

## HIGH ROAD WEST REGENERATION PROPOSALS

LOVE LANE ESTATE SECURE TENANT GUIDE

THIS DOCUMENT IS PART OF THE S105  
CONSULTATION FOR SECURE COUNCIL TENANTS

## Dear Secure Council Tenant

As you will be aware, the council is developing a masterplan and regeneration proposals for the High Road West area. This area includes the following properties on the Love Lane estate: Charles House, Ermine House, Moselle House, 2-32 Whitehall Street, 3-89 Whitehall Street, 4-18 Brereton Road, 2-28 Orchard Place, 9-39 White Hart Lane and Kathleen Ferrier Court.

The council believes that including the Love Lane Estate in the masterplan proposals, and agreeing the masterplan, will bring far reaching benefits, including new homes, job opportunities, and new community and health facilities not only for Love Lane residents but for the whole borough, however, we want to consult with residents and the local community before making a final decision.

If the masterplan is agreed and the regeneration proposals go ahead then we will need to demolish and rebuild the social rented homes which are currently on the Love Lane Estate. We will also seek to serve Initial Demolition Notices to suspend and cease the Right to Buy. This guide sets out what will happen if the regeneration does go ahead. It sets out our commitments to support you fully through this process, explains your re-housing options and the compensation which will be available to you.

At present this is a draft guide for secure tenants. This guide is just a starting point. It will be developed further as negotiations with the Love Lane Residents' Association on the Residents' Charter progress and more detail about the potential regeneration scheme is developed.

This guide is based on three key themes which were raised in the Love Lane Residents' Charter:

**Choice:** *We want to ensure the regeneration provides better housing choice for tenants. We will ensure that you have a range of re-housing options to choose from, including moving to a social rented property in the High Road West area to ensure the community can be kept together as well as accessing new affordable homes to buy.*

**Fairness:** *We will be open, transparent and fair when developing and delivering the regeneration proposals. We aim to ensure residents benefit from the regeneration proposals, have fair re-housing choices, compensation and are able to influence the regeneration proposals.*

**Better housing:** *We want every secure tenant to be re-housed in better quality housing which meets their and their families needs. No tenant should be in a worse housing condition as a result of the regeneration proposals.*

If you have any questions on the information provided in this guide please contact Sarah Lovell, Area Regeneration Manager by calling 020 8489 2025, or emailing [sarah.lovell@haringey.gov.uk](mailto:sarah.lovell@haringey.gov.uk). Sarah will be able to talk you through the information and arrange for a home visit.

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# OUR COMMITMENTS TO YOU

If the High Road West Masterplan is agreed and the Love Lane Estate is included within the regeneration plans, the council is committed to the following:

### **Regular, honest communication**

We will provide you with regular, honest communication about the regeneration proposals throughout the regeneration period. We will also provide you with dedicated points of contact so you know who you can talk to with any questions or queries you may have. This will include Sarah Lovell, the Area Regeneration Manager.

### **Working together**

We are committed to working with residents to ensure that you are at the centre of, and are able to benefit from and influence, the regeneration proposals. This will include working with individual residents and the Love Lane Residents Association. We will continue to work with the Love Lane Residents' Association to develop the Love Lane Residents' Charter and will be looking to maximise ways residents can influence the regeneration proposals.

### **Dedicated re-housing officer**

We will ensure that each household has a dedicated re-housing officer to help with every step of the re-housing process. The re-housing officer will meet with you on a one-to-one basis to get to know you and your families' needs and requirements; they will be able to keep you fully informed about the re-housing process and the re-housing options available to you. Your re-housing officer will be able to identify any additional support you may need, such as packing and unpacking services, and will be there to help you throughout the whole move process; this will include support after the move to ensure you have settled into your new home.

### **Independent advice**

We will continue to fund the Independent Tenant and Leaseholder Advisor (ITLA) for the Love Lane Estate. The ITLA will continue to work with you to provide impartial advice and support about the regeneration and re-housing process.

