



home
group



Decant Charter

Douglas Bader Park, Colindale

Our approach to moving residents into temporary, permanent or new homes during the regeneration

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In this Decant Charter, we've shared information on how we'll support you to move into a temporary, permanent or new home during the regeneration of Douglas Bader Park (DBP).

To build the new homes on the estate as quickly and efficiently as possible, some residents may need to move twice - first into a temporary home (this could be a home on the existing estate, or a home away from DBP but in the borough) and then into their new home.

We'll be contacting all residents individually as the build progresses, and will update you on your household's move as soon as we can. We really appreciate your patience and support on the regeneration so far. If you have any questions or concerns, please do remember that our dedicated regeneration team are here to support you.

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New home offers

Offers to move into new homes on the regenerated estate were made to residents in April 2019. This was based on the information we gathered during our engagement work, which included housing verification forms.

The housing verification forms gave us details of your household, medical and/or mobility requirements and helped us assess each household's needs.

However, we'll always take into account any circumstances that change for your household over the course of the build – such as a new family member, or a request to permanently move away – just let our regeneration team know and we can chat through your options.

Remember, your tenancy rights won't be affected by moving into your new home.

You can find out more about how we allocate homes on **page 10**.

Phase 1, to the north of the site, will see the new family houses built first.



The build phases

The build of the new estate will be split into three phases and when you move will depend on the phases your existing home and new home are in.

The letter we sent you along with this Decant Charter, will tell you the build phase that your new home on the estate will be allocated in (unless you have decided to permanently move away from DBP).

The new estate has been designed with your input, to modern standards and with an improved layout to better relate to the surrounding area. There is a significant investment in new modern homes and

greenspaces which means it will be a long and complex build programme.

We've now revised the detail of the build programme with three distinct build phases and the indicative time frame is 10 years to complete all aspects of building the new homes (for all tenures) and greenspaces by 2031. We'll let you know if anything changes, and will continue to update you throughout the build programme with quarterly newsletters and one to one meetings.

As the build programme progresses, we'll confirm exactly when you need to move through meetings with residents on a phase by phase basis, but the below table shows some estimated timescales.

Areas for demolition	New build phase	Estimated start date for temporary moves (so demolition can begin)	Estimated start date to build new homes
1-27 North Green and 52-64 Linklea Close	1	Autumn/Winter 2021*	Spring 2022*
1-9 South Green, 1-36 Parklea Close, 1-21 Larch Green, 1-36 Brooklea Close and 19-21 Willow Green	2	Autumn/Winter 2022*	Winter 2023*
1-18 Willow Green, 1-36 Highlea Close, 1-21 Birch Green and 1-51 Linklea Close	3	Autumn 2026*	Autumn 2027*

*Timescales are indicative and may change during the course of the build programme.

Moving examples

The below examples show scenarios of when residents might be expected to move into a temporary, permanent or new home.

Example 1	Example 2	Example 3
A household is living in demolition phase 1 , and their new home is in new build phase 2 . This would mean two moves, the first of which is a temporary move followed by a second move into the new home once it's built.	A household is living in demolition phase 3 , but their new home is in new build phase 1 . This would mean one move, directly into the new home once it is built.	A household is living in demolition phase 2 and has expressed an interest in a permanent move away from DBP . If we're unable to find a permanent home before the deadline date for rehousing residents, the household will need to move temporarily until a permanent home is found, or into a newly built home at DBP, whichever comes first.

The decanting process

Decanting is the word we use to describe moving residents from one home to another. We'll move residents in phases so that we can start to demolish the old homes.

If you've chosen to move into a new home on the estate, you may initially be rehoused temporarily (this could be in a home on the existing estate, or in a home away from DBP but in the borough), until the new homes are ready. Home Group's regeneration team will contact residents on a phase by phase basis during the build programme to update you on moving to a temporary home.

For example, those in demolition phase 3 whose new home is in Phase 2 or 3 can expect to hear from us towards the end of 2022 - but if anything changes (such as an opportunity to move earlier) we'll contact you sooner.

Residents on the estate will also be issued with a Notice of Seeking Possession (NOSP) and a Demolition Notice on a phase by phase basis. Underpinned by Housing Legislation, both notices are a formality and legally required when carrying out estate regeneration, and a NOSP would only be enforced if a resident refuses one reasonable offer of accommodation.

Remember we're here to help and you can get in touch with our regeneration team if you have any questions or concerns about the decanting process.



