

# The Woodberry Down Secure Tenants Offer Document

Approved by Cabinet: 23<sup>rd</sup> July 2007



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## Foreword

**Councillor Jamie Carswell**  
**Deputy Mayor London Borough of Hackney**

### **The Woodberry Down Secure Tenants Offer Document**

**July 2007**



This Secure Tenant Offer Document updates the Expectations Document that was authorised by Hackney Council Cabinet in June 2004. The document has been developed in partnership with the Estate Development Committee and the Woodberry Down Regeneration Team to ensure that a robust set of policy and procedures are put in place to assist Secure Tenants during the process of decanting people from their homes during the regeneration of Woodberry Down.

We fully understand that asking people to move from their homes is a difficult and often unsettling situation. The aim of this document is to provide Secure Tenants with a step by step guide to the rehousing process explaining in detail our commitment to you and the support that is available during the decanting process.

Since the 2004 Expectations Document the regeneration scheme has progressed considerably. The Masterplan was validated in April of this year and the statutory consultation process has concluded. The planning authority is assessing the masterplan and a decision is expected in September.

As I write our partners for the Kick Start sites Berkeley Homes is due to submit their detailed planning application for the Old School site. This means that construction of new homes and community facilities is likely to start in the spring of 2008.

The process to select a development partner for phases 2 to 5 of the project and the process to select an RSL partner for the entire project is underway and the response so far has been very positive.

The next important hurdle will be to talk to residents in greater detail about stock transfer and the creation of a Community Based Housing Association giving tenants a greater say in the running and management of Woodberry Down in the future.

A handwritten signature in black ink that reads "Jamie Carswell". The signature is written in a cursive style with a long horizontal stroke at the end.

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## 1.0 Introduction

This document only applies to the residents of the following blocks:

**Dean House, Oakend House, Sherwood House, Horston House, Pewsham House, 3 to 23 & 25 to 55 Newnton Close, Spring Park Drive, Burtley Close, Town Court Path and Banstead Court.**

This document provides Secure Tenants with a step-by-step guide to the rehousing process during the regeneration of Woodberry Down. The document provides comprehensive information on the process Secure Tenants will face and the support that is offered when the decant programme reaches your block.

Hackney Homes as agents for the London Borough of Hackney, understands that the demolition of your home is likely to be a worrying and upsetting time. This document has been produced in partnership with residents from the Estates Development Committee (EDC) and aims to provide you with all the information you will need at this difficult time.

This document has been developed in conjunction with the EDC to a suitable standard so that most of the document can be adopted by an RSL if a Stock Transfer vote is successful.

<b>What are each of the organisations in this booklet responsible for</b>	
<b>London Borough of Hackney (LBH)</b>	Hackney Borough Council provides local government services to the residents and businesses in the area. The Council is based at the Town Hall, Mare Street and is responsible for a wide range of essential services, including Environmental Health, Refuse Collection, Leisure Services, Planning Council Tax collection and some Highways matters.
<b>Hackney Homes (HH)</b>	Hackney Homes was launched in April 2006 and is responsible for managing council homes in Hackney. This includes managing council housing, collecting council housing rental, repairing and maintaining council homes.
<b>Woodberry Down Regeneration Team (WDRT)</b>	The Woodberry Down Regeneration Team is a division of Hackney Homes that is responsible for the regeneration project. This includes the responsibility for the decant of tenants.
<b>Pinnacle Housing</b>	Pinnacle is the housing management organisation responsible for the management of the properties in Woodberry Down and deals with a full range of tenant services.
<b>Estates Development Committee (EDC)</b>	The EDC is an elected resident body who work with the Woodberry Down Team and the Council to help make important decisions on the regeneration.

The Woodberry Down Regeneration Team (WDRT) is available by appointment between 10.00am and 4.00pm Monday to Friday. Meetings outside of these hours can be arranged if these times are not suitable for you.

If it is more convenient a home visit can be arranged by appointment. Please contact the Regeneration Team on the number listed below.

Our contact details are Freephone 0800 694 2109 or you can visit 151 Woodberry Grove, London N4 2SB. The Woodberry Down Regeneration Team also have a website which can be viewed by visiting [www.hackneyhomes.org.uk/woodberrydown](http://www.hackneyhomes.org.uk/woodberrydown)

If you feel that you need an interpreter to help with translation please provide advanced warning so we can arrange for an interpreter to be present during your meeting.

## 2.0 Step 1: Learning About Your Needs

Before the decant process commences a comprehensive information sharing process will be undertaken. Residents will be invited to block or street meetings to discuss the rehousing process and to advise on the aims and objectives of the regeneration process. This will include details of the phasing plan and timeframes for when the decant interviews will take place.

Officers will fully explain how Secure Tenants will be affected by the regeneration process. Hackney Homes officers will explain the rehousing options that are available and the assistance and support that can be provided by the Woodberry Down Regeneration Team.

The Woodberry Down Regeneration Team will produce a report which is sent to the Cabinet of Hackney Council, this is the appointed body of Hackney Council that makes key decisions on policy issues such as regeneration and compulsory purchase orders. The Cabinet will make a decision based on the advice of Council officers and the results of consultation. The decision then becomes Council policy, giving authority for the commencement of the Compulsory Purchase Order (CPO) Process, decanting and the demolition of blocks. Residents are then notified of the decision by letter. Individual negotiations with Secure Tenants can then commence.