### **Additional support for you and your family**

We recognise the stress that regeneration and the re-housing process can put on you and your family. We are therefore committed to providing additional support, beyond the dedicated re-housing officer and Independent Advisor, to ensure that you and your family are fully supported throughout this process. This will include organising events and activities, such as organising for you to talk to residents who have been affected by similar regeneration schemes, organising skills and training opportunities and working with other services such as schools and the health service to ensure you and your whole family are supported.

### **You will not be financially worse off**

We are committed to the principle that tenants should not be in a financially worse position as a result of the regeneration scheme. The council will ensure all reasonable costs are paid for.

## YOUR RE-HOUSING OPTIONS

If the High Road West masterplan is agreed and Love Lane estate is included within the regeneration plans then all properties on the estate will need to be demolished and new high quality replacement homes will be built. This will mean that all residents living on the estate will need to be re-housed.

### When will I need to move?

Residents will NOT HAVE to move for quite some time, at least two to five years, this is because the council needs to secure the funding and a development partner for the scheme and build new homes for you to move into.

However for tenants living in Phase 1 of the masterplan area (at present phase 1 includes Ermine House, 2–32 Whitehall Street, 3–89 Whitehall Street, Kathleen Ferrier Court, 4–18 Brereton Road, 2–28 Orchard Place), we will start the re-housing process as soon as the masterplan is agreed so that residents who want to move early are able to do so.

### What are my re-housing options?

Secure Council Tenants have 6 re-housing options to choose from. These are detailed below:

- 1 Move to a new home within the redevelopment area.**  
You will have the opportunity to move to a high quality modern home in the High Road West regeneration area.
- 2 Move to a new home in Ambrose or Mallory Court at the old Cannon Rubber site (in the north of the masterplan area)**  
A number of new properties being built on the old Cannon Rubber site and can be offered to tenants on the Love Lane Estate. These high quality new properties will be owned and managed by Newlon Housing Trust and will have rent levels similar to the properties currently on the Love Lane Estate (i.e. a social rent).
- 3 Move to an existing council property elsewhere in the borough.**  
If you wish to remain a council tenant and move to an existing council property elsewhere in the borough you will be given the opportunity to do so. You will be able to bid for properties on the council's Choice Based Letting System.
- 4 Move to one of the council's new properties being built as part of the council's new build programme**  
The council is currently building new council housing across a number of sites in the borough. Tenants who wish to move to one of these properties will be given the opportunity to do so.
- 5 Move to a property owned by a Housing Association elsewhere in the borough**  
If you wish to move to a property owned and managed by a Housing Association elsewhere in the borough you will be given the opportunity to do so. You will be able to bid for properties on the council's Choice Based Letting System.
- 6 Purchase an affordable home**  
If you are a working eligible household and would like to purchase an affordable home we will support you to do so. A number of affordable homes are being built in the borough including over a 100 shared ownership properties on the old Cannon Rubber site in the north of the High Road West area. If you would like to see if you are eligible for an affordable home please contact [sarah.lovell@haringey.gov.uk](mailto:sarah.lovell@haringey.gov.uk)

# WHAT TYPE AND SIZE OF HOME WILL I BE ALLOCATED?

## What size of home will I be allocated?

Whatever re-housing option you choose, you will be allocated a new home based on your assessed need. Your re-housing officer will assess your need in line with the council's Allocation Scheme.

This will mean that if you are currently living in an overcrowded property you will be allocated a larger home that meets your needs.

## Extra bedroom

If you are currently in a property which is larger than your assessed need, you will be able to apply for a new home which has 1 bedroom above your assessed need.

To qualify for an additional bedroom you must meet certain criteria, such as, having no rent arrears and no record of anti-social behaviour. You will also need to ensure you can afford an extra bedroom – this can be discussed with your re-housing officer.

## How will the new homes in the regeneration area be allocated?

All Secure Council Tenants will be offered a new home, allocated on need. The council will be developing a more detailed allocation policy which will determine how the new homes are prioritised. This policy will be developed in consultation with Love Lane residents and Residents' Association.

## Keeping the community together

Any future phasing plan and the policy for allocating the new homes will aim to ensure that neighbours and support networks are able to move together where appropriate so that the community and support networks can be kept intact.

