

Convent Way
**RENEIGHBOURING
HESTON**



yes
**THE
TENANT
OFFER**

This is the consultation on the second draft of the Tenant Offer. We are keen to hear your views and answer any questions on the offer, so please do get in touch in whichever way is suitable for you

Dear resident,

The first draft of the Tenant Offer was published for consultation on 9 December 2020. The offer provided an overview of your rights, entitlements, and compensation in relation to your home and the move into a new home on the regenerated neighbourhood. It also included how the council will support you throughout the regeneration process. Many of you have given us your feedback in writing, discussed your comments over the phone or email and attended a Zoom workshop. Thank you very much for your all feedback and comments.

We have now collated and reviewed all your feedback and made suitable amendments to this **second draft of the Tenant Offer. Consultation on the second draft will run from 15 March to 30 April 2021.** Like before, you can get in touch with us by telephone, email and attend Zoom sessions to provide your feedback or seek clarifications. We are hopeful that in line with

plans to lift lockdown restrictions, we will also be able to host in person events in April. We will send you information on when this can happen.

We will be holding Zoom Workshops on:
Thursday 25 March 2021 at 2 p.m.
Tuesday 30 March 2021 at 6 p.m.
Thursday 8 April 2021 at 1 p.m.
Wednesday 21 April 2021 at 6 p.m.

You will find a summary of the most frequently asked questions raised on the first draft. It provides clarification on the key queries, notes of the amendments made in response to the feedback and provides an explanation for what suggestions have not been included.

From page 5, you will find the second draft of the Tenant offer with the new amendments. Please read this document carefully and get in touch with your comments and complete the feedback form.

Phone:
020 8583 5858 or 020 8583 4726

Email:
conventwayregen@hounslow.gov.uk

In person:
Make an appointment and see a member of the Regeneration Team at Convent Way Community Centre



SUMMARY OF FEEDBACK RECEIVED



The one move offer for residents is welcomed but how many tenants might have to be moved twice? Clarification

We are confident that most tenants will only have to move once. A small number of residents may have to move twice but this would be dependent on the availability of properties to suit their housing needs. For example: Residents requiring specialist adaptations or in need a larger home, which is not available in that phase. It is likely that the tenants who have to move twice will be in the first phase as the range of properties available to be move into will be more limited.



If I need to move temporarily, will this be off the estate? Clarification

We want to keep the community together and minimise the disruption to your lives. If we need to move you temporarily, we will try to move you into a vacated home on the estate. If this is not suitable then we will look to move you into the immediate area. You will be moved into your permanent homes as soon as it is possible.



If I need a bigger home, what will happen? Clarification

If you are statutory overcrowded, you will be offered a home to suit your household needs. Based on your household needs you may be moved into a larger home or be able to split your household and

be offered two homes. If the latter, both homes would be offered on a secure council tenancy. In the meantime, you will need to register with us the number of people living in your home and their relationship to the named tenant(s) e.g. children, parent etc. Please keep informing us of any changes.



Will I get a like for like property? Clarification

You will be rehoused on your housing needs at the point of moving. If you are overcrowded, you will move into a new home that meets your households needs. If you are under-occupying, you will be offered a home that meets your needs with the option of an extra bedroom if you desire. All homes will have a balcony or garden. At this stage, we cannot say what floor you will moved to. It is expected that the new neighbourhood will have large family houses, maisonettes and flats.



Will people be with disabilities be prioritised for ground floor? Clarification

We will try and accommodate people's preferences. We will be prioritising ground floor flats for people with disabilities and mobility issues. The new homes no matter which floor they are on, will all have step free access to the front door and be serviced by a lift.

Convent Way RENEIGHBOURING HESTON



Do I have the Right to Buy? Clarification and amendment to the offer

You will have the Right to Buy (RTB) as a secure council tenant. At a certain point, the RTB will put a suspended and you will be informed on this. Although you will not be able to buy your current home at that time your discount period will continue. As soon as you move into your new permanent home, the RTB is reinstated and you can submit a Right to Buy application at any time.



Is the home loss payment per tenant or per household? Clarification

It is per household as it is related to loss of the home. Even in the case of joint tenancies you will only receive one payment.



What support will we get in moving if we cannot afford to pay in advance? Amendment to the offer

We can look at providing a lump sum to cover the costs of moving. This would be the average cost for moving. We can also engage some services direct such as a removal company, which all residents could use.



Will the rent and service charges stay the same? Clarification

Your rent will be similar to what you pay now with the usual annual increase. If you are overcrowded and move to a larger home, you will pay the rent for that size home. In the same way, if you move down to a smaller home you will be paying less, which would be the rent the council charges for that size property. There will be no additional charges on your rent because it is a new home. There may be some changes in service charges however this depends on the design of the new estate and we will work with residents on this during the next stage if there is a 'yes' vote for regeneration. Currently we do not have this information.

