

Our answers to your frequently asked questions

Questions about redevelopment

I live in Phase 1B. When will I have to move?

In December 2010/January 2011 we will be commencing visits to residents in Phase 1B to carry out the more detailed housing needs survey. From the information provided by residents we can start to build a picture of your requirements and housing situation. As a guide the process of moving residents to alternative accommodation would start approximately six months before we are due to commence work on your phase. This of course will depend on the progress of the build and any unforeseen delays such as bad weather.

You state on the plans and maps that my phase will be 'starting' by a certain time. Is this actually when you start building it?

No. This is usually when demolition notices are submitted to Rushmoor Borough Council and 'soft stripping' (removing the internal fittings) of the empty flats commences. Building works cannot commence until demolition has been completed and the necessary ground works and associated investigations are carried out.

Questions about temporary moves

Are you charging residents for carpets to their temporary accommodation?

No. The carpets in any temporary accommodation remain the property of First Wessex so

they can be used by another resident needing temporary accommodation. When we have a change in resident we will deep clean the carpet and make sure it is not damaged. If any damage or very heavy soiling is found then the outgoing tenant may have to meet the cost of putting this right. This excludes normal every day 'wear and tear'.

What if I want to take my existing carpets with me to either my temporary accommodation or permanent accommodation. Can I do this?

Yes. Although in most cases this will be difficult as room sizes or layout may vary. If you want to explore this option then please speak to us when you are discussing your move with us.

Do I have to take everything with me when I move into temporary accommodation?

Yes. Although there will be options for temporary storage of items that you will find difficult to take with you, for instance if you are moving to a flat without a garden when you previously had use of a garden. Residents will be recharged for removal of any rubbish or unwanted furniture left behind in their existing flat. However, residents are advised on how to dispose of any unwanted items correctly at the time of their move.

Will any residents be expected to move more than twice as a result of the redevelopment?

No. For many residents there will only be one move into a new property, especially if they are in the later phases of the development. It is more likely

that residents in the early phases will have two moves (once to temporary accommodation and then onto permanent accommodation). There will be more opportunities for permanent rehousing into the early phases of the new development, depending on the type of property you have told us you would be willing to consider. We will do this on a phase by phase basis. For example residents from Phase 3 may be able to move straight into a new property in Phase 2 once the housing requirements for residents already moved from Phase 2 have been met.

Someone I know decided to end their tenancy on the estate and rented privately. They now want to come back to the estate. Can they do this?

No. Once a tenancy has ended and a resident has moved off the estate they are not entitled to return. This is why we strongly discourage any residents from terminating their tenancy to move to privately rented accommodation. First Wessex will not accept a resident's termination of tenancy to take up a private tenancy unless they have received housing advice from Rushmoor Borough Council first.

Do you have a question you would like to see answered? Please contact us and will print it in the next issue.

A yellow rounded rectangular box with a green diagonal pattern. It contains the 'm news' logo, the text 'Enquiry Line', 'FREEPHONE', the large number '0800 358 0459', and the website 'www.mynorthtown.net'.