### 3.0 Step 2: Rehousing Interview

Each Secure Tenant will be invited for a private one to one meeting with your Rehousing Officer to discuss their case and to answer any concerns about the rehousing process or even the wider regeneration of Woodberry Down. The interview will be confidential and will provide tenants with the opportunity to express any concerns about the rehousing process and to advise any changes in status or housing need.

For example, the Rehousing Officer will need to be advised of any change in the number of relevant persons in the family (as defined by policy) or if any special adaptations to your property.

**How WDRT can help – A family in a decant block was overcrowded in a two bed property and have now been rehoused them into the correct sized three bed property**

The aim of the rehousing interview is to give clear information about what Secure Tenants can expect when asked to move from their homes as part of the regeneration of Woodberry Down. The Council are determined that all residents are treated fairly and equally, have confidence in the rehousing process and receive a high level of service from members of the Woodberry Down Rehousing Team.

#### 3.1 Medical Assessment

During the rehousing interview, Secure Tenants will have the opportunity to say whether they have any health issues that affect their housing needs. This may involve needing to live in a ground floor property or needing special adaptations to properties for certain disabilities.

**How WDRT can help – A resident that had severe trouble accessing their property on the fourth floor because of health problems was rehoused to a ground floor property closer to the transport links at Manor House. This has considerably helped with this resident's daily life.**

A health questionnaire form is completed at the same time as the decant application form. The form is sent to the Borough Medical Advisor, who will complete the medical assessment within 33 days. When the medical assessment has been completed the Decant Officer / Housing Support Officer will write to the tenant to advise the outcome of the assessment.

If a Secure Tenant does not agree with the verdict of the Borough Medical Advisor you can appeal against the assessment by writing directly to the medical advisor or by completing a new health questionnaire. The appeal will be considered within 7 working days. This is dependent on whether further medical advice is required from your doctor or medical consultant.

### 3.2 Support of Elderly and Vulnerable Tenants

A Housing Support Officer will be part of the team to offer extra support to residents over the age of 55. Help will also be available for Secure Tenants on their own, those with special needs and requirements, or for those with disabilities.

The principle is that any resident feeling vulnerable or requiring support because of age or ill health will be helped to the best of the Rehousing Team's ability.

#### **Practical help will be offered and could include:**

- Full packing and unpacking service
- Fragile belongings protected during transit
- Help to claim benefits from the new address
- Ensure change of utilities run smoothly, such as electric supply
- Liaising with other agencies such as Social Services
- Property adaptations

**At this point Secure Tenants will need to make a decision as to whether they want to remain on Woodberry Down or whether they want to move to a property elsewhere in the Borough, or if they would like to apply for one of the other schemes available. The Rehousing Team will assist in helping you come to your own decision and will advise of the advantages and disadvantages of the options that are available.**

If you feel you need independent advice on your case. Hackney Homes strongly recommends that you contact the Independent Tenants and Leaseholders Adviser (ITLA) **FIRSTCALL** who will be able to assist with your case and provide you with advice, refer to page 21 for contact details.

### 3.3 Lettings

#### **Overcrowding**

If families are currently overcrowded, their housing needs will be assessed at the decant interview before they are asked to move. It may not be possible to offer larger temporary accommodation, but on their return to a permanent home they **will** be rehoused in a suitable size home.

#### **Under occupation**

Tenants who live in properties larger than their needs are under occupying and will be rehoused in the size of home more suited to their current needs. Separate consideration will be given to residents who currently under occupy their homes on whether an offer of one bedroom above housing need should be made. This recognises that there may be a need in some instances for carers to stay with residents who are in poor health.

### Adult children

Where there is overcrowding or if the family wishes, it may be possible to offer adult children (those over 18) separate rehousing. The ability of adult children to manage the tenancy will be discussed with the whole family prior to the offer. The property offered to the rest of the family would be allocated on the basis of need.

**How we can Help** – during the course of the decant process we have helped many adult children to move to their own 1 bed unit

During the regeneration of Woodberry Down every effort will be made to try to ensure that the size of the property matches the size of the household as far as possible. The table below sets out the *ideal* property size/household size ratios the Council / Hackney Homes aims to achieve.

<b>Household size</b>	<b>Standard property size</b>
Single person	1 bed 1 person
Couple (no children)	1 bed 2 person
2 adults not living as a couple	2 bed 2 person
1 or 2 adults + 1 child	2 bed 3 person
1 or 2 adults + 2 children	2 bed 4 person
1 or 2 adults + 3 children	3 bed 5 person
1 or 2 adults + 4 children	3 bed 6 person
1 or 2 adults + 5 children	4 bed 7 person

Children of different sexes should be allocated separate rooms.

Children of the same sex are expected to share a room. Where there is an age gap of more than 8 years, consideration will be given to provide an extra bedroom.

Discretion will be exercised where children are nearing the ages where an extra bedroom is needed.

### 3.4 Right to Appeal

If you feel a property offered is unsuitable, for instance, for medical reasons, you have a right to appeal to the central Rehousing Team who will hear appeals where individual tenants and the WDRT disagree as whether a refusal of alternative accommodation was reasonable.

