

January 2018  
Consultation Document

**stoll** housing and  
helping Veterans

# Consultation on the Proposed Redevelopment of Sir Oswald Stoll Mansions



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# 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).

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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 881m<sup>2</sup> 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.



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](mailto:info@stoll.org.uk)
- Visit [www.stoll.org.uk/tenant-consultation](http://www.stoll.org.uk/tenant-consultation)

For specific individual concerns, you can also 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 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	<input style="width: 90%;" type="text"/>
Email	<input style="width: 90%;" type="text"/>
Address	<input style="width: 90%;" type="text"/>
Phone Number	<input style="width: 90%;" type="text"/>
<input type="checkbox"/> Please tick here and complete your contact details below if you are answering the form on behalf of a tenant:	
<b>Your contact details</b>	
Name	<input style="width: 90%;" type="text"/>
Email	<input style="width: 90%;" type="text"/>
Address	<input style="width: 90%;" type="text"/>
Phone Number	<input style="width: 90%;" type="text"/>

**Q. 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.**

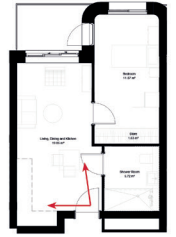
**Indicative image of ground floor reception foyer -  
view towards reception desk**



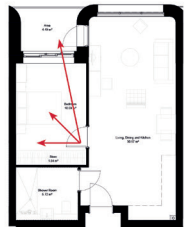
**Indicative image of a typical flat (1 bed 2 persons) -  
view from corner of the lounge**



**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**



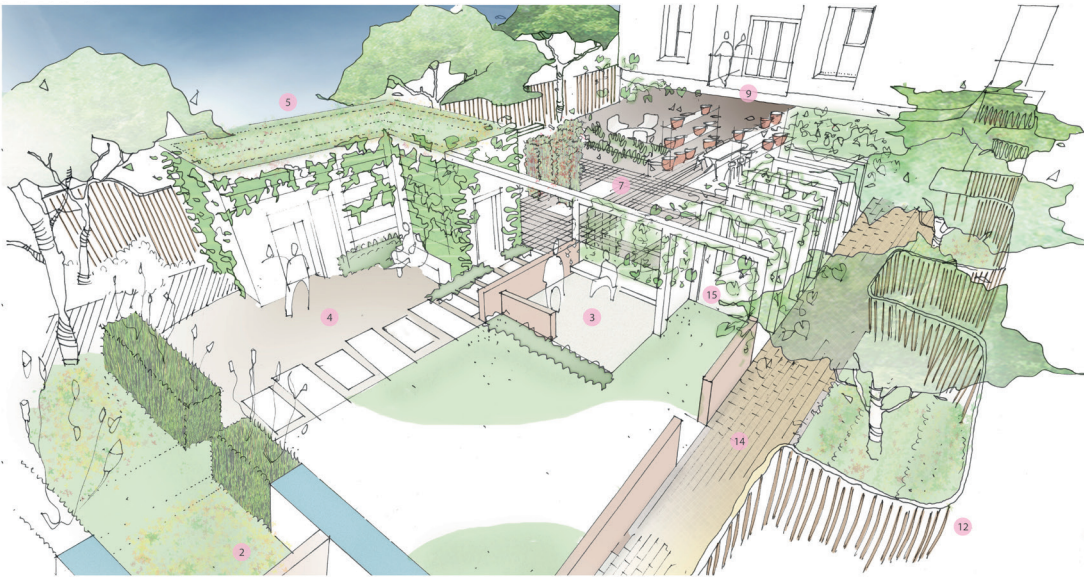
**Indicative image of lounge and activity areas -  
view towards roof terrace beyond**



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

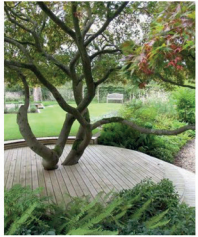


## Indicative image of roof terrace - 8th floor



**Key**

1. Decking with cloud trees
2. Prairie garden with 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



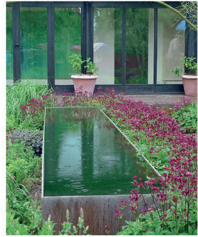
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2a



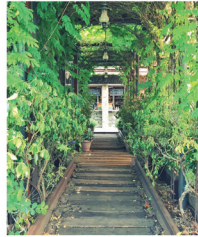
2b



2c



3

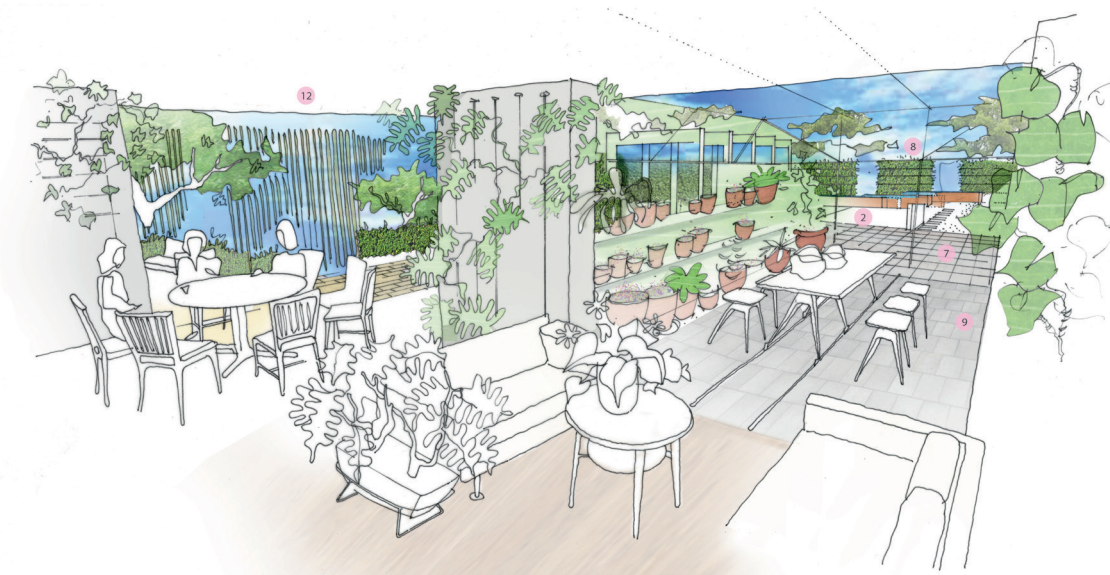


15a



15b

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7



8



9a



9b



9c



9d



10

## 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.



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

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