



Havering
LONDON BOROUGH

HAVERING COUNCIL'S HOUSING REGENERATION PROGRAMME

HOUSING REGENERATION PACK

with Introduction from Councillor Damian White

(1) Details of Housing Regeneration Scheme

Council's Housing Regeneration Scheme for
Council tenants, leaseholders, freeholders and private tenants.

v.1

FOREWORD



Dear Resident,

Over the next 10 years the Council will embark on an ambitious Housing Regeneration Programme in order to provide much needed affordable housing for local residents.

The focus of the Regeneration Programme will be to provide general needs rented properties, low cost home ownership and supported housing for Havering residents in consultation with tenants, leaseholders, freeholders and the wider community.

I believe that this programme will bring lasting benefits to communities, offering a range of high-quality, modern and energy efficient accommodation; sufficiently sustainable to satisfy the diverse and changing needs within the borough for years to come.

There are a number of sites to be redeveloped within the overall programme. Therefore we will prioritise schemes over the period as it would not be practicable to start work on all sites simultaneously.

The Regeneration Pack and Local Lettings Plan sets out our commitments to support you throughout the process, explains your re-housing options and the compensation available to you.

This plan is based on three key themes:

Choice: We want to ensure the regeneration provides better housing choice for residents. We will ensure that you have a range of re-housing options to choose from, including moving back into a property in the regeneration estate once the new homes are built.

Fairness: We will be open, transparent and fair when developing and delivering the regeneration proposals.

Better housing: We want to ensure that local residents live in better quality housing which reflects their needs.

We recognise that moving home can be a stressful experience; we are committed to supporting you during the process and hope you will find the information in this document helpful.

Councillor Damian White
Deputy Leader of the Council and Cabinet Member for Housing

1. VISION

- 1.1. The Council's vision for the Housing and Regeneration Scheme is centred around the Local Plan and Housing Strategy (2014). The Local Plan and Housing Strategy (2014) sets priorities for the Council's Housing Service to maximise inward investment for affordable housing development and to identify assets better able to support the delivery of new homes and estate renewal.
- 1.2. The Housing Regeneration Programme ("the Programme") is about increasing and improving the supply of affordable accommodation in Havering and creating a better place to live and work. The Programme is expected to transform existing estates and provide new and improved land infrastructures for the economic benefit of the wider community.
- 1.3. Therefore, a Regeneration Pack for all residents has been developed to provide information on the Council's proposals for all of the residents affected as a result of the regeneration programme. It provides information on housing options, financial compensation and the practical support that can be given. Additionally a Local Lettings Plan has been developed, and is applicable to Council secure & introductory tenants only.
- 1.4. The Regeneration Pack comprises this *Details of Housing Regeneration Scheme* and the following additional documents:

Council Tenants:

- [\(2\) Local Lettings Plan \(for secure & introductory Tenants\)](#)
- [\(3\) Decant and Possession procedures](#)

Leaseholder & Freehold Owners:

- [\(4\) Information for Property Owners](#)

Private Tenants:

- [\(5\) Re-housing Options for Private Tenants](#)

Non-Secure Tenants in Temporary Accommodation

- [\(6\) Re-housing Options for non-secure tenants in temporary accommodation](#)

General Information:

- [\(7\) Home Loss and Disturbance Compensation](#)
- [\(8\) Information about the Right-to-Buy Scheme](#)

2 BACKGROUND

- 2.1. In June 2016, Cabinet agreed for the Council to continue with its Estate and Land review, and set objectives to:
- identify development opportunities for regeneration,
 - re-evaluate the use of existing housing resources,
 - improve the quality of the existing housing service; and
 - deliver new affordable homes for local people.
- 2.2. Subsequently, as part of the review, sites in the borough were identified and selected for regeneration and long-term investment opportunities. These sites were selected on the basis that the current provision of homes were of lower or outdated quality and in some circumstances had units not fit for purpose, failing to meet the Council's minimum sustainability ratings.
- 2.3. In order to facilitate modernisation and redevelopment works, it is expected homes on the identified regeneration sites will need to be demolished and rebuilt over a number of years. It will therefore be necessary for existing residents to move from their existing homes into alternative accommodation to enable the development work to take place. This process is known as “*decanting*”.

3. CONSULTATION AND COMMUNICATION

- 3.1. One of the Council’s key commitments is the principle of ‘on-going consultation’, and the Council will continue to provide clear communication to ensure residents are informed and involved throughout the decanting process, in addition to the required periods of formal statutory consultation.