**At any appeal you have the right to have a friend or adviser present to advocate on your behalf.**

## 4.0 Step 3: Your New Home Options

The Woodberry Down Regeneration Team has four options for helping Secure Tenants find their new home during the regeneration process.

**Option 1:** Secure Tenants wishing to remain on Woodberry Down

**Option 2:** Choice Based Lettings – Secure Tenants can arrange their own rehousing arrangements. This includes both temporarily moving outside of the estate during redevelopment or moving permanently to other homes in the Borough

**Option 3:** Secure Tenants wishing to be rehoused on other schemes or to other Boroughs

**Option 4:** Secure Tenants wishing to move on to the property ladder and purchase intermediate housing products

Which ever option you choose the Woodberry Down Rehousing Team will offer all of the assistance and support you need during the rehousing process.

### Right to Return Certificate

If you want to return to a new property on Woodberry Down you will be given a Right to Return certificate to a newly built home during the course of the redevelopment. The Right to Return will take the form of a legally binding contract. The agreement will remain a Hackney Homes tenancy until you are offered a new home when this will be as an Assured Tenant of a Housing Association with similar rights under contract as currently enjoyed by Secure Tenants.

### 4.1 OPTION 1: Remaining on Woodberry Down

This is a move to another suitable property on Woodberry Down returning to a newly built home during the course of the redevelopment. This means you will:

- Move to a refitted home on Woodberry Down
- Have a Right to Return to a newly built home during the course of the redevelopment
- Receive compensation for moving
- Receive compensation for the loss of your home

#### How WDRT can Help – Keeping Neighbours / Extended Families Together

Wherever possible, the Rehousing Team will try to keep neighbours and families together to maintain informal caring arrangements. This will be discussed at your decant interview.

### Specification of Works for Moves to Decant Homes on Woodberry Down

These homes will be repaired before being offered and will include:

- Upgraded kitchens and bathrooms
- Fully redecorated (painting only)
- Optional new carpets including underlay, vinyl

### Example of Enhanced Void Works on Woodberry Down



#### 4.2 OPTION 2: Choice Based Lettings Scheme

This scheme is for residents who wish to move either temporarily or permanently away from Woodberry Down. The information for how the scheme works is detailed below.

1. A temporary move to a suitable Council property elsewhere in Hackney returning to a new property on Woodberry Down during the course of the redevelopment. This means you will:
  - Move to a home elsewhere in Hackney
  - Have a Right to Return to a newly built home on Woodberry Down during the course of the redevelopment
  - Receive compensation for moving
  - Receive compensation for loss of home

**2. A move to a permanent home elsewhere in Hackney.**

This means you will:

- Move permanently to a home elsewhere in Hackney
- Receive compensation for moving
- Receive compensation for loss of home

These homes will be repaired and will include:

- Upgraded kitchens and bathrooms and fully redecorated (painting only) where necessary
- Optional new carpets including underlay, vinyl

### **What is Choice Based Lettings?**

Hackney Council introduced a new way of letting its properties on 22nd September 2006. Hackney Choice is a choice based lettings scheme which gives applicants on the housing waiting/ transfer list more choice and control over where they live.

For the first time it allows applicants to apply for available properties which are advertised rather than wait to be allocated a home.

Priority will still be given to those most in need so the five bands won't be changing and your position on the allocated band won't be affected. The properties will be advertised in a magazine called '**ChoiceHomes**' which is produced by the East London Lettings Company. The properties can also be viewed on their website. The benefits of Hackney Choice to you are:

- You get to see the properties available
- A clearer picture of how the system works
- You choose the property you want to live in
- You're more likely to live in your preferred area
- You have a better idea about waiting times
- Refusal of a property within the first year of the scheme starting, will not incur any penalties.

### **Where can you see advertisements or make contact?**

The magazine is available at a number of locations around Hackney including Council offices. A full list of the places where you can also get help with bidding and free internet access or touch screen kiosks can be found on pages 18 - 21 in the Hackney Choice booklet.

The closest place for residents of Woodberry Down to obtain the Hackney Choice Booklet is from the Robin Redmond Resource Centre or the Woodberry Down Regeneration Team office. Listings online [www.ellchoicehomes.org.uk](http://www.ellchoicehomes.org.uk) or call Hackney Service Centre on 020 8356 2135. The booklet is available every Friday.

**Can Decant Status Secure Tenants use this System?**

Yes. Tenants living in the decant areas such as the Kick Start sites who have been asked to move by the Woodberry Down Regeneration Team can now choose and bid for their new homes through the ELLC service. Bids from these tenants will have priority status. Where several bids are received from tenants in this position for the same property, priority will be given to the tenant with the earliest band date. Bids from tenants due to be decanted in the future will not be given priority.

**Assessment**

As a decant case you will be assessed in the urgent band. The 5 bands are:

- Emergency
- Urgent
- Priority/Homeless
- General
- Reserve

**Choosing Properties**

Each advert details property, location and landlord details to help applicants decide what property is right for the applicant. A picture of the property is also included wherever possible. Applications can be made for properties that match households assessed requirements. This means it has to be the correct property size for your housing need.