Supporting temporary moves

Our regeneration team will organise one to one meetings with residents who need to move temporarily until their new home is built - beginning with those in the first phase of the demolition. In the meeting we'll chat through the moving process, estimated timescales, as well as any specific requirements you have, such as location, support needed and aids and adaptations.

We have set aside empty homes at DBP to minimise the number of temporary moves away from the estate - but some people may be asked to temporarily move somewhere else (though still within the borough).



Here are some important points to remember about temporary moves:

- We'll try our best to minimise the length of time you have to live in a temporary home before your new home is built
- For all temporary moves, we'll offer you a home with the same number of bedrooms as your current home, unless you need a larger home
- Your tenancy rights won't be affected by moving into a temporary home, but residents will need to sign a new license agreement to reflect their temporary address
- Rent charges will stay the same unless you choose to move into a larger home for the temporary term
- Due to the limited number of temporary homes available, residents moving into temporary homes will be offered one property that meets their location and housing need
- All temporary homes will have work completed as necessary to meet our property lettable standards, with additional decoration and carpets fitted if needed

Supporting permanent moves away from DBP

If you've decided to permanently move away from DBP, our team will organise a one to one meeting with you to discuss your options for moving into a different home in a new area.

Here are some important points to remember about permanent moves away from the estate:

- Your tenancy rights won't be affected by moving into a new home, but residents will need to sign a new tenancy agreement to reflect their new permanent address
- Rent charges may differ depending on the property type you move into
- Your new home will have works completed as necessary if required to meet our property lettable standards, with additional decoration and carpets fitted if needed
- If you currently have aids and adaptations or requirements due to medical needs - we'll make sure these are reinstated or installed in your home



While we'll try our best to find you a home that suits your preferences, this will be dependent on the availability in your new area. In all cases, we'll work with local authorities, other housing associations and housing agencies to offer appropriate homes and support.

Allocating homes

In line with our bedroom requirement criteria, we allocate homes to suit your current household need.

However, we'll always take into account any circumstances that may change for your household over the course of the build – such as a new family member, or a request to permanently move away. As long as we have suitable homes available, we'll be open to offering you something different.


We allocate homes based on the number of bedrooms you need, the eligibility criteria allows one bedroom for:

- Every adult couple (married/civil partnership or unmarried)
- Any other adult aged 16 or over who lives with you
- A child with severe disabilities who is unable to share a bedroom (medical information provided)
- An adult with severe disabilities / medical who is unable to share a bedroom (medical information provided)
- Any two children of the same sex aged under 16
- Any two children aged under 10
- Any other child
- An approved foster carer to use for placements (subject to meeting the DWP rules)
- A carer (or team of carers) who does not live with the applicant but provides the applicant or their partner with overnight care

Please note that children whose main home is elsewhere are not eligible for bedrooms.

Here are some important points to remember about the allocation process:

- One to one meetings will be held with residents before each new phase of the build programme to confirm their household need, new home offer, build timescales and the moving process
- Larger homes will be allocated to households that are overcrowded, or if households are under-occupying we'll offer an extra bedroom – for example, if a couple live in a three bedroom home, we'll offer a two bedroom home unless they choose to move into a one bedroom home
- If residents currently have aids and adaptations or requirements due to medical needs – we'll make sure these are reinstated or installed in the, permanent or new home
- We'll work with an occupational therapist if residents have a certain medical and/or mobility needs
- Your tenancy rights won't be affected by moving into a new home, but residents will need to sign a new tenancy agreement to reflect their new permanent address
- The rent you pay for your new secured, social or affordable home will be calculated in the same way as your current rent, but the amount will alter due to changes in property type and updated rent setting calculations – we'll write to you nearer the time of your new home move to inform you of the new rent
- Service charges may vary in the new development – for example, it may need to cover a share of the cost for a maintaining a lift, communal gardens or car park - we'll provide more information on the service charges as the build progresses



Preferences for your new home on the estate

In the later stages of each building phase, you can let us know your preferences for your new home – for example, the floor level in a block of flats, or the location of a house or maisonette on a row of properties. We'll contact all residents during this process, giving you a choice of homes where possible, along with the opportunity to view property layout drawings.



Moving earlier to another phase

If we have homes available, we'll consider moving residents in an earlier phase of the build. Priority will be given to residents who have medical needs, are downsizing or are currently living in an overcrowded home.

Moving with neighbours

Where possible, we'll try our best for existing neighbours and/or family households to be rehoused together or near each other on the new estate if residents request this. If any residents have asked to be rehoused further apart, we'll also try to fulfil this request.