SUMMARY OF REVISIONS AND CLARIFICATIONS

The following changes have been included in the second draft of the Tenant Offer due to the outcome of the consultation:

- Clarity of when the home loss payment will be made (see page 7)
- Home loss payment revised to £6,500 (see page 7)
- Clarification on temporary moves (see page 5)
- Providing information on the Right to Buy (see page 6)
- Providing upfront financial support for the cost of moving (see page 7)
- Additional support will be given to residents who are older, vulnerable and those who have any disabilities (see page 9)
- Further support for residents based on their individual circumstances that are not currently met in the offer (see page 9)
- What options will be available for temporary accommodation residents (see page 10)

SECURE COUNCIL TENANTS OFFER



You will only need to move once from your existing home to your new home on the estate.

Convent Way estate will be developed in phases. The first phase of the redevelopment will be on the part of the estate where there are currently no homes. Once this part of the estate has been developed, residents from the second phase will move into the new homes on the first phase, and the second phase will then be redeveloped. This process will continue until all phases have been completed. In other words, all residents of the estate should only need to move once from their existing home to their new home.

yes
**YOU ONLY
MOVE ONCE**



In exceptional circumstances we may have to temporarily rehouse a household if none of the new properties available is suitable for them.

The priority will be to move you into another home on Convent Way when a suitable property becomes available. If we need to move you off the estate, we will look to move you into the local area. You can choose to return to the estate should you wish to. There may also be the opportunity to move to a different part of the borough should you wish to. You have a right to a new council home on the regenerated neighbourhood.

Convent Way RENEIGHBOURING HESTON



yes
YOUR RIGHTS
WILL BE THE SAME



As a secure tenant you have a right to a new home on the estate.

There will be new council home on the newly built estate for all existing Convent Way secure tenants who want to remain on the estate.



The council will be your landlord and you will remain a secure tenant.

The council will be the landlord of your new home. Your tenancy type will not change. Your rights and the council's responsibilities to you will stay the same as they are now, as stated in the tenancy agreement.



As a secure tenant you will have the Right to Buy your new home

At some stage during the regeneration process, the Right to Buy will be suspended and you will not be able to buy your current home, although your discount period will continue. You will be informed from what date this will happen. Until that date, you can continue to submit a RTB application.

Once you move into your permanent home, your Right to Buy is reinstated and you will be able to submit a RTB application from the day you move in.



yes
THE COUNCIL
WILL PAY YOUR
REASONABLE
MOVING COSTS



The council will pay your reasonable moving costs.

You will receive a moving home payment to help with the reasonable costs of moving. If you have to move to a temporary home and then to your permanent home, you will receive a payment for each move.

The moving home payment will cover things like:

- Disconnecting and reconnecting appliances
- Redirecting mail
- Reconnecting telephone, TV and broadband
- Removal costs
- Packing/unpacking costs.

You could receive a lump sum before you move to enable you to pay for any costs up front. This figure will be based on the average cost of moving. Any costs above this will be dealt with on an individual basis.



You are also entitled to a £6,500 home loss payment for moving.

If you have lived in your current home for 12 months or more at the time you have to move, you will receive a £6,500 statutory home loss payment when you move into your new home. If you need to move to a temporary home, this payment will only be paid once on the first move.

This amount is decided annually by the government and may be different at the time you move. Joint tenants will receive one payment. You can spend your home loss payment as you wish. If you owe the council money for rent or other costs, we will agree this amount with you, and this will be taken out of your home loss payment before you receive it.

Convent Way RENEIGHBOURING HESTON



yes

YOUR NEW HOME WILL MEET YOUR NEEDS



Your new home will meet any disability or mobility needs you might have.

If you need adaptations to your new home, we will make sure that these are assessed and in place when you move in. All new homes will have step-free access to front doors and building entrances. If you prefer to live on the ground floor, homes will be available for those people with the greatest disability and mobility needs.



If you are under-occupying your home, you can move into a home with one more bedroom than you need.

If you have more bedrooms than you need and you are assessed as under-occupying in line with council's Allocation Policy, you can either choose a smaller home that is the right size for you, or you can choose a new home with one extra bedroom. For

example: a couple that only needs one bedroom and currently live in a three-bedroom home may choose to move into a new one or two-bedroom home. Or a family who needs only two bedrooms and currently live in a three-bedroom home may choose to move into a new two or three-bedroom home.



If you need more bedrooms (because you are overcrowded), you can move into a home that is the right size for you.

If you need more bedrooms than you have now and are assessed as statutory overcrowded in line with the council's Allocation Policy, you will be able to move into a new home that is the right size for you and your family.