## Adaptations

If you, or a member of your family who has been living with you for at least twelve months, requires any special adaptations to their home, for example grab rails, a wheelchair accessible kitchen etc, then your dedicated re-housing officer will ensure that an Occupational Therapist completes a full assessment and that all the correct adaptations are made to your new home before you move.

## Examples

**Miss A lives in a two-bedroom flat with two children, one girl aged 13 and one boy aged 14 who are sharing a room.**

The family would receive a three-bedroom flat which ensures that teenagers have their own rooms.

**Mr and Mrs B live in a flat with three bedrooms.**

Their children have all moved away meaning they would have a need for a 1 bedroom home. However, due to our commitment to offer under occupying tenants 1 bedroom above their assessed need they would be entitled to a 2 bedroom property.

**Mrs C is elderly and blind and living in a two-bedroom property in one of the large blocks on the Love Lane Estate. Mrs C has special adaptations in her property and wants to move to a new home in the redevelopment area.**

Mrs C would be given a dedicated re-housing officer who would support her with every step of the move process. The re-housing officer would ensure that all documentation is translated into Braille for Mrs C. They would also ensure that Mrs C had a packing and unpacking service made available to her. An occupational therapist will also be made available to assist with identifying any specific requirements. Mrs C would be allocated a one bedroom property in the regeneration area. The property would have the adaptations that Mrs C needed fitted into her new property.

# COMPENSATION FOR SECURE COUNCIL TENANTS

## Home Loss Compensation

If you have lived in your property for at least a year, you will receive home loss compensation. The level of home loss compensation is set by the Government and is reviewed annually. At present the home loss compensation is £4,700.

## Disturbance Compensation

The council is committed to the principle that no tenant should be worse off as a result of the re-housing process. Your re-housing officer will discuss the costs and your support needs with you and all reasonable moving costs will be covered, including:

- removal vans
- redirection of mail
- disconnection and reconnection of appliances, including movable fixtures and fittings, e.g. light fittings
- disconnections and reconnections of services e.g. broadband, phone line etc.
- new carpets and curtains

You can choose how to receive your disturbance compensation. You can either:

- receive a direct financial allowance from us, arrange your own removals and make your arrangements for utilities and telephone reconnection, or
- receive an assisted move. We would arrange (or help you to arrange) your removals and make your arrangements and we can pay for these directly.

## Other compensation

If you have undertaken improvement works in your home, as long as you sought and received permission to undertake such alterations in your property, there will be compensation for these in accordance with the council's existing policy.

## Support for elderly and vulnerable tenants

Your dedicated re-housing officer will be able to organise additional help and support if you require this during the move process. This could include:

- Full packing and unpacking service
- Help to claim benefits from your new address
- Ensuring the change of utilities run smoothly



# THE NEW HOMES BUILT IN THE REGENERATION AREA

- Approximately 1,200 new homes will be built in the regeneration area (although not for at least 2 to 5 years) - this will include replacement homes for secure council tenants and resident leaseholders
- 10% of the new homes in the redevelopment area will be wheelchair accessible
- All of the replacement homes will be built to Lifetime Homes Standard- meaning that the home can be easily adapted to meet your needs as your needs may change
- There will be a mix of houses, flats and maisonettes and a mix of 1, 2, 3 and 4 bed properties
- There will be a mix of social, affordable, private rented and private for sale homes
- The external design of these homes will mean that you could not differentiate between the social, affordable, private rented or private for sale homes

The new replacement social rented homes:

- Will all have access to private open space (gardens, courtyards and/or balconies)
- Will meet modern energy efficiency levels and therefore have cheaper energy bills
- Will be provided with carpets and other flooring (including underlay or sound proofing) blinds or curtains
- Have oven/hob, fridge freezer and washing machine/dryer fitted

## Design of the new homes

As a minimum the new homes will be built to the London Housing Design Guide Space Standards. This standard is a minimum standard for the size of the rooms within new homes to ensure that all new homes are built to a decent homes standard.

We understand that the properties on the Love Lane Estate have large rooms. We will aim to ensure that the London Housing Design Guide Space Standards are a minimum and that we negotiate with any future development partner to maximise the size of the new homes.