Household splits

We're open to residents splitting their household in return for downsizing, especially if it gives someone the opportunity to get a place of their own.

For example, a household with adult children who has been allocated a four bedroom property, may wish to accept a three bedroom property and a one bedroom property. This would be discussed in a one to one meeting with the household and would only be considered if homes of the right size are available.

Here are some important points to remember about household splits:

- All members of the household must be entitled to social housing and be listed as an occupant, providing proof of residency for a minimum period of 12 months
- The household split member may be offered a new home in a different phase of the build programme to the main household depending on where properties are available
- Only one home loss payment and disturbance payment would be made to the main tenant and not to other members of the household
- Only the main tenant would be eligible to receive support for their move and reimbursement costs associated with moving – those who are splitting from the household would need to make all arrangements for their move and pay for all costs associated with moving

Compensation

Home loss payment

This is a sum governed in law independently of Home Group by the Land Compensation Act 1973, and the amount payable is fixed by statute. The payment is intended to compensate an occupier for the loss of their home due to actions by the landlord.

Since October 2020, the amount payable is currently **£6,500** per household and will be reviewed and updated when applicable.

Here are some important points to remember about the home loss payment:

- The main tenant will receive a statutory home loss payment – if the tenant is away from their demolition home for longer than 12 months, they'd receive an additional home loss payment when they return to their new home as part of the regeneration
- Joint tenants are only entitled to one home loss payment between them, which is fixed by statute as a single payment – the same applies to 'splitting households' where one home loss is payable to the main tenant only
- Home loss will be paid to the main tenant by cheque or bank transfer no later than six weeks after they have moved into their home, provided that Home Group has vacant possession of the original property and the keys have been returned
- In the case of residents who are in rent arrears at the time of moving, Home Group will deduct any arrears before the home loss payment is made

Disturbance payment

In addition to the home loss payment and governed in law independently of Home Group, residents will be entitled to disturbance payments for each move – which reflects the reasonable costs and losses associated with the upheaval of moving because of the regeneration.

We'll pay our contractors directly for the below as part of each move:

- The cost of the removal service for each move
- The supply of boxes and tape
- Insurance for the move in the unlikely event of damage to contents

We'll also reimburse residents for the below costs by cheque or bank transfer (remember we'll need proof of receipts/invoices where applicable, within six weeks of these being done):

- Redirection of mail (up to six months per household member)
- Telephone re-connection (where there has been a charge by the service provider)
- Sky/cable TV re-connection (if a resident had these in their current home and if there is a charge by the service provider)
- The disconnection and reconnection of all white good appliances from the existing home on the day of a move into the new home – this includes gas or electric cookers, fridge and freezer, washing machine, dishwasher, tumble dryer (please note that residents are responsible for arranging an approved contractor for all disconnections and reconnections)
- One day off work (if the main tenant is unable to take time off work on the moving day) – we'll need a letter from your place of work in order to process this payment





Support during each move

We're here to help and are committed to providing you with the following support during the moving process:

- There'll be a dedicated regeneration officer to support you through the move process
- We'll keep moves to a minimum where we possibly can
- We'll offer all households support with the move, including paying the removal company directly
- We'll provide boxes, and tape so you won't need to buy any
- We'll work with vulnerable, elderly residents or those with no support nearby to help with packing and contacting utility suppliers during your move
- We'll plan a move date that's suitable for you, making sure you've got plenty of time to move – we usually provide four weeks' notice
- We'll provide a home for everyone who needs to move temporarily until their new home is built
- We'll provide temporary storage for possessions and furniture if you need it
- We'll take into consideration schools, work location and doctor surgeries when moving households temporarily
- If you have any medical and/or mobility needs, we'll ask you if you can provide details of any support or care packages currently in place, so that we can support and work with you in the best way possible

Security and safety

Your security and safety is our top priority. When we start moving residents from their existing homes, we'll make every effort to do this floor by floor, or block by block – so no one is left feeling isolated or vulnerable.

If there are a smaller number of households in a certain area, we'll make sure that security measures, such as security alarms and block or estate inspections, are quickly put in place.

Useful contacts



Our dedicated regeneration team are here to support you every step of the way – please get in touch with Yvette or Liz if you have any questions or concerns.

Yvette Richards, Regeneration Officer
07823 789 395
yvette.richards@homegroup.org.uk

Liz Owusu, Regeneration Officer
07391 868 338
liz.owusu@homegroup.org.uk

To find out more about the regeneration, you can also visit homegroup.org.uk/douglasbaderpark

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