4. OVERVIEW OF THE HOUSING REGENERATION AREAS

Table 4.1: Sites identified as part of Housing's Regeneration Programme

Estate	Total Number of Affected Units*
1. Waterloo Road Estate	256
2. Napier House and New Plymouth House	97
3. Maygreen Crescent and Park Lane Estate	93
4. Oldchurch Gardens	84
5. Chippenham Rd, Farnham Rd and Hilldene Avenue	57
6. Queen Street Sheltered Housing Scheme	31
7. Maygreen Crescent and Park Lane Sheltered Housing Scheme	40
8. Solar, Serena, Sunrise Court Sheltered Housing Scheme	55
9. Brunswick Court Sheltered Housing Scheme	47
10. Dell Court Sheltered Housing Scheme	29
11. Royal Jubilee Court Sheltered Housing Scheme	79
12. Delderfield House Sheltered Housing Scheme	14
13. Delta TMO	60
14. Bridge Close	37

* The total number of affected units is an estimate including council tenanted dwellings, leasehold and freehold properties. It is constantly changing as letting and buy-back of properties take place.

- 4.2. The feasibility of the Council's proposed Housing Regeneration Programme is dependent upon the procurement of a development partner for each identified regeneration scheme. Therefore, throughout the lifetime of the Programme, the scope may alter with additional sites added or removed. If the scope is altered, such changes will be discussed with affected residents and relevant stakeholders before any formal decision is reached, and comments taken into consideration. It is expected that preferred bidders will be appointed in early 2018.

5. KEY COMMITMENTS

5.1. The Council makes the following commitments to residents living on the estates affected by the proposed regeneration programme.

5.2. **Regular, honest communication**

We will provide you with regular, honest and open communication about the regeneration proposals throughout the regeneration period. This will be through one-on-one meetings, direct letter correspondence, newsletters, briefings, events, website and email updates.

We will also provide you with dedicated points of contact in the Council or representatives so you know whom you can speak with any questions or queries that you may have. The point of contact will include the Council Community Engagement Team and Housing Officers.

5.3. **Dedicated Officers**

We will ensure that each household has a dedicated Council Officer to help with every step of the re-housing process. The officers will get to know you on a one-to-one basis to ensure that you are kept fully informed about the re-housing process and the options available to you.

The Council Officer will assist you and is able to identify any additional support you may need, such as packing and unpacking services, home loss and disturbance compensation claims and payments and answer general queries.

5.4. **Suitable re-housing offers, tailored advice and an emphasis on 'choice'**

The Council's aim is to ensure suitable and affordable housing options are available for you and that the process is as stress-free an experience as is reasonably possible.

Council tenants will be matched with suitable re-housing options that become available and best meet your housing needs. The Council will offer tailored advice on the suitability of each re-housing option.

5.5. **No more than two moves for Council tenants during the re-housing process**

The Council seeks, as far as is reasonably practicable to ensure that no tenant should have to move more than twice, to limit disruption to a minimum. For those tenants who choose to return to a home in the new development once they become ready for occupation, we will endeavour to ensure that you move only twice.

5.6. [Quality housing advice and support service](#)

The Council will provide a comprehensive housing support and advice package throughout the re-housing process to ensure all residents are supported. This support includes organising events and activities to visit regeneration schemes, arranging support groups for residents, helping with claiming benefits, organising skills and training opportunities and liaising with other services to support households at the new address such as schools, social services and health services. This will include support after the move to ensure residents are settled into any new home. Additional support will also be offered to vulnerable residents.

5.7. [Independent advice](#)

Should you wish to seek advice and support on the rehousing process, outside of that offered by the Council, then we are committed to assisting you, and details on how to access such advice and relevant support agencies will be provided to residents when requested. The advice and support agencies include any professional, legal or technical advice which may be required in relation to alternative re-housing options, sale of accommodation, valuation processes etc.

5.8. [Council Tenants and Leaseholders will not be financially worse off](#)

We are committed to the principle that Council tenants and Leaseholders should not be in a financially worse position as a result of the regeneration scheme. The Council has set out details on entitlements and level of home loss payments, disturbance compensation and reimbursement of reasonably incurred costs in this Regeneration Pack.

5.9. [Developing a range of affordable housing products](#)

We are committed to developing a range of affordable housing products for rent and sale within the regeneration schemes in order to provide a wide range of opportunities for residents.

5.10. [Keeping the community together](#)

The Council will aim to move groups of vulnerable residents together as far as it is reasonably practicable to do so. The Council recognise that it is particularly important for vulnerable residents to retain their neighbours in order to maintain support networks and communities.

5.11. [Safe and secure environment](#)

We are committed to the continued maintenance of each Council residential housing estate to a high standard throughout the period of each Regeneration Scheme. This commitment means that the Council will endeavour as far as we are reasonable to keep noise and disruption of building work at a minimum and to maintain site security for the safety of our residents.

