

m i FAQs

Your initial questions answered



RUSHMOOR
BOROUGH COUNCIL

Reassurance for Pavilion Housing Association tenants February 2009



Dear Pavilion Housing resident

No doubt you will have many questions since reading our letter, our newsletter and seeing/hearing reports in the news.

In order to reassure you quickly we have prepared some frequently asked questions that we think you will ask and have provided written answers to these.

We hope that this leaflet will give you the reassurance that you are looking for in these early days - in particular to outline your re-housing options. We are also enclosing another Frequently Answered Questions leaflet that answers some of the more general ones you may have about the Project.

We will be arranging individual meetings with you personally to discuss your individual concerns and queries with us in a confidential way. We are here to listen, help and support you throughout the Project.

If you have not done so already please call our Enquiry Line **FREEPHONE 0800 358 0459** to make your appointment with us.

As the My North Town Project progresses, we will of course provide answers to your further questions. Please be assured that we will do all that we can to ease your concerns, as we realise that this may be a worrying time for you.

You will find our website at **www.mynorthtown.net**

If you have any further questions, there is a page on our website where you can email your queries directly to us. All of our leaflets are on the website and can be viewed or downloaded.

I look forward to meeting with you shortly.

Yours faithfully
Julie Ruffle
Neighbourhood Regeneration
Manager



NORTH TOWN

Neighbourhood Renewal

Please note that the list of questions and accompanying answers are for information and guidance only and do not constitute 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.

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Re-housing questions

1. How soon will I have to move?

The earliest anyone will need to move will be February 2010 but the latest could be up to five years later depending on the phasing. Pavilion Housing Association residents will get at least three months' warning of their likely move date.

2. What are my housing options?

If you choose to stay on the estate, Pavilion Housing Association will offer you a new home, either newly built or an existing home, depending on availability. We may need to re-house some residents temporarily (please see question 4 below for more details).

We will offer re-housing to any residents who want to move elsewhere in Rushmoor. The area and offer will depend on availability of homes at the time and any area specified by you.

Anyone who wants to move to another part of the country will need to contact the council for that area. Pavilion Housing Association staff will help you in making your application but cannot influence offers of accommodation.

3. As a pensioner I am keen to know if there will be any homes specifically designated for older people?

Identifying individual needs is a key part of our individual meetings that we are having with residents directly affected by our proposal. This will enable the new homes being built to include ones with special design features or adaptations where required. The cost of moving or re-providing adaptations is covered by the disturbance payment.

4 Will we have to move to temporary accommodation and how long would this be for?

We expect the building programme will begin in Spring 2010 and the first new homes will become available in Autumn 2010. Residents will then be moved on a phased basis with the intention as far as possible to enable people to move once. However we may need to re-house some residents temporarily for up to a year. We will work closely with residents to agree the re-housing plan.

5. If I am re-housed, how many offers will I get? What happens if the property offered is not what is wanted?

The offer that Pavilion Housing Association is able to make you will depend on the size and location of property that you have requested matched against the availability of Pavilion Housing Association accommodation in that area. Pavilion Housing Association normally makes up to three offers and will seek help from the council and other housing associations to seek appropriate accommodation if necessary.

6. Will the rent on my new home be the same?

This depends on the home you move to. Pavilion Housing Association has a rent policy that sets rents according to the property size and amenities in accordance with the Government's guidelines on affordable rent.

7. What help will be available for people unable to move themselves (due to disability)?

Pavilion Housing Association will liaise with Social Services and voluntary organisations to provide assistance.

Disturbance/compensation payment questions

1. Who will be paying the cost of moving?

Our leaflet called *Having to Move?* outlines the costs which will be met by the disturbance payment for all types of resident e.g. Pavilion Housing Association resident, leaseholder, sheltered accommodation resident etc. This also includes removal cost payments.

2. If we decide to move quickly, will financial help still be available?

Yes, we can confirm that home loss and disturbance payments can be paid to eligible residents from the launch of the project on 24 February 2009. Please note however that a home loss payment or disturbance payment can only be paid once you have moved from the property.