**Bidding Process**

Every week bids can be made for up to two properties. Bids are accepted for properties from Friday though to midnight of the following Monday. Bidding is simple: you either bid by calling the ELLC Choice Homes multi-lingual bidding hotline (local call charges apply), by using the ELLC website, at one of the local service centre kiosks or by text message from your mobile phone.

**Bidding Applicants Need:**

- Housing registration number
- Date of birth of the person who completed household's housing registration
- The reference numbers of the properties you are interested in

**Once you Place a Bid the System will check that:**

- Applicant is eligible to bid
- The home is appropriate to the registration

The website, kiosk and hotline can tell you where several households have bid for the same property and what position in the queue the applicant will be if you decide to bid. This position may subsequently change if other bids are placed and the system will enable a transfer of bids to other properties. Applicants can check their bidding history.

**Shortlisting**

When the bidding closes on the Monday up to five of the top eligible bidders are invited to view the property.

**How many bids are received?**

A typical number of bids for properties for one week vary from 12 to 167 and most properties receive around 40 to 50 bids. As a Secure Tenant with decant status you are likely to be at the top of the list.

**How is the Successful Bidder Selected?**

The successful candidate is selected by priority band and the date that they entered that band. Decant cases are treated as urgent band which is second only to emergency cases.

**4.3 OPTION 3: Moving Outside the Borough****Moving outside the Borough**

The Rehousing Team will help, where possible, all tenants who wish to explore the possibility of moving out of Hackney. **The availability of homes outside the Borough is beyond the Council's control, will be very limited and will depend on what part of the Country you would like to move to and the size of the property you require.** The Woodberry Down Rehousing Team will explore all other realistic options for the rehousing of tenants, this will include:

**How we can Help** – A Secure Tenant was recently rehoused to the London Borough of Enfield to be closer to their family.

**Sheltered Housing**

If you are over 55, and do not wish to live in general needs housing the Rehousing Team will explain the different types of Sheltered Housing available and support you if you wish to explore this option.

**Seaside and Country Homes Scheme**

The Seaside and Country Homes scheme is currently suspended whilst Government finds a new service provider. It is anticipated that this scheme will be offered again in the near future. The criteria for the scheme are yet to be determined but it is expected that the following conditions will apply.

To qualify for this scheme Secure Tenants must be at least 60 years of age and able to live independently. Approximately 250 homes become available each year for London Council and Housing Association tenants who meet the criteria. Points are awarded to applicants for:

- Under occupation of current home, for example a single person living in a two bedroom home.
- Health needs and floor you live on

Points are also awarded depending on the housing need of the Borough you live in.

#### 4.4 OPTION 4: Intermediate Housing Schemes

##### Shared Ownership

The Council can offer a variety of Shared Ownership schemes in North and East London. Secure Tenants will be offered the chance to purchase a percentage of the leasehold of a new Housing Association property either on Woodberry Down or within properties owned by Housing Associations in North and East London. You will have the same rights and responsibilities as a full leaseholder but you will pay rent on the proportion of the property that you do not own. After an initial settling in period you will have the right to purchase additional shares in the property right up to full ownership. The more of the property that you purchase the amount of rent you pay decreases.

- The Shared Ownership scheme is a part buy part rent scheme.
- Leaseholders will typically pay between 2.5% and 2.75% per annum rental element on the proportion of the property that they do not own. (please refer to chart below)
- Leaseholders will pay an annual service charge
- Shared Ownership leaseholders have the normal rights and responsibilities of a full owner-occupier.
- Leaseholders and freeholders have the right to increase the percentage of the property they own up to full ownership of the property.
- Major works/ planned maintenance costs will be split between ownership (for example 50%/ 50%).

##### Example of a Shared Ownership by Circle Anglia Green Lanes Development \*

Market Value	% Share	Share purchase price	Monthly Rent	Monthly Service charge
£260,000.00 For 2 bed	25%	£65,000.00	£446.88	£94.04
	50%	£130,000.00	£297.92	£94.04
	75%	£195,000.00	£148.96	£94.04
£305,000.00 For 3 bed	25%	£76,250.00	£524.22	£97.58
	50%	£152,500.00	£349.48	£97.58
	75%	£228,750.00	£174.74	£97.58

\* The above scheme is based on a similar development that Circle Anglia operated in Green Lanes. The prices are based on the actual market value of the properties in the summer of 2006. Woodberry Down residents will be offered a similar scheme but market values could change. This chart should only be used as an indication of likely costs.

## 5.0 Step 4: Compensation

### Homeloss and Disturbance Payments

When you are asked to move you should not suffer financially. You will be eligible for two types of compensation the details are listed below:

#### 5.1 Homeloss Payment

**Homeloss:** There will be a Homeloss Payment of £4400 if you have lived in the property for more than 12 months. For those who have been in their homes for a shorter period, they may be entitled to a discretionary pro rata payment. **If you choose to exercise your Right to Return to a newly built home you would be entitled to another Homeloss Payment and Disturbance Payment at the point at which you move again.**

The Homeloss Compensation figure is set by Government and is a statutory amount. The figure is reviewed every September by the Department of Communities and Local Government and is up-rated if necessary.

#### Deduction of Rent Arrears

Secure Tenants should note that any rental arrears that you have accrued on your existing property will be deducted from the £4400 Homeloss Payment that you will receive. For example if you have £500 of arrears you will receive £3900. The Council can deduct all of the Homeloss if you have accrued £4400 or in excess of £4400.