5.12. [Temporary use of empty properties on the Regeneration Site](#)

As the Regeneration Programme will take a number of years, the Council's aim is to let the empty units on a temporary, non-secure basis to assist with meeting ongoing Council housing demand. This re-letting will ensure that properties are looked after as well as offer the Council flexibility to have vacant possession when demolition of the housing estate is required.

6. DEVELOPMENT PRIORITIES

- 6.1. There are a number of housing estates within the overall Housing Regeneration Programme to will be redeveloped over a number of years. Unfortunately it would not be practicable to start work on all sites at the same time, and the Council must stagger the regeneration works. This principle of staggering the development will also therefore apply to the 'decanting process' so that residents on the housing estates that will be demolished first are supported to move into alternative accommodation first.
- 6.2. Table 6.2 below shows the timing of the redevelopment of the estates within the Housing Regeneration programme. The timescales shown are estimates.

Table 6.2: Estate Regeneration	Estimated date for start of redevelopment work
General need schemes	
1. Waterloo estate	September 2019
2. Napier and New Plymouth estate	September 2019
3. Maygreen Crescent and Park Lane estate	December 2021
4. Oldchurch Gardens	December 2021
5. Chippenham, Farnham and Hilldene estate	March 2025
6. Bridge Close	December 2019
7. Delta TMO	March 2024
Sheltered Housing schemes	
1. Queen Street	September 2019
2. Solar, Serena, Sunrise	September 2019
3. Maygreen Crescent and Park Lane	December 2021
4. Delderfield House	March 2024
5. Dell Court	March 2024
6. Royal Jubilee Court	December 2021
7. Brunswick Court	March 2025

- 6.3. Each Regeneration Scheme will have its own development plan within the overall master plan of the programme. The development plan details will be available to residents once the Council's development partner procurement is completed, anticipated to be by early 2018, and may result in changes to the timing of the Regeneration schemes, as outlined above. Council tenants and leaseholders will be consulted on the details of each Regeneration scheme prior to finalisation.
- 6.4. At this stage the Council anticipates that residents living in accommodation located on the estates will not be required to move for at least two to three years from now. However the Council wish to start working with affected residents to identify and facilitate moves into alternative accommodation based on the above timescale and available supply of alternative accommodation, as early as is reasonably practicable.

7. DESIGN OF THE NEW HOMES

- 7.1. As the Council is yet to secure a development partner for the regeneration programme, the exact tenure composition and design specification of the new homes on each site, known as the New Build Development Plan is yet to be agreed. The Council anticipate the Housing Regeneration programme development partner to be secured in early 2018.
- 7.2. The New Build Development Plan will take account of outcomes of the consultation with residents, residents housing needs assessments and the Council's corporate requirements to ensure housing delivery. In general the Council's forward planning objectives for the replacement homes are to;
- **Seek to re-provide at least the same number of homes on the sites;**
 - **Include wheelchair accessible units;**
 - **Be built to a life-time homes standard, meaning homes can be adapted as housing needs change;**
 - **Be built to London Housing Design space standards (a minimum standard outlined as part of the London Housing Supplementary Planning Guidance 2012);**
 - **Be a sustainable mix of social, affordable, private rented and private homes for sale, including flats and houses, ensuring a mix of one, two, three and four bed accommodation;**
 - **Be designed to ensure differentiation between the social, affordable, private rented or private for sale homes cannot be made by the external appearance; and**
 - **Meet modern energy efficiency levels**

- 7.3. We will ensure that affected residents will have the opportunity to view the proposed master plan and design plans of each individual scheme, as and when they are developed. As homes are built, there will be show homes available at regeneration sites so residents can view the design and layout of homes, should they wish to exercise their right to return. It is the Council's intention to keep residents fully involved in the design of the new homes through ongoing consultation, and therefore to take account of your comments as we move the process forward.

8. RENT LEVELS FOR THE NEW HOMES

- 8.1. Rent on **new** council properties will be based on affordable rent level. However, **existing Council tenants moving into a new build home will be charged social housing rent based on the formula at that time**. Council Tenants will also be responsible for paying a service charge based on the level of service provided.
- 8.2. The level of Council Tax will be set by the Valuation Office Agency (VOA). The Council has no control over this. Council Tax arrears will be repayable on moving and may be deducted from home loss payments.
- 8.3. The Council will offer money, budgeting and debt advice to determine whether a home in a regeneration area will be affordable based on individual circumstances.

