

### **Our Offer of a New Home to You - 2-30A Reginald Road**

Peabody are working in partnership with Lewisham Council to build new homes at Reginald Road and the former Tidemill School. This will require the demolition of 2-30A Reginald Road and we will work with you to make sure that you move into either a new build home on the Tidemill development, the Amersham Vale development or elsewhere within the borough.

We understand that moving can be a stressful time and want to make this process as smooth as possible for you. We will work with you and the Council throughout the moving process to support and assist you. This information sheet provides you with details about our relocation (decant) offer of a New Home to you.

### **Timescales for the Redevelopment**

Planning Approval was granted in September 2017 and finalised in July 2018. We are currently working toward starting on site in April 2019.

The first homes are expected to handover in 2021 and some of these homes will be earmarked for the residents of 2-30A Reginald Road.

Whilst this is some time away, your involvement now will enable you to have more input into the development and a greater say about your new home and the option to make choices within your new home.

### **Initial Home Visit**

Many of residents have now been visited by the Councils Regeneration Project Officers. Further visits may be made to confirm that resident's circumstances have not changed. These visits will provide the Council with information about your housing and any medical needs that you may have. In addition, the visit enables the Regeneration Officers to find out about your preferences including if you would like to move to the new build homes at either Reginald Road or Amersham Vale or if you would like to move elsewhere in the Lewisham Borough through the Homesearch system. Whilst this visit will be carried out by the Council, if you have expressed an interest about moving into a new build home at the development, Peabody would like to arrange to visit you at home to discuss your housing options on an individual basis and in particular, the new build homes at Reginald Road and Amersham Vale and Peabody as a landlord. We can also discuss with you more detail the move process, your needs and how we can support you.

If you have decided that you would like to move elsewhere in the borough, the Regeneration Officer will discuss this with you.

### **Bed size Offer**

We understand that there may be some households that are concerned about downsizing when they move into their new home. The Council's aim is to not downsize those households that need to retain their second bedroom. This will be discussed in more detail during your home visit with the Regeneration Officer.

### **Allocation to a New Home**

Following the home visit by Peabody, if you have expressed an interest in a new build home at either Reginald Road or Amersham Vale the Council will provisionally nominate you to one of these properties.

The Council Regeneration Officers will review all requests to move to the new build homes and nominate residents on the basis of their housing need taking into account any health or mobility needs. The Regeneration Officer will also consider any preferences you have told us about and where possible we will try and accommodate these. Over the coming months, Peabody and the Council will engage with residents to provide copies of the floorplans for the property you will be nominated to and discuss any concerns that you may have.

If you have indicated that you have any medical or mobility needs we will arrange to refer you to the Council's Occupational Therapy Team (OT) for an assessment of your needs. The OT will then provide a report with recommendations for any disabled aids or adaptations that will be required in your new home. We will arrange for these to be fitted during the construction of your new home, ready for your move on completion in 2021.

We appreciate that your medical and mobility needs may change during the course of the construction of your new home and we will arrange for the OT to review your needs around a year before the homes are expected to be ready to ensure that any additional aids and adaptations are provided to meet your needs.

### **Residents Choice**

If you decide to move to a new build home at Reginald Road or Amersham Vale, you will be able to make a number of choices regarding your new home. You will be able to select choices for your kitchen units and worktops and paint and floor coverings in your kitchen and bathroom.

We will invite you to a resident choice session around a year before the homes are expected to be ready to view samples of the choices available and to make your choices for your new home.

### **Viewing Your New Home**

We expect to be able to offer you a viewing of your home when the construction of your home is well advanced and we can provide safe access for viewing. We will support you to undertake measurements of your new home and also be on hand to answer any questions that you may have. At the viewing we will be able to advise you of the approximate date that your home will be finished and handed over. We will also discuss with you arrangements to complete your tenancy paperwork and arrangements for your removals.

### **Your New Tenancy**

Following your viewing, we will arrange to meet with you in advance of your move to your new home to undertake a pre-tenancy signup. This will involve meeting with your Neighbourhood Manager to pre complete your tenancy agreement and other paperwork.

