

Resident supplement



RUSHMOOR
BOROUGH COUNCIL

August 2009

Dear Resident

In addition to the My North Town newsletter that we send to all residents and community groups in the wider area, this Resident Supplement is to specifically inform residents directly affected by My North Town renewal project.

Here we give you answers to your frequently asked questions, more information on our proposed housing allocation policy, our communication options and other topics of direct interest to you.

Our freephone number for your enquiries is still available for you to speak to a member of staff directly and full information can be found on our website www.mynorthtown.net.



We look forward to continuing to discuss our plans with you and to meeting residents from phase 1 of the redevelopment in October once the planning decision is known.

Yours sincerely
Julie Ruffle

Neighbourhood
Regeneration
Manager



NORTH TOWN

Neighbourhood Renewal

Please note that this information is for your guidance only and does not confer any legal or contractual obligations on the parties identified within it. Any reference to legislation or regulation should be verified and parties affected should always seek independent advice.

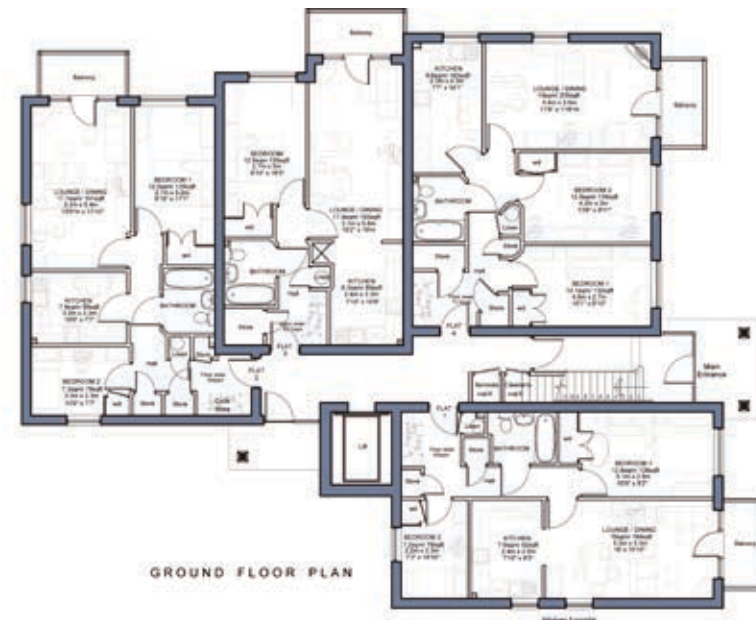
We look forward to seeing you at the public exhibition of the housing types and street elevations at the North Town Base in September on the following days:

Monday	7 September	2–5pm
Wednesday	9 September	5–8 pm
Saturday	12 September	9–12 noon

In addition, Pavilion Housing wants to meet individually with all residents directly affected by our Phase One redevelopment proposals in October once the planning application decision is known.

Typical house layouts of all of the new houses and apartments can be seen at the website www.mynorthtown.net. Copies of the planning application submission can also be viewed here.

Typical floor layout in apartment buildings



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Traffic Calming Measures Proposed

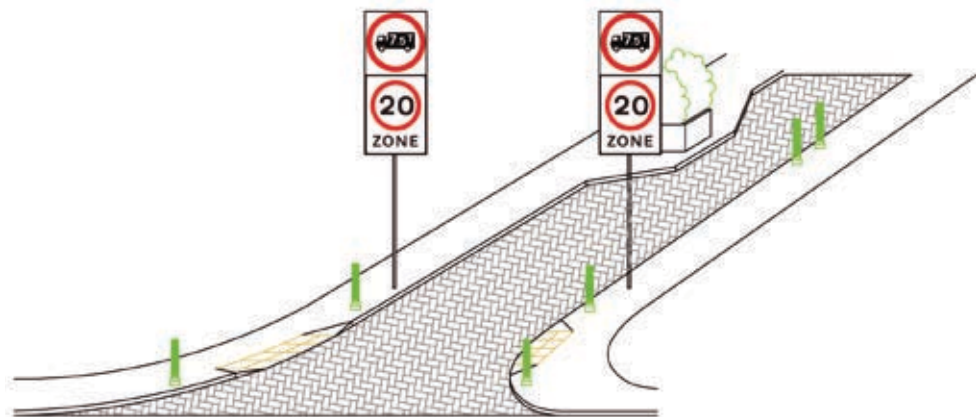
The traffic management works that are being proposed are to address residents' concerns about large, heavy goods vehicles that use Pegasus Avenue as a cut through. The My North Town Project wants to help create a more resident-friendly environment throughout the estate. The measures will be implemented once the Stage One planning permission is granted.

