

Answers to your frequently asked questions

Here we provide answers to the questions residents have recently asked us. We hope this helps in addressing any concerns you have. Please call our Enquiry Line for any further information you need.

1. Can we stay in our temporary home longer to ensure we get our preferred property in a later phase?

If your choice of accommodation is not available in the new build phase you are expected to move to then you can remain in your temporary accommodation until the next phase is built. However, this does depend where your temporary accommodation is located and may involve a second move to temporary accommodation in this instance.

2. When will the playground be relocated?

We have always said that the existing playground will be moved to another location on the estate once the ground works and landscaping have been completed. The original idea was to store play equipment on site for as little time as possible before installing it in its new position. We obviously want to limit the amount of time that the playground is out of action and we are currently speaking to the architects to establish the best way forward.

3. Will residents in Phase 6 be moved to properties in Phase 6?

We hope, within four to five years of starting the development that we will have re-housed all residents wanting to remain on the estate. The Phase 6 area indicated on the map is the Stage 2 planning application for the additional homes on the development. Therefore, residents currently living in Pegasus Avenue and a small part of Denmark Square will be rehoused in Phase 4 new build properties or properties in earlier phases should there be vacancies of the type of accommodation that residents want.

4. Will residents definitely have a garden?

All houses, ground floor maisonettes and bungalows will have a private garden. Some ground floor flats may have gardens where possible, but this will be subject to later confirmation and further discussion with the residents of those properties. If we need to, priorities will be based on the age of children or the length of tenancy and whether you currently have a garden you would like to retain.

5. Will support be given to arrange redirection of mail, setting up Cable or Sky, gas and electricity supply?

Yes the disturbance allowance covers the cost of these items including the cost of curtains or carpet where existing furnishings will not fit the new property. Residents will be asked to retain any necessary receipts for purchases of new curtains if required as we will need these as proof of purchase in order to process your claim. First Wessex will pay the suppliers on your behalf for the following:

- Carpets
- Removal costs
- Disconnection and reconnections of appliances

If you require any assistance with the actual phone calls or administration of changing addresses then please speak to us at the time of your move.

6. How will homeless payments be made to residents who don't have a bank account?

Payments can be made into a post office account or at your authorization, to a family member who does have a bank account. Please speak to us at the time of your move if you are going to have any difficulties in receiving the homeless monies. Please note that the homeless payment will be minus any rent arrears or recharges for rubbish left when vacating your property.

7. Will there be provision for the external storage of mobility scooters?

Properties with a garden will have sheds provided which will allow for the storage of both mobility scooters and bicycles externally. All flats are served by lifts which are large enough to take scooters. An internal space is provided adjacent to the front door of each flat which is suitable for parking a mobility scooter, bicycle or wheelchair.

8. Will washing line/drying areas be provided?

Communal drying areas are not normally used elsewhere in new developments because they incur costs such as surfacing, lighting etc which would have to be added to service charges. Therefore these will not be provided. There are balconies and overhead rails above baths. All houses and maisonettes with gardens will be provided with a suitable drying area in the back garden.

9. Will there be enough power points in the new properties?

All properties will have adequate power points in each room and comply with all modern government housing standards. The design will also be mindful of people with mobility issues and the power points will be installed in locations and at heights that are accessible for all residents. We will also provide points for broadband and cable options.

10. When you offer the permanent properties to residents will they be able to choose their own kitchen units, tiles and flooring?

Yes you will be able to make a choice from the selected range. For example it will typically include oak or beech finish kitchen units appealing to most tastes. There will also be choice of colour for flooring but from a specific non-slip range in order to comply with safety requirements.

11. Will there be an option for residents to choose coloured tile inserts in bathrooms?

Tiles to the kitchen and bathroom will be white, as will the bathroom suite. However residents will be offered a choice of coloured tile inserts if they wish.

12. I see that you are replacing kitchens and bathrooms and also some boilers in the temporary accommodation. What will happen to these once the properties are eventually demolished?

We will recycle all boilers and boiler parts if possible. Some of the older boilers are also being stripped for spare parts. The kitchens can also be used.