**If you have rent arrears due to Housing Benefit contact either your Rent Officer or Rehousing Officer for assistance.**

#### 5.2 Disturbance Payments

These payments are not fixed and should reflect “reasonable” costs incurred each time you move home. You could qualify for payment for the following items (on production of receipts).

- Removal costs
- Rerouting mail (for 1 year only)
- Carpet alterations
- Curtain alterations
- Disconnection + reconnection cooker
- Disconnection + reconnection of plumbing
- Disconnection and reconnection of services
- Special adaptations on the replacement premises
- The cost of moving and re-erecting aerials and satellite dishes will be reimbursed **if tenants were given written permission** to erect them in the first place

If you are unsure about any Disturbance Payments or invoices you receive from suppliers we strongly recommend that you speak to the Woodberry Down Regeneration Team before you make any payment or commitment to a company.

The onus is on the claimant to justify his or her claim. Therefore it is up to the individual to prove they should be compensated rather than expecting the authority to pay.

**It is important to note that Disturbance Payments are not affected by rent arrears.**

### **Removals**

All Secure Tenants are offered two options for the packing and removal of your household effects.

**Option 1** - Secure Tenants can arrange their own removals and Hackney Homes will pay a sum towards the costs. The amount Hackney Homes will pay is detailed below and is worked out on the number of bedrooms in the property. If you use this option you must ensure that you produce a valid receipt. The cost is based on the amount the Council pays to our own removal contractors.

One bedroom property	£110.00 + vat
Two bedroom property	£120.00 + vat
Three bedroom property	£130.00 + vat
Four bedroom property	£142.00 + vat

**Option 2** - The Rehousing Team can arrange the removals on your behalf with one of the two removal companies we currently use.

### **Procedure for flooring works**

All Secure Tenants are offered two options for the flooring in your new property.

**Option 1** - You can arrange your own flooring for your new home and we will reimburse you to the maximum amount detailed below. The amount detailed is the level the Council currently spends if our contractors lay flooring.

For a one bed property	£600.00 + vat
For a two bed property	£700.00 + vat
For a three/ four bed property	£800.00 + vat

**Option 2** - The Rehousing Team can arrange for the flooring to be laid in your new home on your behalf with one of the contractors we currently use. A choice of flooring and colour schemes are available for you to choose from.



## 6.0 Step 5: Moving to your New Home

The WDRT realise that this is the most difficult part of the process and that there is a lot of information to remember and work to be done. This is the point that you will sign your new tenancy agreement and Hackney Homes will give you important documentation that you will need to keep safe.

Hackney Homes can also provide you with support on a number of issues such as removals and Housing Benefit.

### 6.1 Housing Benefit

If you are currently receiving Housing Benefit when you sign up for your new home you will be asked to sign a new Housing Benefit form. Secure Tenants remaining on Woodberry Down or within the North East Neighbourhood Area will need to visit **Pinnacle at the Clock House Neighbourhood Office on Stamford Hill** to sign up for Housing Benefit. If you are moving to a different neighbourhood or to a Registered Social Landlord Property you will need to check with your Rehousing Officer to find out where you sign your housing benefit documentation.

#### **Can I claim Housing Benefit?**

If you live with a partner, only one of you can get Housing Benefit. Unless you are aged 60 or over and receive the guarantee credit of Pension Credit, savings over £16,000 usually mean you can not get Housing Benefit.

Savings over £6,000 affect how much Housing Benefit you can get.

There are special rules if you are single and aged under 25 years.

If you have come to the United Kingdom (UK) within two years of your claim, this may affect Housing Benefit.

Most asylum seekers and people who are sponsored to be in the UK cannot get Housing Benefit.

You cannot usually get Housing Benefit if you live in a close relative's household.

You can not usually get Housing Benefit if you are a full-time student, unless you are disabled or have children.

We use 'partner' to mean a person you are married to or a person you are living with as if you are married to them.

### **Post Decant Follow Up**

Once you have moved into your new home you will be sent a Decant Survey form 4 weeks after your move, asking how the process went from the start of the decant process.

### **Repairs and Snagging**

The Woodberry Down Regeneration Team is responsible for snagging works on the refurbishment undertaken to improve kitchens and bathrooms for 8 weeks after you have moved to your new property.

General enquiries concerning repairs and faults should be referred to the Repairs Department in the Housing Contact Team on Tel No 020 8356 3691.

For any queries please contact the Rehousing Team on 0800 694 2109

## **7.0 Step 6: Notice of Seeking Possession**

Notices of Seeking Possession will be served to all tenants to ensure timescales and costs are not disrupted. The notice does not require you to leave your home immediately and is a **safeguard** to protect the Council's interest in cases where negotiations on rehousing fail between the Council and tenants. In the vast majority of cases, legal proceedings do not progress beyond the issue of this notice. The Council will **always** seek to reach a voluntary agreement with all Secure Tenants. Only the issue of a possession order granted by a court can end your tenancy.

## 8.0 The Compulsory Purchase Order (CPO) Process

The Council may decide to utilise the CPO process on tenanted properties if negotiations to move secure tenants fail. This section sets out the CPO process and provides details of how they work.