9. PRACTICAL HELP & SUPPORT FOR AFFECTED RESIDENTS

- 9.1. The Council will dedicate officers, and representatives to support residents on each housing estate throughout the rehousing process. The Council officers and representatives will work closely with all relevant regeneration teams to ensure the re-housing process and compensation payments are dealt with effectively.
- 9.2. Throughout the re-housing process, the Council will provide the following support and **general advice** for affected tenants:
- **Explain housing options**, assess the suitability and affordability of the options based on individual circumstances.
 - **Advice on alternative housing providers** and letting agencies
 - **Advice on accessing solicitors** and legal services and getting information on legal rights
 - **Advice on legal possession** processes and compulsory purchase;
 - **Help to process Home Loss Payment** and Disturbance Compensation claims
 - **Help complete forms** and other paperwork
 - **Advice on local amenities** will be given to support households in moving to their new home and this will include assistance with setting up links to local support services and schools.

- **Viewing support** – accompany residents to view properties (if moving into alternative council-owned accommodation) so that questions regarding the property can be answered. Arrange visits to each new development once show home properties become available.
- **Housing Benefit Claims** – tenants who are eligible for housing benefit will be assisted. This will include help in filling out forms and liaising with the housing benefit team to ensure claims are processed on time. The Council will support all tenants moving into the private sector with these claims.
- **Removal services** – work with the removal contractor to move residents into their new homes.
- **Liaising with support agencies and arranging care packages** - work with the relevant providers to ensure that agreed care package remains in place after a move. This could include, for example, day centre care, community nurse visits, or “meals on wheels”. It may also include setting households up with new care or support agencies if the household is moving out of the borough. We will ensure that residents with support needs have access to services in their new home.
- **Arranging property adaptations** – work with occupational therapists to arrange for property adaptations at the new address if required. Where a property has an existing wet room or shower facility the Council will not convert that facility to provide a bath.
- **Settling in** - visit or make contact with the tenant after re-housing to ensure that the move has gone well and provide additional assistance if required.

10. RESIDENT RESPONSIBILITIES

- 10.1. In addition to the above support, tenants will be reminded of their responsibilities during the re-housing process that includes:
- **Clearance of unwanted items** - The tenant is responsible for clearing their belongings from the property and for ensuring vacant possession of that property. Any items left behind will be cleared and disposed of. Tenants will not be able to reclaim for them, or the value once they have been left in the property. The cost of clearance and disposal will be charged to the tenant. Households will be advised of this in advance of the moving date.
 - **Advising organisations of new address** – it is the tenant’s responsibility to inform relevant persons and organisations of their new address. This includes advising Council Tax, Housing Benefits and the Benefits Agency. The Housing Officer will support and advise tenants through this process as appropriate. If a tenant has moved into Council accommodation designated for older people, then the Scheme Officer will support and assist the tenant throughout the rehousign process.

11. DEFINITIONS AND GLOSSARY

Term	Definition
Assured shorthold tenants	Mainly are private tenants with an assured shorthold tenancy agreement
Assured tenancy	The type of agreement mainly provided by Housing Association tenants
Basic Loss Payment	Under the Planning and Compulsory Purchase Act 2004, non-resident leaseholders who meet qualifications can claim a basic loss payment which is calculated at 7.5% at a minimum value of £7500 and £75000
Compulsory Purchase Order(CPO)	A CPO allows certain bodies to obtain land or property for purposes such as regeneration without the consent of an owner
Confirmation of a CPO Order	A CPO is confirmed only by the Secretary of State if the Minister considers that the relevant tests have been met. In circumstances where no objections are made to the CPO the Secretary of State may confirm, modify or reject the CPO without the need for any form of hearing. If objections are submitted on advertising of the CPO, then an Inspector will make a recommendation to the Secretary of State, following either an Inquiry or consideration of written representations. The confirmed CPO will be publicised in local media, and a copy served on all people with an interest in the land affected.
Court of Appeal	The Court of Appeal is the highest court within the Senior Courts of England and Wales, and deals only with appeals from other courts or tribunals.
Decanting	The process of moving residents out of their current homes and rehousing them. Decants is a status given to tenants rehoused as a result of the regeneration
Disturbance compensation	Disturbance compensation is to compensate for the reasonable expenses incurred by moving home during a regeneration process for example, removal expenses, costs of altering soft furnishings, reconnecting movable fixtures and fittings and telephone reconnection charges.
Freeholder	Has ownership of the freehold of the property (property and land on which the property is based)
Home loss payment	Home loss payment is made in recognition to the personal distress and inconvenience suffered by people who are being displaced from their homes as a result of a regeneration scheme or other qualifying circumstances
Havering Housing Allocation Scheme (2016)	Is the Council's Housing Allocation Policy (2016) which applies rules to how the Council offers social housing to people in the borough. This Local Lettings Plan sets out some different conditions on which allocations to council tenants will differ from principles set out within the allocations scheme. This is because the policy allows for Local Lettings Plans to manage rehousing processes under certain circumstances such as due to a regeneration scheme.
Housing Associations	Housing Associations are independent not for profit bodies that provide low cost social housing for people in housing need
Local Lettings Plan	Is a plan setting out how the Council intends to manage the rehousing under a regeneration scheme and let new homes in a regeneration area.
Non-resident leaseholder	A non-resident leaseholder or freeholder is someone who has not lived in the property in question as their sole or main residence for a period of 12 consecutive months.
Open market value	Is a price that a good or service is offered at or will fetch in the market place with a free and willing buyer and seller
Right to Buy	The right at which council tenants can buy homes from the council
Regeneration estate	Regeneration estate is a special term which has been given to an estate either because it has plans for demolition or a large amount of work is required on buildings within the estate. While in the majority of cases this will mean complete demolition of selected blocks, there may be extensive refurbishment or redevelopment of some areas within the estates, that also require affected residents to move home while this work is being undertaken

