

Landlord Offer – Commitments

1. Our promise to secure tenants

If residents vote 'yes' for the High Road West scheme, secure Council tenants living on the Love Lane Estate will get:

- A new Council home in High Road West, or the option to move to another Council home elsewhere if you prefer
- A £6,500 home loss payment when you move
- Removals, and other reasonable moving expenses paid for
- A home that is the right size for your needs
- A home adapted to your needs
- Choice of kitchen fittings, tiles and flooring, plus wall paint colour where possible
- A safe and secure home, meeting all current building regulations
- A well-insulated and easy to heat energy efficient home
- A dedicated re-housing team to support you with your move

All tenants will need to continue to meet the eligibility and qualifying criteria under the Council's Housing Allocations Policy (as updated from time to time).

2. Our promise to non-secure tenants living in temporary accommodation

If residents vote 'yes' for the High Road West scheme, non-secure tenants placed in temporary accommodation by the council who are currently living on the Love Lane Estate will get:

- A new Council home in High Road West, on a permanent secure tenancy
- Removals, and other reasonable moving expenses paid for
- A home that is the right size for your needs
- A home adapted to your needs
- Choice of kitchen fittings, tiles and flooring, plus wall paint colour where possible
- A safe and secure home, meeting all current building regulations
- A well-insulated and easy to heat energy efficient home
- A dedicated re-housing team to support you with your move

For non-secure tenants in temporary accommodation to be eligible, the applicant will need to have been accepted as homeless by the Council AND to have lived within the masterplan area in a property requiring demolition for at least 6 months prior to the publication of the Council's Landlord Offer document AND to remain resident in the masterplan area OR any alternative temporary accommodation provided by the Council until the time at which new properties become available.

All tenants will need to continue to meet the eligibility and qualifying criteria under the Council's Housing Allocations Policy (as updated from time to time).

Non-secure tenants in temporary accommodation will not have additional priority to bid for any other social homes available in the borough.

3. Our promise to resident leaseholders

If residents vote 'yes' for the High Road West scheme, resident leaseholders on the Love Lane Estate will get:

- The opportunity to buy a new home in High Road West, with the Council offering to pay a contribution through an enhanced equity loan
- For residents that prefer to live elsewhere, the options to:
 - Buy a home elsewhere in Haringey with financial support from the Council
 - Buy a home without financial support from the Council
 - A leasehold swap with an existing Council-owned property in the borough, subject to limited availability
- Market value for your home on the sale of your property, with an additional 10% as compensation
- All reasonable legal and moving costs paid
- Additional payments available for reasonable costs associated with selling your current home and buying a new one
- Reasonable costs covered for an Independent Financial Advisor (IFA), who can advise you on how much you can afford to contribute towards a new home

To access the rehousing options described above, resident leaseholders will need to have lived in their property continuously from 16 December 2014, when the High Road West masterplan was agreed, up until the date they need to move out for their property to be demolished.

For the purposes of payments, a resident leaseholder is a leaseholder who has lived in their property continuously for a period of one year ending on the date they need to move out for their property to be demolished.

The Love Lane Leaseholder Offer (see Appendix 4) provides further detail on the offer to leaseholders.

4. Moving to your new home

The Council will support you and your family every step of the way and make the move to your new home as easy as possible.

The Council will help with:

- Removals
- Disconnecting and reconnecting appliances
- Redirecting mail
- Reconnecting telephone, TV and broadband
- Replacing major appliances if they don't fit in your new kitchen
- Replacing fitted furniture
- Packing/unpacking costs

The moving process will look like this:

| Timeframe | How we'll support you | Summary |
|-----------|-----------------------|---------|
|-----------|-----------------------|---------|

| | | |
|----------------------|-----------------------------------|--|
| All along the way | Keeping in touch | Your rehousing officer will be in touch with you to keep up to date on your household's requirements, and let you know when the new homes are available. |
| 6 weeks before move | Visit your new home | You can visit your new home and have a look around before you move in. You can even start taking measurements. |
| Moving day | Moving day | You will get all the support you need with the move, from help moving boxes and packing/unpacking a van, through to making sure all your furniture is where you need it to be. |
| 1 month after moving | Checking everything is going well | Your rehousing officer will carry out a home visit to check you are settled in and if there is anything else they can help with. |

We recognise that moving can be a stressful time for you and your family, and that's why we are committed to providing additional support to you through the process.

This includes organising events and activities, with special sessions and support focused on digital access and skills, opportunities for young people, employment and health and wellbeing. A dedicated community engagement officer will be there for you and your family.

5. How will phasing work for Love Lane residents?

To minimise disruption for residents, the redevelopment will take place in a series of 'phases'. The first phase of new homes will start by 2022, and it will take several years after that to rehouse all residents on the Love Lane Estate.

Over the next year we will work closely with residents to develop this phasing plan, ensuring that everyone understands when they will need to move.

The first new homes will be built at Whitehall Mews, and once complete, the first residents from the Love Lane Estate will be able to move in.

Once all residents have moved out of their existing building, this will be demolished and new homes built in its place, ready for residents from other parts of the estate to move into. The phasing process will continue until the Love Lane Estate is fully redeveloped and all residents have been rehoused.