### How Does the Compulsory Purchase Order Process Work?

#### The Initial Process

The Council proposes that that land should be acquired for some particular purpose or scheme. The Cabinet considers the proposed acquisition and determines whether to seek CPO powers.

Secure Tenants are first served with a Section 16 requisition notice advising of the Councils intention to purchase their properties. This notice is a legal document and secure tenants must complete the document detailing their interest in the property on Woodberry Down and also detail who else has an interest in the property which they own/occupy such as the landlord.

The next official notification that you will receive is a copy of the draft CPO and a notice explaining its effects. Secure Tenants will be advised at that stage that they can voice their objections to the order and that these objections will be sent to the appropriate Government Minister. If there are objections there will be an inquiry and an inspector will make a decision on whether or not the order should be confirmed.

The Council will wait to see if there are any objections to the CPO from people with an interest in the land which will be sent to the appropriate Government Minister (period specified in notice). If there are no objections, the authority can confirm the order. This means if there are no objectors the Council can begin negotiations and complete the purchase of properties. If Secure Tenants do object to the CPO we then move to.

#### The Pre Inquiry Phase

The Council will then publish press notices for two successive weeks in one or more of the local newspapers and will serve notice on every person with an interest in the land, stating the effect of the CPO.

The Council and the objectors await a letter from the Government Minister informing them of whether an inquiry is needed. The date of the letter is known as the **relevant date**. The Council will then open negotiations with objectors.

The Council serve a 'Statement of Case' on objectors and the appropriate Government Minister. This sets out the full particulars of the case to be put forward at the inquiry and justifies the reasons for making the CPO.

No later than 6 weeks after the relevant date, and at least 28 days before the commencement of the inquiry, the Council will post site notices advertising the details of the Inquiry. The Council must also publish press notices in one or more of the local newspapers.

### **The Public Inquiry Phase**

Once the Public Inquiry has concluded, (within 22 weeks of the relevant date) the Inspector will make a judgment. The confirmed decision is published in one or more of the local newspapers. If the process is agreed a copy of the notice and a copy of the confirmed CPO must be served on all people with interest in the land. This must be completed as soon as possible after the decision.

All parties must wait for any application to the High Court by aggrieved objectors. This must be completed within 6 weeks of the confirmation of order by the Inspector. If there are no objectors the process can begin.

**Hackney Homes is keen to work closely with all parties affected by the proposed CPO. More information can be obtained from the Woodberry Down Regeneration Team in relation to this matter by contacting Meg Page or Andrew Sissons. The Council hopes that it will be able to address and allay any concerns that you may have in relation to the proposed CPO.**

**For further information about this process and how it affects you please contact the Woodberry Down Regeneration Team at 151 Woodberry Grove on Telephone Number 020 8356 1715 or email [meg.page@hackneyhomes.org.uk](mailto:meg.page@hackneyhomes.org.uk)**

### **Right to Buy**

Even though you are a decant case you still have the Right to Buy your property (or the property you move to once decanted). You do not have the Right to Buy unless you have spent at least 2 years as a Secure Tenant with the Council or subsequently Hackney Homes.

### **Discount**

The Council policy is that Secure Tenants who wish to exercise their Right to Buy are entitled to a discount of £16,000 from the market valuation of the property. The valuation is undertaken by Council surveyors.

The level of discount is periodically reviewed by Government and is more likely to decrease than increase in London.

## 9.0 To Obtain Further Information or Independent Advice

For more information on the rehousing process please contact the Rehousing Team on the details listed below:

<b>Colin Bright</b> - Community Rehousing Manager:	ph/ 020 8356 1675
<b>Francis Kwarteng</b> - Rehousing Officer:	ph/ 020 8356 1673
<b>Joanne Chitolie</b> - Rehousing Officer:	ph/ 020 8356 1680
<b>Rudi Ellis</b> - Rehousing (Decant) Officer:	ph/ 020 8356 1672
<b>Madeline Antwi</b> - Housing Support Officer:	ph/ 020 8356 1679

### Or Visit

Woodberry Down Regeneration Team  
 151 Woodberry Grove N42SB  
 Appointment times: Monday - Friday: 10:00am - 4pm

**If you would like a home visit, interpreters or have a general enquiry  
 please call us on one of the above numbers or on  
 Freephone 0800 694 2109**

If residents would like to obtain advice that is independent of the Council and Hackney Homes please contact Neal Purvis or Clive Burrows of FIRST CALL at 93 Woodberry Grove or telephone 020 8809 7109. FIRST CALL are the Independent Tenant and Leaseholders Advisers for Woodberry Down residents and they are experienced in dealing with these issues.

Further independent advice can be obtained from the Citizens Advice Bureau on Tel No 020 800 3491. The local Citizens Advice Bureaus are located in Dalston and Mare Street.

## 10.0 Glossary

**Cabinet:** The Cabinet is the appointed body of Council that makes key decisions on policy issues such as regeneration and Compulsory Purchase Orders (CPO).

**Compulsory Purchase Order (CPO):** A CPO allows certain bodies which need to obtain land or property for purposes such as regeneration, without the consent of the owner.

**Confirmation of Order:** Once the public inquiry has concluded the inspector will make a judgment. The confirmed decision is published in one or more of the local newspapers. If the process is agreed a copy of the notice and a copy of the confirmed CPO must be served on all people with interest in the land.