Resident leaseholder	Is a leaseholder who the property in question has been their primary residence from at least 12 months prior to the date of displacement. Residents of a leasehold property affected by a regeneration scheme will usually be those who have purchased from the Council under the right to buy, for which the Council owns the freehold.
Shared ownership	The purchase of a share of a property and payment of rent to the Council for the remainder. The purchasers monthly outgoings will include repayments on any mortgage you have taken out, plus rent on part of the property retained by the Council and a service charge
Shared equity	When the Council or Housing Association offers the option of buying a proportion of the value of the property and the leaseholder purchases the rest. Rent is not paid on the proportion owned by the Council. The Council claims their proportion of the property on disposal of the lease (i.e. sale)
Tenant	"Tenant" as used in this policy means a tenant of Havering Council unless it specifically states otherwise. For this Local Lettings Plan, tenants refer to those affected by a regeneration scheme.
Tenancy agreement	A contractual agreement on the tenancy terms and conditions and relationship between a tenant and landlord

12. USEFUL CONTACTS

Regeneration Housing Team	<p>Council tenants Telephone: 01708 434130 Email: housingregeneration@havering.gov.uk</p> <p>Leaseholders and freeholders Lead Officer – Ian Nolan buyback@havering.gov.uk</p> <p>Private Tenants Telephone: 01708 432818 Email: homeless_advice@havering.gov.uk</p>
Online Information	<p>This document is available on the Council's webpages covering the Regeneration Programme at: www.havering.gov.uk/housingregeneration www.havering.gov.uk/shelteredhousingdevelopments</p> <p>The webpages will cover up-to-date information and link to each scheme's particular development page.</p>
Keep in touch	<p>E-newsletters To receive updates on the Council's Regeneration Programme, you can sign up for e-newsletters at: www.havering.gov.uk/enews</p> <p>Social Media To receive updates via Twitter, follow @LBHHousing To receive updates on Facebook 'like' us at www.facebook.com/HaveringHousing</p> <p>Queries Residents can submit ongoing queries regarding the regenerations scheme and this LLP to www.havering.gov.uk/askhousing</p>

Other useful contacts

Communities and Local Government (for advice on CPO Processes and compensation)	<p>Tel: 0303 444 0000 Website: http://www.communities.gov.uk/corporate/</p> <p>CPO and Compensation (Home loss and Disturbance) guidance from Communities and Local Government can be found here: http://www.communities.gov.uk/publications/planningandbuilding/compulsory_purchase</p>
Citizens Advice Bureau	<p>9 Victoria Road Romford RM1 2JT Tel: 01708 763531</p>
DirectGov	<p>Website: http://www.direct.gov.uk Link to information on Getting Legal Advice and Aid: https://www.gov.uk/legal-aid</p>
The Royal Institution of Chartered Surveyors (RICS)	<p>12 Great George Street Parliament Square London SW1P 3AD Tel: 020 7222 7000 Website: http://www.rics.org</p>
The Upper Tribunal (Lands Chamber)	<p>Rolls Building 7 Rolls Buildings Fetter Lane London EC4A 1NL Website: https://www.gov.uk/appeal-upper-tribunal-lands</p>
TPAS [Independent Tenant Engagement Experts]	<p>4B Paragon House 48 Seymour Grove Old Trafford M16 0LN Tel: 0800 731 1619 www.tpas.org.uk/our-projects/london-borough-of-havering-ira-estate-regeneration</p>