment is fixed annually by statute under the Land Compensation Act 1973. As of March 2024 the Home Loss payment is £8,100.

One home loss payment will be paid per household, regardless of how many people reside at the property. Joint tenants will not receive one home loss payment each.

The Home Loss payment will be paid to the tenant(s) after the end of their current tenancy at Sir Oswald Stoll Mansions and all the property keys have been safely returned to Stoll.

Please note that where a resident has rent arrears or owes any other debt to Stoll at the end of their tenancy, an equivalent amount would be deducted by Stoll from the Home Loss payment and/or ex gratia payment. This does not apply to the statutory Disturbance Allowance payment.

## Further detail: Disturbance Allowance payment (removal costs)

### Tenancy



**Assured  
Tenants**



**Secure  
Tenants**



**Assured  
Shorthold  
Tenants  
including  
those in the  
400 block**

Stoll will cover reasonable “out of pocket” costs, known as a Disturbance Allowance payment, directly connected to all residents having to move out of their current home as a result of the majority site sale of the Sir Oswald Stoll Mansions.

The Disturbance Allowance would cover all reasonable costs incurred that relate to the following:

- **Removal costs – using a removal firm to move home**
- **Relocating moveable fittings and fixtures to fit your new home**
- **Disconnection and reconnection of utility services (gas, electricity, telephone etc.)**
- **Redirecting mail (for one year only)**
- **Carpet alterations**
- **Curtain alterations**
- **Replacement carpets and curtains (where these do not fit your new home, or cannot be modified to fit your new home)**
- **Disconnection and reconnection of appliances (e.g. washing machines, cookers)**

Full details of what is to be included would need to be discussed with Stoll in advance and estimates or receipts may be required in order to qualify under the Disturbance Allowance.

If you'd prefer, Stoll would be happy to arrange for professional contractors to undertake many of the tasks above on your behalf, saving you from having to do so. In all cases, we would discuss and carefully plan all arrangements with you in advance to make sure you were happy with everything that is being proposed.

It is important to note that the statutory Disturbance Allowance payment cannot be used to offset rent arrears as it is linked to the cost of moving.

## Termination of your current tenancy

### Tenancy

### Stoll's offer to you



**Assured  
Tenants**

We will do everything we can to support you to move out of your home on a voluntary basis by mutual agreement and with as little disruption as possible, rather than relying on the court process.



**Secure  
Tenants**

Every resident of the Stoll Mansions site will be offered accommodation with Stoll, either in our new properties in Fulham or at one of our existing sites.



**Assured  
Shorthold  
Tenants  
including  
those in the  
400 block**

We are confident that we will not need to issue eviction notices to the vast majority of residents, but it is important to note that in any sale process of a supported housing site like the Stoll Mansions, where tenants eventually have to leave the site, they are routinely served a formal legal notice. This notice informs you that your tenancy is to end by a specific date in the future, enabling Stoll to bring Court proceedings after that date if agreement cannot be reached. This is common practice.

**If we are legally required to serve you with a formal legal notice, please rest assured that Stoll will support you throughout the process. It is important to remember that Stoll will be able to offer a new home to every resident at the Sir Oswald Stoll Mansions.**

## Continuation of normal services

### Tenancy

### Stoll's offer to you



**Assured  
Tenants**

Please be assured that throughout the process, Stoll will continue to provide services to all residents:



**Secure  
Tenants**



**Assured  
Shorthold  
Tenants  
including  
those in the  
400 block**

- **Routine repairs and maintenance service would continue in the usual way**
- **Repair work needed to your home would be completed in line with our standard service commitments**
- **The communal areas would be regularly inspected and maintained**
- **Current health and safety checks and annual servicing arrangements would remain in place**
- **One-to-one support would continue to be provided for those who require it and support plans updated, as appropriate**
- **Social and wellbeing activities would continue to be provided for residents**
- **Stoll's office will remain open and our staff will be available on site**
- **Stoll will continue to provide a range of community activities at the Sir Oswald Stoll Mansions over the next 3 years**

Sir Oswald Stoll Foundation



[www.stoll.org.uk](http://www.stoll.org.uk)

## Get in contact

Stoll, 446, Fulham Road, London, SW6 1DT

[info@stoll.org.uk](mailto:info@stoll.org.uk)

Switchboard: 020 7385 2110

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