

EXPECTATIONS DOCUMENT 3
For
Leaseholders in Blocks to be Refurbished
(DRAFT)

BACKGROUND

The Woodberry Down Regeneration Team (WDRT) working with members of the EDC Rehousing sub-committee has produced this expectations document. The intention is that the Council approves this document as a local policy for the regeneration of the Woodberry Down estates. Some homes will be demolished and other homes on the estates will be refurbished.

Once a programme of works has been agreed and approved by Council Members, the order in which blocks are to be refurbished will be identified. Any delay caused to the project could result in severe financial penalties and cause delay. This document endeavours to recognise the stress caused to leaseholders during works to and when moving from their home.

Refurbishment

The following will inform leaseholders of what they can expect in terms of standards of performance and compensation if they are asked to move from their homes so that refurbishment can take place. Part of the regeneration proposals will include internal works to the homes of secure tenants such as the installation of kitchens and bathrooms. These types of works will not apply to leaseholders and the circumstance where you would be asked to move temporarily would be if the scope of works included:

- Disconnection of essential services such as gas, water, electricity and sewerage to the block so they can be replaced.
- Health and Safety issues due to the level of works carried out.

This document has been written to ensure that in the circumstances where leaseholders are asked to move due to refurbishment, they are treated fairly and have confidence in the process.

If a block is identified for refurbishment you will be given detailed information on the:

- Types of works being carried out.
- Time they will take.
- Temporary accommodation.
- Help available to move home.
- Date works are scheduled to finish.

Temporary Alternative Accommodation

If it is necessary to move, you the Council will provide you with, and pay for, temporary accommodation. The options for temporary homes will include:

- Specially built temporary accommodation in the area.
- Existing homes that have not been demolished or refurbished yet.
- Homes leased to provide temporary accommodation.

Leaseholders can make their own arrangements for temporary accommodation during the refurbishment works if they prefer. The cost of

which will be paid by the Council on the production of receipts and up to a ceiling previously agreed by the Council.

Home Visit

All leaseholders will be visited a minimum of six months before they are asked to move and the refurbishment process discussed. The Rehousing team will visit all leaseholders affected to explain:

- The temporary rehousing process.
- The programme of works.
- The available options.

Number of offers

Leaseholders will be made one offer of temporary accommodation, and will be able to view this accommodation with a member of the Rehousing team before accepting it. Leaseholders will be offered temporary accommodation suitable to their housing need.

Legal Action

Where a leaseholder will not allow the Council or a contractor access to their home to carry out refurbishment works, the Council can apply to the court for an injunction to force the leaseholder to allow access to a contractor.

COMPENSATION

Disturbance Payments

When you are asked to move you should not suffer financially, you will be eligible for disturbance payments on each occasion you are asked to move. These payments are not fixed and should reflect costs incurred as a direct result of moving home.

You could qualify for payment for the following items (on production of receipts) during your move:

- Removals (if Council's contractor is not used).
- Cost of altering soft furnishings (floor coverings, curtains etc.) affected by the move.
- Redirection of mail for six months.
- The disconnection and reconnection of the following:
 - Telephone.
 - Cooker.
 - Washing machine.
 - Other plumbing.
 - Refitting of alarms/security/grilles.
- Decorating allowance (if applicable).
- New school uniforms where, as a result of temporary decanting, children have to change schools and uniforms.
- The cost of moving and re-erecting aerials and satellite dishes will be reimbursed if tenants were given permission to erect them in the first place.

CONSULTATION

The Woodberry Down Regeneration Team will hold regular consultation meetings to involve tenants and leaseholders in the redevelopment of properties. Leaseholders will be informed of:

- Dates properties to be handed over to the developer on a phased basis and dates on which new properties will be available.
- Timetable slips.
- Schedule of works.
- Plans for refurbishment.
- Design, layout and standards of properties.

All leaseholders will be consulted on the specification of the works. The specification will make clear what work is being done to the block, and if applicable to the leaseholder's home. The lease sets out the parts of the building that are the landlord's responsibility and the part of the building that is the leaseholder's responsibility

REMOVALS

The Council will employ professional contractors to move your possessions, this will be arranged by a Decant Officer on your behalf.

If you wish to arrange your own removals the Council will pay up to the following amounts upon a valid receipt:

One bedroom/studio flat property	£130+VAT
Two bedroom property	£145+VAT
Three bedroom property	£160+VAT
Four bedroom property	£175+VAT
Five bedroom property	£205+VAT

A professional packing service will be available for elderly or disabled tenants.

STORAGE

You can expect the Council to pay for and arrange storage of belongings.

You will be involved in the process:

- Preparing a inventory.
- Labelling items and taking notes of condition.
- Taking photographs of the belongings.

Every leaseholder will be given a copy of the inventory to avoid any contention later if anything is missing or damaged.

The Council will arrange 'new for old' insurance cover for furniture in transit and in storage.