You may be offered two council owned homes and split your household if that is more suitable for meeting your households needs e.g. you are offered a three-bedroom home and one-bedroom home.



yes

YOU WILL BE SUPPORTED THROUGHOUT THE MOVE



If you need to move to a larger home (because you are overcrowded), you will pay the council rent for that home.

If you move to a larger home, you will pay the correct rent for a home of that size. The rent you pay will be the same as it would have been for that size home without the regeneration. The usual rent increases each year will apply during the regeneration.



If you move into the same size home, the rent you pay will be the same.

If you move to a home with the same number of bedrooms, your rent will be the same as it would have been for your old home. The council increases your rent each year by a small amount which is set by the government. These usual rent increases will apply during the regeneration. The rent will not be increased because it is a new build.



You will be given the help and support you need with moving.

Officers from the council will support you throughout your move. For example, we can organise removals, disconnect and reconnect washing machines and dishwashers etc. Additional support will be given to tenants based on their individual circumstances specifically for tenants who are older, vulnerable and those with disabilities.



Your individual circumstances will be considered.

The council is committed to work in the best interest of tenants and acknowledges that the enclosed offer cannot cover every eventuality and needs to be able to reflect the personal circumstances of affected tenants. The principles in this document set out the general approach. However, where cases fall outside of the offer, the council will consider individual circumstances on a case by case basis on the principles set out in this document.

TEMPORARY ACCOMMODATION RESIDENTS



You will have to move as your current home will be demolished for redevelopment.

You do not have a right to a new home on the regenerated estate but if you do not secure a new permanent home by the time you have to leave your current temporary home, the council will provide another temporary home within Hounslow borough.



You are also entitled to a £6,500 home loss payment for moving.

If you have lived in your current home for 12 months at the time you have to move, you will receive a £6,500 statutory home loss payment when you move to elsewhere in Hounslow borough. This amount is decided annually by the government and may be more at the time you move. Joint licencees will receive one payment. You can spend your home loss payment as you wish. If you owe the council money for rent or other costs, we will agree this amount with you, and this will be taken out of your home loss payment before you receive it.



The council will pay your reasonable moving costs.

You will receive a moving home payment to help with the reasonable costs of moving. If you have to move to a temporary home and then to your permanent home, you will receive a payment for each move. The moving home payment will cover things like:

- Disconnecting and reconnecting appliances
- Redirecting mail
- Reconnecting telephone, TV and broadband
- Removal costs
- Packing/unpacking costs.



You will be given the help and support you need with moving.

Officers from the council will support you throughout your move. For example, we can organise removals, disconnect and reconnect washing machines and dishwashers etc. Additional support will be given to tenants based on their individual circumstances specifically for tenants who are older, vulnerable and those with disabilities.

You could receive a lump sum before you move to enable you pay for any costs up front. This figure will be based on the average cost of moving. Any costs above this will be dealt with on an individual basis.

SOME FAQs YOU HAVE BEEN ASKING

When will the ballot take place?

You will be sent out your ballot paper by first class on 9 July and have three weeks to vote. The ballot will close on Monday 2 August at 5 p.m.

What majority vote is needed to win the ballot?

There is no minimum number of residents that need to vote. It is a simple majority of the votes casted. The council is keen for everyone to vote and have their voice heard.

What if a majority vote no at the ballot?

The regeneration will stop, the council could revisit it later, but it would still have to be approved by a resident ballot.

How long will the regeneration process take and when can we expect to move?

Currently we are working closely with the residents to develop the design proposals, the Leaseholder offer and the Tenant offer in the lead up to the ballot later in July. If at the ballot, the residents vote in support of regeneration, the council will then progress to the next stage and start developing the designs further and submit a planning application. This process can take up to 18 months.

Once the planning submission has been granted, the council will then make a full assessment of how to fund, deliver and phase the regeneration works. At this stage, we will be able to tell you when you will need to move.

Before we can move the first residents into their new homes, we will need to build the first phase, which is likely to take between two to three years. Overall, it could take between 10 – 15 years to complete the entire estate.

Convent Way
**RENEIGHBOURING
HESTON**



Completing the form:

Return it in the FREEPOST envelope provided or drop off at the post box at Convent Way Community Centre.

Email:

conventwayregen@hounslow.gov.uk

Phone:

020 8583 5858 or 020 8583 4726.

Complete online:

haveyoursay.hounslow.gov.uk/housing/offer2

In person:

From 16 April you can drop in or make an appointment and see a member of the Regeneration Team at the Community Centre.

What happens next:

We will review all the residents' feedback and make changes to the Tenant Offer if needed. A report on all feedback received will be published on our website and we will say what changes we have made because of consulting with residents. Where we have not taken on residents' comments, we will explain why. For further information, please visit the website at conventway.commonplace.is/