At the northern end, between Deadbrook Lane and Pegasus Avenue, the proposal is to include a 'pinch point,' (to reduce the width of the road) together with a speed hump, allowing a level,

pedestrian – priority, crossing point. At the southern end, between Eastern Road and Pegasus Avenue, the works also include a pinch point with block paved surface treatment and signage.

To improve conditions for pedestrians, tactile paving and high visibility bollards will be provided at both the northern and southern junctions.

Pegasus Avenue will have a weight-restriction for vehicles and will also be subject to a 20mph speed limit for all vehicles.



My North Town Residents' Consultative Group

Thank you to the volunteers who signed up to be members of the My North Town Residents' Consultative Group.

The Group held its first meeting in July with 8 residents who had volunteered to be involved.

At the meeting, the group members had a preview of the building plans that will be on exhibition for all residents in September. They discussed how best to show the plans so that residents can find out the information they are most interested in.

The group also discussed the proposed Allocations Policy. This is the eligibility criteria Pavilion Housing proposes to use to decide who will be offered what property.

The group's next meeting will be held in September after the exhibition of plans.

We would like to encourage some more volunteers to come forward

and posters have been put up in the blocks where we still need reps. If you are interested or just want to know more about what is involved, just phone the free helpline number.



Andrew Mason, head of regeneration at First Wessex explains

"The aim of this Group is to continue our consultation with residents directly

affected by the proposal. We hope to meet every six weeks at The North Town Base and update the Group on the project's progress and record their feedback from residents.

By working in partnership with the Residents' Consultative Group and continuing to work closely with the ward councillors, First Wessex and Pavilion Housing can address quickly any issues that arise throughout the timescale of this seven year regeneration project."

Keep updated with our new text messaging service

We have recently introduced a new text messaging service to keep residents updated on our progress on the My North Town development. By signing up for the free service, residents will be able to receive updates and alerts via their mobile.

The service is completely free and people can opt out at any time. To sign up for the service please pick up a leaflet from the North Town Base, or contact us via the website, giving us your personal details and permission to send you messages.

If you have any queries regarding the service, please contact Matt Smith, Community Regeneration Manager on:

01252 368735



My North Town housing allocation policy

Copies of our proposed housing allocation policy were available at The MasterPlan event at The Base. This is still being finalised and in September individual copies will be sent to every directly affected resident.

We have received valuable feedback to the policy particularly from the residents at Alma House. Here are just a few of the comments taken from the feedback forms:

We welcome your continued feedback to our housing allocation policy. You can phone our Enquiry Line or send us an email via the website www.mynorthtown.net

"I am quite happy with the policy"

"All comments you have put down are good ones"

"I am very impressed with the work being done for the Alma House move. I am very relieved and pleased about the move. I can find no fault in what is being planned"

"Thank you to the staff for all the helpful meetings arranged - very informative for us all"

Some concern has been voiced about the ownership of cats on the estate and so we answer this question in the following Frequently Answered Questions Update that follows.

Your further questions answered

Can I take my cat(s) to a newly built flat?

The communal areas will be mostly carpeted and we will not allow residents to own a new cat in these properties. However we recognise that residents who already have a cat will want to take it with them. In this case we will allow this for the existing cat but no new ones.

We may also have to review this permission if you own several cats that could cause a nuisance to neighbouring properties. If your cat fouls the communal area which necessitates a deep clean then we will reserve the right to re-charge the owner for the cost of this.

Dogs will not be allowed in flats at all unless the property is on a ground floor with its own separate entrance to a private garden.

What is happening about ongoing repairs and the security of empty properties?

We hope that there will be very few empty homes at any time because we will be using homes that are vacated to provide temporary housing for tenants being moved from areas that we are working on. However, when a property is empty we will usually disconnect all the services such as gas, water and electricity and drain down the central heating system to ensure that there are no leaks or burst pipes that could cause damage to neighbouring properties. We will not leave residents isolated with empty homes around them. We will have continual security and safety checks and we will prevent unauthorised occupants. Security of any empty buildings and safety of residents will always remain a very important priority.

I am elderly or have health problems and I am worried about the move. Who will help me?

The removal company will provide a full pack and unpack service. However, if you are going to find the moving process difficult then please let us know. We will do everything we can to help you. We work with other agencies who can supply help with various aspects of the moving and resettlement process. Our sheltered housing team are also able to offer extra assistance to our elderly residents.

Why are there three bungalows on the design plans?

We are building three special bungalows designed for residents who use a wheelchair and have limited mobility. These bungalows will be in the later phasing of the development. We will identify suitable applicants from the individual meetings that we will have with existing residents. We will also liaise with Occupational Therapists on the exact needs for each resident. Applicants who have a specific health need for this type of accommodation will be given priority above other applicants without this need.

