

Answers to your frequently asked questions

Here we provide our answers to your frequently asked questions. Some of these have been received on our Enquiry Line or via the website and others have been given to us by the Residents' Consultative Group.



1. What is the policy and how do you set the priorities for people wanting ground floor temporary accommodation?

First priority will be given to residents currently occupying ground floor accommodation who have an existing medical condition requiring ground floor.

Second priority will be given to residents currently occupying first or second floor accommodation who have an existing medical condition requiring ground floor.

Third priority will be given to residents currently occupying ground floor accommodation with children under the age of 13.

Fourth priority will be given to all other residents currently occupying ground floor accommodation.

In addition, all medical claims would need to be verified with medical evidence and each case would be subject to assessment by an independent medical advisor to ensure a fair process.

2. What about people with dogs in first or second floor accommodation?

Residents currently living in 1st or 2nd floor accommodation are not allowed to keep a dog and this policy will continue in temporary or permanent accommodation unless you are allocated a property with its own separate entrance. The only exception to this would be where First Wessex has given you permission to keep a dog. If you are currently in ground floor accommodation with its own separate entrance and own a dog but your temporary accommodation does not have its own separate entrance you will be able to take your dog with you. The rules will be relaxed in this circumstance as a temporary measure.

3. Both the temporary and permanent move policies only refer to dogs and cats. Will small caged animals such as rabbits, guinea pigs, ferrets, etc be permitted in gardens and on balconies?

No restrictions will be placed on small caged animals for either temporary or permanent move. However we will not allow large numbers as this may cause annoyance to neighbours.

4. What will the policy be on keeping poultry?

Poultry with the exception of cockerels may be kept in the resident's back garden in small numbers. If there is no garden with the temporary accommodation other arrangements will need to be made by the resident.

5. Can a designated contact number be set up for residents to report illegal activities on the estate, e.g. squatting, damage to void properties and the development site, etc?

There is the 'My North Town' enquiry line, however if it is out of hours or regarded as serious it is advisable that any illegal activities are reported in the first instance to the Police. For contact details please see page 13.

6. Will the council tax banding increase as a result of value based calculations?

Yes it most probably will increase. Rushmoor Council will set council tax bands once the District Valuers Office have inspected the new homes.

7. Will the existing communal cleaning go out to tender and will the service charges be revised?

The new properties should require less work to maintain which should be reflected in lower service charges. Residents will also become involved in the tender process and setting standards for cleaning.

8. Will the bathrooms be fitted with shower screens or curtains?

They will be fitted with weighted shower curtains. If you need a walk in shower in your permanent home for medical reasons then this can be fitted with a shower screen or a shower curtain depending on residents needs. An occupational therapist will usually be involved in this process.

9. The town house plans illustrate that a washing machine will be situated underneath the staircase, will there be adequate height that will accommodate all sizes of machine?

The space available will be adequate for all standard makes of machine.

10. Will the plumbing fittings in the new properties have hot and cold fill for use with older model washing machines?

Yes they will have both hot and cold fill facilities.

11. Will there be an option for residents to request space made available for a dishwasher?

Yes, it will be the resident's choice. Some properties will have removable worktops. However, it may be that in some properties it will be at the expense of some cupboard space to make room.

12. Will you be continuing with your Re-housing Surgeries at the North Town Base?

Yes we are proposing that these re-housing surgeries will continue in January and February. The first will be on 14 January and be held every other Thursday from 4pm-6pm These will take place in addition to the drop in sessions displaying the re-phasing plans.

13. What will be the interim arrangements for the playground equipment?

The playground will not be affected by the redevelopment until Phase 3. It will not be overlooked and there will be plenty of time to explore possibilities about interim arrangements for the playground equipment.

14. Is Pegasus Avenue being 'emptied' to be used for temporary accommodation?

No more than any other part of the estate. We have had quite a few residents recently move out from Pegasus Avenue and we have also purchased some properties back from Leaseholders as well. However, we have empty properties in various parts of the estate that will be used for the temporary accommodation

15. Will I get decoration vouchers to use in the temporary accommodation?

No. All flats will be fully decorated in a neutral colour. We ask that residents moving into this accommodation do not decorate to their own taste as the property could be needed again by other residents when the first families have moved out into their permanent homes.