**Court of Appeal:** A court whose jurisdiction is to review decision of lower courts or agencies.

**Decent Homes Standard:** The Decent Homes Standard aims to provide a minimum standard of housing conditions for all those who are housed in social rented homes - ie. council housing and housing associations.

**Department for Communities & Local Government (DCLG):** The DCLG is the Government department responsible for housing policy and legislation.

**Disturbance Payment:** Disturbance Payments are made to compensate for reasonable expenses incurred in moving homes during a regeneration process; for example, removal expenses, cost of altering soft furnishings, reconnecting movable fixtures and fittings, telephone reconnection charges.

**Homeless Payment:** Homeless Payments are made in recognition of the personal distress and inconvenience suffered by people who are displaced from their homes as a result of compulsory purchase or under other qualifying circumstances.

**Housing Benefit:** Sometimes also called rent rebate or rent allowance. It is paid by the local council. It can be applied for if on a low income.

**Registered Social Landlord (RSL):** Housing associations or RSL's in the United Kingdom are independent not-for-profit bodies that provide low cost "social housing" for people in housing need.

**Relevant Date:** Letter from government minister informing residents of whether a public enquiry will take place. The date of the letter is known as the 'relevant date'.

**Rent Arrears:** Falling behind with your rent.

**Secure Tenant:** New tenancies usually become secure after 12 months. It is more difficult to gain possession of a secure tenancy as the tenant has more rights.

**Statement of Case:** Council serve a 'Statement of Case' on objectors and the appropriate government minister. This sets out the full particulars of the case to be put forward at the inquiry and justifies the reasons for making the CPO.

**Shared Ownership:** The purchase of a share of a property, and pay rent to the housing association for the remainder. The purchasers monthly outgoings will include repayments on any mortgage you have taken out, plus rent on the part of the property retained by the housing association.

**Tenancy Agreement:** The contractual terms and conditions between a tenant and landlord.



**Freephone 0800 694 2109**



## 11.0 Moving Home Checklist

### Things to do 2 Weeks Before Moving Day

*Sorry the list is quite long, but there is a lot to do.*

- Start packing/sorting:** If you are doing the packing yourself start as soon as you can, and certainly no later than two weeks to go. This will give you a chance to sort through your possessions and have a good clear out and also ease the stress when you get the call to say they want to complete in a few days time.
- Land/Mobile phones:** Contact providers including Internet account and advise them of your change of address and the date that you wish your new number to operate from. If you are no longer going to use the same service provider then you **MUST** give them a months notice, sometimes in writing. If you do not then you will be billed for a service that you are no longer using. Make sure that if your phone is to be disconnected that you have a way to contact people on moving day in case of any problems.
- Car:** You will need to renew your driving licence and vehicle registration document as failure to notify DVLA of a change in address is an offence. For the **Vehicle Registration Document** complete the appropriate changes section on your registration document and return it to:  
DVLA  
Swansea  
SA991AR  
Telephone: 0870 2400010

For your **Driving Licence** Complete Section 1 of your paper licence\* or the paper counterpart (D740) and your photo card licence and return them both to:

DVLA  
Swansea  
SA991BN  
Telephone: 0870 2400009

\* DVLA no longer issues paper licences. Photo card application packs are available from your Post Office.

For more information go to [www.dvla.gov.uk](http://www.dvla.gov.uk)

- Parking:** If you have any parking restrictions at either your present or your new address, you will need to contact the local authorities to arrange for a suspension of the parking restrictions outside your property on your moving day. Remember that a removal van can be the same size as a double decker bus and needs extra space for manoeuvring into position. The rear of the van needs to be directly outside your front door and if your house is on a hill then facing downhill. If in doubt about the size of vehicle your removal company is sending, contact them and they will let you know how much space they require.
- Mail:** You can have your mail re-directed by the Post Office. This can be arranged by post. Just pick up a form at the post office, they require seven days notice.
- Notify change of address details to friends and family.**
- Bank:** Notify your bank/banks of your change of address and maybe consider transferring your accounts to a branch nearer to your new home. If you have anything retained for safe keeping with your bank or solicitors please don't forget these.
- Credit/Store cards:** When you receive your statements, fill out the change of address form. This is usually on the reverse of the statement. Don't forget to notify any card protection insurers that you may have.  
*N.B. If when you are sorting through your credit cards and bank statements and you decide to throw some away, we would highly recommend that you shred them. Don't throw the shredded paper away just yet, instead keep it to use as packing around fragile items.*
- Schools:** Let your child's school know that you are changing your address.
- Inland Revenue:** When you notify your local tax office you will need to quote your reference number, this can be found on your pay slip/P60/code notification.
- Insurances/ Pensions:** Contact your broker or the individual companies for your Life, Motor, Medical, Pet and Contents insurance. When contacting your house contents insurers, check with them to see what cover you have regarding moving house, you may find that you are fully covered and have no need to take out extra cover with your removal company.
- Landlord/ Tenants:** Give the appropriate notice to quit or tell tenants of any change of landlord.