What home loss and disturbance payments can I expect to receive?

Home loss payments

Owner occupier 10% of market value of the home, subject to minimum of £4,400 and maximum of £44,000

Assured tenant £4,700

Please note these are the current figures set by the Government and they are adjusted annually

Disturbance payments

Disturbance costs will generally include, depending on status above:

Legal costs of conveyancing, Stamp Duty

Removals (cost of removal firm or hire of van)

Disconnection and reconnection of services, such as electricity

Disconnection and reconnection of domestic appliances

Disconnection and reconnection of telephone and one extension

Costs of altering existing or purchasing new carpets, curtains (and refitting/adaptation of rails, blinds). You will not be entitled to a disturbance payment for carpets and curtains if:

- there are new or good condition floor coverings and curtains in the new property
- the carpets and curtains in the old property can be adapted to fit the new property

Redirection of mail for up to a year

TV aerial disconnection and reconnection (and satellite dish if attachment to the new property is possible) Refitting security alarms or other security equipment

Refitting of other fixtures and fittings

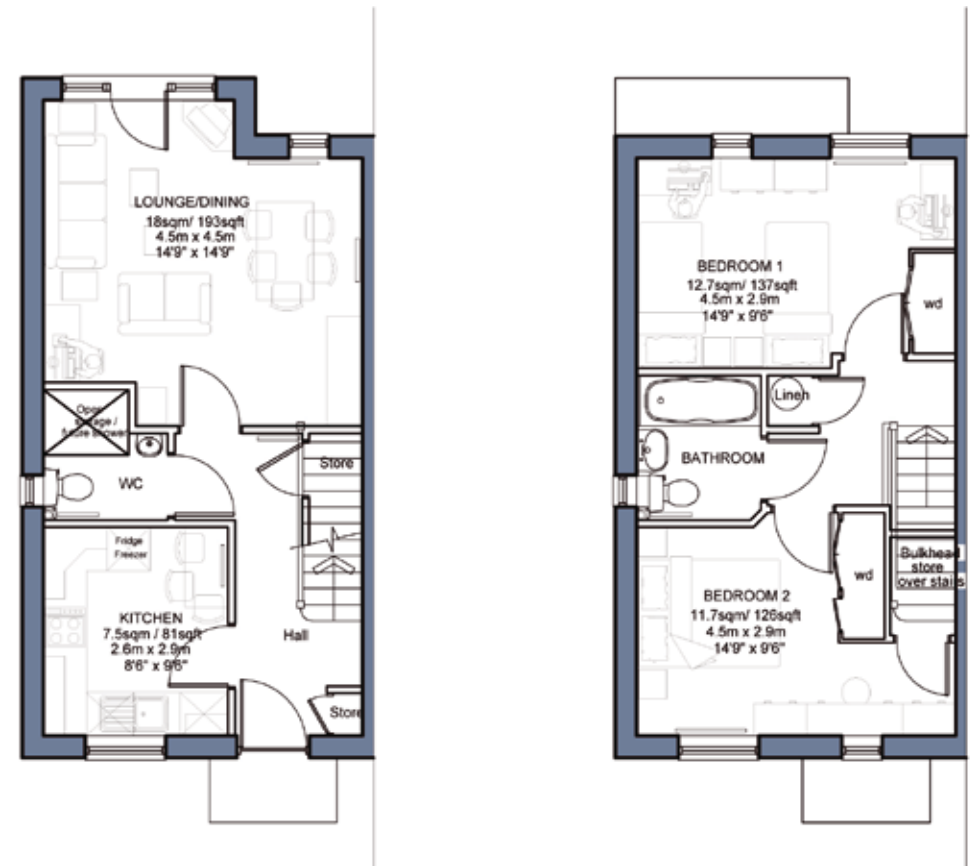
Disabled adaptations where approved

New school uniform if change of school is necessary

Other expenses as considered appropriate

Only one home loss and/or disturbance payment will be made per property and is payable within 21 days of you completing a permanent move and handing the keys back to your existing property.

Typical layout for two bed four person terraced house



GROUND FLOOR PLAN

FIRST FLOOR PLAN

To see all the layouts go to our website www.mynorthtown.net

If you would like this information translated into any other language or made available in large print, Braille or audio format please contact our Enquiry Line on 0800 358 0459



NORTH TOWN

Neighbourhood Renewal



Enquiry Line
FREEPHONE
0800 358 0459
www.mynorthtown.net

My North Town is a regeneration project delivered by Pavilion Housing Association



Part of the First Wessex Housing Group



In partnership with Rushmoor Borough Council