## Design Panel – help design your new home

To ensure that residents are fully involved in the design and specification of the new homes we will establish a joint Design Panel with Love Lane residents and the future development partner. This panel will help influence the design, layout and specification of the new homes.

As well as the design panel, we aim to ensure that every tenant gets a choice of having a lounge/diner or a kitchen/ diner, and gets to choose from a range of colour and product types.

There will be show homes available to view in the scheme, and you will be able to view your new home on plan, in a model and closer to the time of completion you will be able to have a tour of the property.

## Ownership of the new homes

Secure Council Tenants on the Love Lane Estate have informed us that you want the council to be the landlord of the replacement homes built in the regeneration area. Our aim is for the new homes to be owned by the council. However, we do not have a development partner or funding in place, so at present, we can not confirm whether the landlord of the new homes will be the council or a Housing Association.

If the council is to be the landlord of the new home, your tenancy will continue as it does now.

If a Housing Association is to be the landlord of the replacement homes, you will be granted an assured tenancy. The council, alongside the residents, will work together to negotiate the best possible terms of the assured tenancies, so that residents are happy with the tenancy agreement and the service they will receive from the landlord.

## Rent levels

As a Secure Council Tenant on the Love Lane Estate you currently pay a social rent. If you move to a new home in the regeneration area you will continue to pay a social rent.

*Please note: The government has recently introduced a new higher rent level for some social rented housing. This is typically between 65-80% of the market rent and is called affordable rent. You would not be charged the new affordable rent levels- you will continue to pay at an existing social rent level.*

## Council Tax levels

The level of Council Tax due in your new home will be set by the valuation office. The council has no control over this.

## Service Charges

As a Secure Council Tenant on the Love Lane Estate you currently pay a service charge. If you move to a new home in the regeneration area you will continue to pay a service charge. The service charge will reflect the level of service you are given.

## PHASING

If the regeneration plans go ahead, it will take place in phases over a number of years. It is likely that the regeneration of the whole High Road West area will take up to 15 years. It will be at least two years before anything is built in the High Road West area and the regeneration process is started. This is because several things need to happen, this includes agreeing the masterplan, securing a development partner, obtaining detailed planning permission and the necessary consents.

A first draft of the potential phasing plan for the High Road West Scheme can be found in the masterplan summary. This plan is indicative and has been developed to show residents how the regeneration could be phased. This plan is subject to change.

### Phasing Principles

If the regeneration plans do go ahead, the council would work with residents and the local community to agree the final phasing plan. The principles of any future phasing plan are detailed below:

- **Involving residents**

The council will talk to residents about the phasing plan as it is developed and will ensure residents are fully informed about what will be happening and when.

- **Keeping the Community Together**

Any future phasing plan and the policy for allocating the new homes will aim to ensure that neighbours and support networks are able to move together where appropriate so that the community and support networks can be kept intact.

- **One Move only (where possible)**

The council is committed to minimising disruption for residents, we will therefore aim to ensure that any future phasing plan allows residents to move once- from their current home into a new home. Temporary moves may be required but we will aim to minimise these.

- **Safe and secure environment**

If the regeneration does go ahead, we recognise that your life does not stop whilst the building work is happening. We are fully committed to ensuring that disruption is kept to a minimum and that security of existing residents is an absolute priority.

We will ensure that any building sites would be kept secure and that any future development partner and contractors are signed up to the Considerate Constructors Scheme.

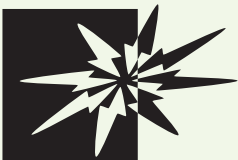
- **Land for community use/events**

We will aim to ensure that during the building work any vacant land that becomes available and is not yet needed for development is used in a creative way for the good of the community. In other estate regeneration projects this has seen resident-led temporary gardens and cultural and play facilities emerging.

**Our absolute priority will be to ensure that the community and neighbourhood continues to flourish while the new homes are being built around it.**

## FOR FURTHER INFORMATION

If you have any questions about the information contained within this guide please contact Sarah Lovell, Area Regeneration Manager, by email [sarah.lovell@haringey.gov.uk](mailto:sarah.lovell@haringey.gov.uk) or call 020 8489 2025.



**Haringey** Council