3. If I move into private rented accommodation, how will that affect the home loss and disturbance payments?

Your eligibility for home loss and disturbance payments is based on your existing status, not where you are moving to.

4. Who arranges transport and boxes etc for moving?

You can employ a removal firm or hire a van and the costs will be covered by the disturbance payments. Alternatively, residents can allow Pavilion Housing to make arrangements for removal and that way you will not need to pay up front for this cost. The cost of this will be taken from your disturbance payment.

5. What compensation will there be to replace carpets?

Where possible you should use your existing carpets. However, we will pay for carpets if the existing ones cannot be altered to fit your new home. Please note that the payment will only be up to the value of the old carpet. If you buy a more expensive carpet you will have to pay for the extra costs. The cost of relaying existing carpets in your new home or the cost of purchasing new ones will be taken from the disturbance payment.

6. Will gas installation and plumbing for the washing machine be paid for?

Disconnecting and reconnecting gas services, electrical services and appliances will be paid for. The cost will be taken from the disturbance payment.

7. If I moved into temporary accommodation and storage was needed for belongings, would this be paid for?

Yes - it will be taken from the disturbance payment.

8. Will Pavilion Housing Association be prepared to pay compensation for garden and decorating costs?

No compensation will be paid for a garden. However if you are moving into a newly built home on My North Town Renewal, it will be decorated. You will have a choice of colours and fittings for kitchens. If you choose to move off the estate into an existing Pavilion Housing Association house or flat then we will issue you with decoration vouchers for the rooms that require re-decoration.

New home questions

1. How will the new development be phased?

We have not decided on phasing yet but we will develop our proposals following the community involvement events and will publish them when we publish the proposed MasterPlan.

2. How much affordable housing will there be?

All of the current homes for rent will be replaced with new homes with affordable rents. In addition, a proportion of any additional homes will also be for affordable rent or shared ownership.

3. Will our new home be a comparable size to our current property? Can we have an early idea of the room sizes?

New homes are usually smaller on average but of higher standard in terms of fixtures, fittings, insulation and eco ratings. There will be more family houses available with secure parking and private gardens.

The architects are drawing up plans as part of the consultation process. Detailed specifications will be agreed and made available after the MasterPlan is completed.

4. Will the new homes be carpeted? If not will this be paid for?

The new homes will not be carpeted, but your disturbance payment will cover the costs of moving your existing carpets or buying new ones to fit the new home. Please note that the payment will only be up the value of the old carpet. If someone buys a better quality carpet they must fund the difference.

5. What kind of parking will be available?

New homes will not be built with garages unless they are “townhouses”, where the garage is integral to the property. Parking spaces will be provided for every property.

6. What size will our garden be? Will I get a front garden?

Garden sizes will vary according to the size and location of the dwelling. The sizes and shapes of the house “plots” will be determined by the MasterPlan.

7. Will the house be double glazed and centrally heated?

Yes.

8. Will the bathroom be fitted with a shower?

Yes.

9. We get on extremely well with our neighbours, is it possible for us to remain as neighbours?

We often have requests from groups of people wanting to remain as neighbours. It does of course depend on the exact final design and whether your own requirements stay the same. However we would like to work with you to achieve this.

10. Our property has built in wardrobes – will our new property have the same.

All new homes have built in storage cupboards. How this compares with your existing storage depends on your current arrangements.

Improving the estate

1. If garages have to be knocked down first, what are people expected to do for parking and storage?

We will work closely with residents to agree the phasing of demolition works and any temporary parking/ storage arrangements. Costs of temporary storage will be met by the disturbance payment.

2. Will the Project make improvements to the estate roads?

Although this project does not specifically deal with wider transport issues generally in Aldershot, the Design Team is considering transport issues in the consultation process and will be discussing proposals with Rushmoor Borough Council.

3. What sort of play areas will there be?

The architects will be discussing this with residents as part of the community consultation programme. As far as possible the new playground facilities will be kept. We will be looking to provide a range of open and amenity space and play areas.

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



My North Town Enquiry Line
FREEPHONE
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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

