

# HIGH ROAD WEST

Creating a plan for change



## Information Sheet for Secure Council Tenants Living on the Love Lane Estate

(Ermine, Charles, Moselle House, 2-32 Whitehall Street, 8-89 Whitehall Street, 4-18 Brereton Road, 2-28 Orchard Place, 9-39 White Hart Lane, Kathleen Ferrier Court)

No decisions about any redevelopment plans in High Road West have been made. We are still seeking your views on the type of change you want to see in your neighbourhood. However, we understand that you want to know what will happen to you if the redevelopment goes ahead.

Over the coming months we will be working with the Love Lane Residents Association and your Independent Tenant and Leaseholder Advisor to develop a detailed offer to residents who are affected by any future redevelopment plans.

This information sheet gives answers to a number of frequently asked questions and aims to give you an understanding of how any redevelopment proposals may affect you (if your home is included within any redevelopment area).

### Summary:

- If the redevelopment does go ahead, ALL of the existing social rented housing will be replaced.

If you are a council tenant and your home is included within the redevelopment plans you will:

- Be offered a new, modern home in the redevelopment area
- Receive home loss compensation, which is currently £4,700
- Get a new home that is the right size for you and your household
- Have a dedicated Rehousing Officer to help you throughout the move process
- Continue to pay a social housing rent
- Not have to move until your new home is built

**1. When will I know if my home will be included within the redevelopment?**

As no decisions have been made, we do not know who will need to move and when they will have to move. But we do know that there will be no moves for quite some time and people will not have to move until new homes have been built.

We will not know what other homes are affected until we have an agreed master plan. We are currently seeking your views on the three master plan options. Once we have your views, we will develop the preferred master plan and come back to speak to you in the Autumn.

After your views have been considered, the Council will make a decision on the master plan towards the end of 2013/early2014. Once the Council makes a decision, we will then know which homes are affected.

**2. If my home is affected, what are my re-housing options?**

If you are a secure council tenant, you will be able to choose one of the following options:

- Move to a new home in the redevelopment area
- Move to a council home elsewhere in the borough
- Move to a housing association home elsewhere in the borough

**3. If my home is affected and I need to move what size property will I receive?**

You will be given a new home based on your need at the time of your move, so if your household is currently overcrowded, you will be given a bigger home that better suits your needs.

**4. If I move to a new home in the redevelopment will the council still be my landlord?**

We do not yet know whether the replacement homes built in the new development will be owned by the council or a housing association, but we will know more about this once the master plan has been agreed.

**5. If I move to a new home in the redevelopment will I have to pay more rent?**

You will continue to pay a social rent, as you do now.

**6. What will the new replacement homes be like?**

The new replacement homes will:

- be a mixture of houses with gardens, maisonettes and flats with private courtyards.
- be energy efficient, meaning that residents will have lower bills.
- be similar to or larger than the current homes on the Love Lane estate.
- be built to meet the needs of residents.
- have all necessary adaptations that residents need for any medical conditions they may have.

**7. If my home is affected and I need to move what compensation will I receive?**

If you have lived in your property for at least a year, you will receive home loss compensation which is currently £4,700. The amount of home loss compensation is set by the government and is reviewed annually.

All reasonable moving costs will be covered, including removal vans, redirection of mail, disconnections and reconnections of appliances such as washing machines and dishwashers, as well as carpet and curtain alterations.

**8. Will the council allow me to move with my neighbour?**

We want to keep the community together, and we will do our best to make sure that any moving plan allows this to happen.

**9. If my home is affected will I have any support to help me choose the best rehousing option for me?**

Yes. All council tenants will be allocated a dedicated Rehousing Officer, who will explain the options to you and help you determine what is best for you.

Your Rehousing Officer will be able to support you throughout the whole process to ensure your move is as smooth and convenient as possible.

**10. I am elderly and on my own – what help will I get?**

Your Rehousing Officer will help you every step of the way.

They will be able to explain all of your rehousing options and help you choose which option is right for you. These may include moving to a new development to stay near to your local shops and doctors surgery, or moving into supported or sheltered housing.

Your Rehousing Officer will also be able to provide extra support, including all aspects of the move (packing and unpacking belongings etc), if you are unable to do this.

**11. A member of my household is disabled and my home has been specially adapted. Will my new home be the same?**

Yes. Any adaptations required for your new home will be made before you move in, assisted by an occupational therapist.

**12. If my home is affected when will I have to move?**

Any moves – if any happen at all – will not be for quite some time and people will not have to move until new homes have been built.

If redevelopment does go ahead it is likely that residents living in Ermine House and 2-32 Whitehall Street would move to the first new homes built, and this is likely to be within the next five years.

We will keep you updated throughout this process. If your home is included within the redevelopment plans, your dedicated Rehousing Officer will keep you informed on a regular basis.

**13. I have lived in my home for decades. My age means that moving will be difficult for me and I have no family nearby that can help me. Does the council expect me to do this on my own?**

We know that moving house can be a very stressful time and particularly traumatic if you have lived in your home for a long time. If you have to move as part of the redevelopment plans, we will make sure that the move is as smooth as possible.

Your Rehousing Officer will be on hand to support you throughout the whole move process and will be able to organise any additional support if needed, for example, ensuring that packing services are available to you if you are physically unable or find it difficult to pack and unpack your belongings.

The council values any suggestions that you may have about how we can help you during this time.

**14. Will the council continue to maintain the estates while there are people still living in them?**

Yes. If the redevelopment does go ahead, the council will make sure remain safe and secure for residents.

**15. My current property no longer suits my needs and I now require a sheltered property/retirement home. What assistance would I be given to move into one of these properties and are any being offered in the redevelopment?**

Your dedicated Rehousing Officer will be able to explain your rehousing options and will help you find a new home that meets your needs.

**16. Will the room sizes of the new homes be smaller than the size of my current property?**

The new room sizes will be similar to the room sizes in your current property.

The room sizes of all new homes will meet the size standards set out in the London Design Guide published by the Greater London Authority.

These standards ensure that new social housing has decent size rooms. These standards are based on the Parker Morris standards which were in operation when the Love Lane Estate was built in the 1960s.

**17. I want to move now, am I able to? Will I receive compensation?**

As no final decisions have been made, you will not receive an increased rehousing banding or any compensation if you were to move now.

You would only receive compensation to move if the council decides that the High Road West area should be designated for regeneration. This is unlikely to be before 2014.

If you have any other questions or queries that are not answered in this information sheet, please contact the Officers below, they will be happy to help.



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