

October 2015



Regeneration: what it could mean for you

A leaflet for Secure Tenants



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

This leaflet is for **Secure Tenants** of Council owned properties in the borough. It explains what happens if your home is part of an estate or housing block that the Council decides to redevelop. It outlines the process for rehousing you and the payments you may be entitled to.

You are a Secure Tenant if the Council is your landlord and you pay your rent directly to the Kensington and Chelsea Tenant Management Organisation (KCTMO).

Why redevelop?

The Council is committed to providing good quality homes for our tenants and leaseholders. Where appropriate, we may look at demolishing housing blocks or

estates to replace them with better quality homes. With a severe shortage of affordable accommodation in the borough, development can also allow us to use space more effectively and create additional new homes.

We will always consult with residents about any plans for redevelopment and keep you informed throughout the process.

If redevelopment goes ahead, what can I expect?

If the Council decides to go ahead with redevelopment, we will rehouse all existing Council tenants. We will meet with all tenants individually to discuss your needs and try to find a new home for you that meets those needs.

If you are not willing to move, we can take legal action to end your existing tenancy and gain possession of your home.

Where will I be rehoused?

If you want to stay in the area you currently live in, we will seek to offer you another property in the new development. There may be some tenants with particular circumstances, for example a particularly large family, where this may not be possible. In these cases we will do our best to find another property that is suitable. The tenancy terms and conditions and the rent will be comparable to your existing tenancy and rent.

If we can, we will phase development and make every effort to ensure that the majority of Secure Tenants only need to move once. However, depending on the redevelopment you may need to move temporarily until your new home is ready.

If you would prefer not to be rehoused in the new development, then the Council will try to find you suitable alternative accommodation elsewhere. When redevelopment is agreed, we will award you a high number of housing points. This means you can bid for Council and housing association

properties through Home Connections. We will explain the process to you if you have not used it before.

If you do not manage to find an alternative home by the time you need to move, the Council may make you a direct offer.

What size property will I move to?

This will depend on the number and ages of the people in your household at the time of the move and the size of your current home. The Council's Allocations Scheme outlines how we calculate the number of bedrooms a household needs.

Compensation

You will be entitled to two sorts of payments, a Home Loss Payment and a Disturbance Payment.

Home Loss Payments

If you have lived in your home for at least 12 months prior to the date you need to move, you will be entitled to a Home Loss Payment. This is currently set by the Government at £5,300 but subject to review.

Disturbance Payments

You will also be entitled to a Disturbance Payment. This is to cover the reasonable costs involved in moving house – things such as removal costs, having a telephone and washing machine disconnected and reconnected in your new home and redirection of mail.

We will give you more information about the costs that are covered and you will need to complete a form and enclose receipts or proof of expenses.

If you do have to move home twice then the costs will be paid each time.

Extra support

We will offer extra support to any residents who need it, for example older people or disabled people who may need help to view alternative housing and to pack up their possessions to move home.

Residents with medical needs will be given priority in line with our current Allocation Scheme and any necessary adaptations made to their new home.

What if I am not happy with the way I am treated?

You can make a formal complaint to the Council, which will be handled through our three-stage complaints process.

More information

The process of moving tenants and leaseholders to develop their homes is known as decanting. The Council's decanting policy is available on our website. You can also find a copy of the Council's Allocation Scheme, which explains who we give priority to for housing and how points are allocated. A leaflet summarising the Allocation Scheme is also available.

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