- Doctor, Dentist & Opticians:** If you are moving out of the local area you will have de-register with them and register with new ones in your new area. Liaise with your hospital if you are undergoing regular treatment as an out patient. A really useful website to use is [www.nhs.uk](http://www.nhs.uk). You can find details on this website for services in your local area, including Doctors, Dentists, Opticians and Pharmacies just by typing in your post code.
- Council Tax:** Notify the relevant authorities in both your current area and the area you are moving to.

### Things to do, One Week Before Moving Day.

- TV Licence:** If you move, your TV Licence must be transferred to your new address, so that you will still be registered as licensed. It's a simple procedure: call TV Licensing on **0870 242 3349** or visit <http://www.tvlicensing.co.uk/moving>  
  
Once the records are changed TV Licensing won't contact you again until the current licence is due for renewal.
- TV/ Video Rental:** If your TV or Video is rented you need to contact your rental company. If they are a large national firm you can normally take your items to your new address and your records will be transferred to their nearest branch or else arrange for them to be collected.
- Voting:** You must be on the electoral register to vote at elections. You are not automatically registered, even if you pay Council Tax. You need to fill in a form as soon as you can to be able to vote in the elections this and much more is available at the
- Electricity:** \*Contact your existing and new electricity companies. Advise them of your new address and date of removal. Give at least 48 hours notice.
- Gas:** \*Contact your existing and new gas companies. Advise them of your new address and date of removal. Give at least 48 hours notice. \*The gas and electricity markets are now open to competition and you can choose your supplier.
- Water:** At least 48 hours notice is required by both your existing and your new authority to arrange for disconnection and re-connection of supply.
- Library:** Now is the ideal chance to return any library books that you find, no matter how long you have had them. Also advise them of your new address.

- Subscriptions:** Notify all organisations, charities and magazines which you subscribe to of your new address.
- Newspapers/ Milk:** Settle all outstanding accounts and cancel them all.
- Soft Furnishings:** If you have arranged to have carpets/ curtains etc delivered to your new address, confirm that the companies have the correct delivery address, date and time. If you have to have your carpets fitted on the day of the removal remember that you will have removal men walking in and out of your new house so tell your removal company and arrange for the carpets to be put down as soon as you receive the keys.
- Borrowed or loaned items:** Return any items that you have borrowed from friends and neighbours.

### Things to do Three Days before Moving Day

- Pack a bag:** Fill this with a change of clothes. Include a moving kit for the other end; include things like, toilet rolls, light bulbs, candles, a few tools, matches, cash and a list of important telephone numbers. Include anything that you think you might need for the couple of days after moving day. You can put jewellery and valuables in this bag.
- Have you arranged for a plumber to disconnect the washer?** Some removal companies will do this for you but only as a favour most will not and can not as they are not insured to do so.
- Keys:** Please check that the keys to your new home are going to be available and that you know what to do with your own keys. Any spare keys should be clearly labelled and left where they will be seen when you leave the house on moving day. Please remember not to leave them in direct view of any window. The kitchen work top is usually good as its normally the first room the new people will head towards and organise first.
- Parking:** Check with neighbours and resolve any parking problems. The average removal van is the same size as a double decker bus. You need to leave room for the lorry to manoeuvre into position. The removal team will usually want to have the back doors of the wagon as near to the access point as possible and if on an incline the lorry will want to be facing downhill (this stops everything falling out when they open the doors).

### Things to do Two Days before The Move.

- Fridges/ Freezers:** Empty, defrost and dry out your fridge / freezer, this is most important if your furniture is to go into store or over a long distance. If you don't do this it will defrost on its own in the back of the removal van, leaking over everything around it. Please remember food stuffs can not be moved into store. If you have been quoted to have your freezer moved with the contents still inside (will only apply to short distances) put the contents into polythene bags so they can be lifted out while carrying the freezer and placed back inside with the minimum of fuss.
- Kitchen cupboards:** Go through the kitchen cupboards and throw out anything that is out of date, also while you are there check to make sure all the packets, bottles and jars are sealed tightly to avoid spillage.
- Valuables/ documents:** Pack valuables and documents and put in a safe place
- Split deliveries:** If some of your furniture is to be delivered to more than one destination, confirm with the receiving parties the delivery date and time.

### Today is Moving Day

- Bathroom:** Finish packing the toiletries box, and then take everything out of the bathroom that you want to go. You can now put all the bits and bobs that you don't want the removal men to take in the bathroom and shut the door.
- The van arrives:** The team leader/foreman will introduce themselves and their crew. Show the team leader around the house and tell them exactly what is to go and what isn't. If you have emptied the bathroom of articles that are to go, tell him that there is nothing to go out of there and shut the door.
- Check every where:** Once the van is loaded, take a walk around with the team leader to ensure that all the items to be moved have been placed on the van. This is your responsibility to make sure nothing is left behind. Check behind doors, in cupboards and on the walls. You would be surprised how often people keep looking at a clock on the wall, but never remember to take it down.

**We hope this checklist has been of use. In the event of any problems please call the Woodberry Down Regeneration Team on Freephone 0800 694 2109.**





## 13.0 Translations

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to 151 Woodberry Grove, London, N4 2SB.

**Bengali**

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

**Somali**

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

**French**

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

**Spanish**

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

**Kurdish**

Ger hun dixwazin bizanibin ku ev dokumet çi dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

**Turkish**

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

**Polish**

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

**Vietnamese**

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

**Urdu**

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

**Chinese**

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

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