

I am a resident of the estate since 1988 and am currently a leaseholder. Generally, I welcome the improvements which are planned. However, I also feel as do many of the residents that the regeneration is going forward with only tacit consideration for the preferences of the current residents. For example, the plan does not address the question of number of units to be built and consequent density of habitation.

Also, it is not yet clear how new units will be allocated to current residents in respect of location, size and layout of space, etc. For leaseholders such as myself, it is not clear whether the new units will require additional investment, so there is financial uncertainty associated with regeneration. I and others have attempted to clarify these questions without avail. In my case, my solicitor contacted the solicitors of Merton Priory Homes and was politely rebuffed with an answer suggesting that there is no information available. Because I am already an established resident, this uncertainty is unavoidable. As a prospective leaseholder, such uncertainty would be unacceptable.

Finally, since the advent of Merton Priory Homes, maintenance on the estate has declined steadily. I have written and telephoned repeatedly to request better performance. We all pay a service charge for maintenance - in my case in excess of £900 annually. Yet we receive much less service than we did before the advent of Merton Priory Homes. The hallways and stairs are not cleaned as they once were. Garbage on the grounds which is not contained in bins is not gathered and disposed.

Damage to the building is not repaired. The television aerial for which we specifically pay service charge for maintenance is not maintained at all despite repeated and numerous requests. The estate has an appearance of neglect and decay which will continue presumably until regeneration despite the wishes and financial liability of residents. This cavalier and deceptive approach characterizes much of the management of Merton Priory Homes. Promises to improve the interiors of units made shortly after the advent of Merton Priory Homes have been broken unabashedly. Please let me know whether any of these comments register with my council representatives.