Whilst your new homes are being built, most residents will be able to stay in their existing home and make one move directly into the new property.

There will be some tenants who need to make a temporary move, so we can build the new homes quicker. It is our aim to keep any temporary moves to a minimum, and where we can, keep these within the Love Lane Estate or as close as possible. If you do have to make a temporary move, you will be offered a new home in High Road West as soon as they are ready for let.

6. Support in your current home

We know how important it is that your current home is well maintained and looked after. The Council and your landlord, Homes for Haringey, will be working closely to make sure that any issues you might have are dealt with quickly and effectively while you are waiting for your new home to be built.

7. Further details on your housing offer

A home that fits your needs

If you are a tenant on the estate you will receive one offer of accommodation for a new home in High Road West that, as a minimum, meets the housing needs of your household.

The High Road West re-housing team will contact all secure tenants and those residents living in temporary accommodation to either carry out and complete a new Housing Needs Assessment, or to confirm details of a Housing Needs Assessment which has previously been completed so we can confirm:

- Changes in circumstances
- Medical and other needs
- Preferences regarding the specification of your new home in High Road West (please note that as far as possible, attempts to meet stated preferences will be made, but these cannot be guaranteed for all cases)

If an existing secure or non-secure tenant is currently in a property which is larger than the assessed need, they will be able to apply for a new home which has up to one bedroom above the assessed need. To qualify for an additional bedroom the tenant must meet certain criteria, such as, having no rent arrears and no record of anti-social behaviour, and this will also be subject to an affordability check for the resident.

If there is a change in any resident's circumstances, these changes must be confirmed within a reasonable time scale in person or in writing to the High Road West rehousing team. All relevant documentation must also be supplied within 12 months of this change.

A final needs assessment will be made by the Council at the time that the new homes are ready to be allocated, to ensure that your circumstances remain the same.

Tenancy rights

All tenants who move into Council properties in High Road West will be offered a permanent lifetime tenancy. For existing secure tenants, tenancy rights will not be affected by moving into a new home and will remain with the Council, and you will retain your Right to Buy. For eligible households currently living in temporary accommodation you will move onto a permanent tenancy with the Council.

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.

Split households

In exceptional cases, for example if a suitable sized family home is not available in the new development at High Road West, larger families with children over 18 may be able to 'split' their households, e.g. adult children may be able to move into their own accommodation. This will be considered on a case-by-case basis and determined by a housing needs assessment.

Rent levels

The new homes for tenants on the housing register, will be at Council rent levels, the most affordable type of rented homes, set in line with the formula for social rents.

Eligible tenants living in Love Lane Estate who are moving to a new home in the scheme, will have initial rental charges for the new homes in High Road West at no more than 10% above the average Council rent for an equivalent size property on the Love Lane Estate (to the bedroom size property that they are moving to) at the time of the move, and no less than that average Council rent.

Service charge

If you are a tenant you currently pay a service charge with your rent. Leaseholders also pay a service charge.

Service charges will be calculated based on the services that are provided with the aim to ensure that costs are minimised, while still ensuring that the buildings are managed and maintained to a high quality. We will be working closely with residents to understand the type and level of services that tenants and leaseholders want and need, and ensure that these are affordable.

Council Tax

Council Tax charges will be assessed when the new homes are built. The banding of property for Council Tax is not assessed by the Council, but by the Valuation Office Agency.

Usually, when a property is demolished and a new property of similar size is rebuilt in its place, the band of the new property would be similar to the band of the original property. It is possible that marginal differences in layout and design might mean that the new property is a band higher or lower. Generally there should be little or no change. If you are on a low income or benefits, you may be eligible for a Council Tax reduction.

Housing Benefit/Universal Credit

If you are on a low income or receive benefits you may be eligible for support to help pay your rent, Council Tax and service charges.

Right to buy

Tenants will have the opportunity to buy their new home in line with the Right to Buy legislation in place at the time. You can find out more at www.gov.uk/right-to-buy-buying-your-council-home.

Parking

We will be undertaking a parking survey in the coming weeks to better understand the parking requirements of Love Lane residents, which will help inform the designs of the new neighbourhood. We will be speaking to residents in detail regarding parking provision over the coming months.

8. What happens after the ballot?

The resident ballot is an important milestone, but it will not be the end of engagement. If residents vote 'yes', then we will:

- Work closely with residents, as well as businesses on the wider community, to develop a planning application for High Road West
- Work with a Resident Design Panel to help inform the design of the new homes in the scheme
- Work closely with the Love Lane Residents Association and the appointed Independent Tenant & Leaseholder Advisor (ITLA) to maximise participation and engagement in the regeneration
- Work with residents on the detailed phasing plan and ensure that everyone knows when they need to move
- Commence the investment programme in social and economic projects made possible by the scheme, which will create better prospects for residents, build community capacity and enable healthy and safe lives
- Continue to run engagement and networking events at the Grange, such as coffee mornings and our digital access hub
- Continue to update you through a newsletter and on our website to make sure you are up to date on what is happening