As a Secure tenant you will be offered an Assured tenancy with Peabody. This tenancy is very similar to your current secure tenancy you have with Lewisham Council and provides you with similar rights and responsibilities that you currently have.

We will discuss the Assured tenancy and your rights and responsibilities at the initial home visit. Please find attached an information sheet on the details of your new tenancy.

Your Neighbourhood Manager will also provide information about how to contact Peabody and the services that we provide.

### **Your Rent & Service Charge**

As part of our selection, we made a commitment that rents for residents from 2-30A Reginald Road moving into a new build home at Reginald Road or Amersham Vale would be equivalent to the rent charged by Lewisham Council for that the same size property. This means your rent in the new homes is expected to be roughly the same as you already pay (subject to your bed size need). If your new home will be a different size, we will discuss this further. At your initial home visit we will discuss the expected rent and service charge for your new home however we won't be able to confirm the actual rent and service charge until close to the time of completion. We can confirm that in line with Council rents, your Peabody rent will have an Annual Increase of Consumer Price Inflation (CPI) + 1%.

The Council and Peabody will work closely together to support you to deal with changes to your housing benefit if you are in receipt of this benefit.

### **Homeloss & Disturbance Payments**

As 2-30A Reginald Road is being demolished and redeveloped you are entitled to a statutory Homeloss payment. This is currently £6,400 (as at 1<sup>st</sup> October 2019), and is set by the Government. In the event that this amount is changed between now and the date of your move you will receive the amended amount.

You will also be entitled to a disturbance payment to cover the additional costs of moving including removal costs paid directly to the removal company, disconnection and re connection costs for cookers/washing machines, mail redirection and an ex-gratia payment for the second hand value of floor and window coverings. The Council will arrange to visit you at home prior to your move to assess and agree the level of the disturbance payment.

Both of these payments will be made to you by Lewisham Council and cannot be made until you have returned the keys to your current home to the Council.

Regeneration Officers will assist all households with their move by helping to arrange the removals (including a packing service if elderly/disabled).

### **Your Move**

Following your viewing of your new home, we will be able to confirm the date of the handover of your new home and confirm arrangements for you to collect the keys to your new home and for us to provide a new home demonstration so you know how everything works in your new home.

As part of our offer to you, your removals to your new home will be arranged by Regeneration Officers. We will arrange to use a local company for the removals and will provide further details about this in closer to the time you are due to move. The removal company will provide you with packing boxes, tape and wrapping paper in advance of your move.

Your appliances will also be disconnected on the day of your move and reconnected at your new home.

### **Settling In**

We appreciate that the actual moving process can be stressful. Your Neighbourhood Manager, Resident Liaison Officer & the Regeneration Officer will be on hand to deal with any issues and make sure your move is as smooth as possible.

A couple of days after your move your Neighbourhood Manager will contact you to check with you that your move has gone smoothly and to discuss any immediate issues that you may have.

Your Neighbourhood Manager will also arrange to visit you again three to four weeks after your move to make sure you have settled in. This visit provides an opportunity to deal with any issues that you may have so we can resolve these as quickly as possible.

## Keeping you Informed

Construction of the new build homes and your move is expected to take around three years. During this time we will keep in regular contact with you to keep you informed about the progress of your new home and to provide you with important information about your home and the move.

We will also have a Resident Liaison Officer (RLO) on site during the construction programme who will provide a local point of contact for any questions that you may have. The RLO will keep residents updated through a website, a regular newsletter and events such as drop in surgeries and coffee mornings.

## More Information

Your named contacts in respect of your move are;

### Organisation

	<b>Name</b>	<b>Job Title</b>	<b>Phone</b>	<b>E-mail</b>
Peabody	Kate Beesley	Senior Development Manager	0207 089 1026	<a href="mailto:Kate.Beesley@Peabody.org.uk">Kate.Beesley@Peabody.org.uk</a>
Peabody	Julie Conrad	Resident Liaison Officer	0207 089 3958	<a href="mailto:Julie.Conrad@Peabody.org.uk">Julie.Conrad@Peabody.org.uk</a>
Lewisham Council	Sara Caton	Regeneration Project Officer	0208 314 7868	<a href="mailto:sara.caton@lewisham.gov.uk">sara.caton@lewisham.gov.uk</a>