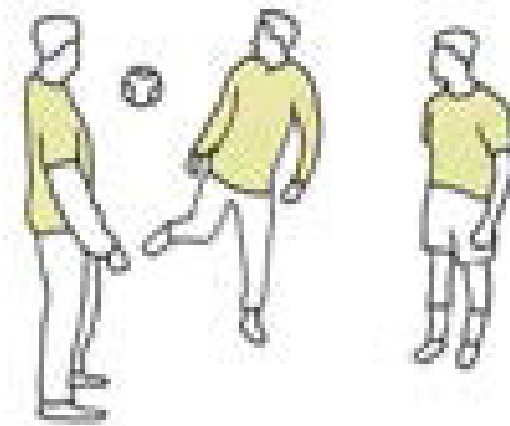




# Frequently Asked Questions (FAQs)

June 2021

*Please let us know if you would like the materials in another format or language. tradução? traduction? تترجمون? traducción? tłumaczenie? itumof? অনুবাদ? turjumaad? asekyere? LARGE PRINT? SIGNING?*



# Frequently Asked Questions

## Frequently Asked Questions (FAQs)



### Welcome

We believe FAQ sheets are a good way of communicating to everyone answers to commonly asked questions that have been raised at workshops, by telephone and by e-mail on the future of Wendling and St Stephens Close.

If you need any assistance in understanding this document or have a query or concern - our door is always open.

We welcome any enquiries or suggestions by email.

Please contact: Suzanna or Terry on the below listed emails:

 [Suzanna.Hofferer@camden.gov.uk](mailto:Suzanna.Hofferer@camden.gov.uk)

 [Terry.Wiggett@camden.gov.uk](mailto:Terry.Wiggett@camden.gov.uk)

# Frequently Asked Questions



## What happens if you vote 'No' in the ballot?

If the majority of estate residents vote 'No', then the CIP Regeneration team will stop any further consultation and withdraw the redevelopment proposal. There will be no new homes built on your estate.



## What happens if you vote 'Yes' in the ballot?

If residents vote 'Yes' then the Council's CIP Regeneration team will continue to work in partnership with all estate residents of Wendling and Stephens Close alongside the resident Steering Group to design and build your new estate.



## How many votes are needed for the plans to move ahead?

The Mayor of London's guidance for estate ballots says that a simple majority vote is needed. That means if 51% of voting residents vote 'Yes' then plans will move ahead.

To make sure the Ballot is administered independently, Civica Election Services (CES), the UK's leading provider of election services, have been commissioned. This organisation is approved by the GLA and entirely separate and independent to that of the Landlord, Camden Council.



## What will happen to future estate maintenance if there is a 'No' vote?

If there is a 'No' vote the current plans for new homes will not go ahead, as disclosed on previous workshop boards and in booklets. There are no major or capital works programmes currently planned for Wendling and St Stephen's Close from 2019 to 2024. The Council will review its works programme in 2024. However, essential maintenance to ensure statutory landlord obligations and day to day repairs will continue to be met.

# Frequently Asked Questions



## How will decant points be allocated?

Decant points will only be awarded to tenants who hold a secure tenancy. They can only be made available once there has been a 'Yes' vote in the ballot and that Cabinet have agreed a formal business case and phasing plan for Wendling and St Stephens Close.

It is important to note that a phasing plan must be agreed before decant points are awarded, because the decant of residents is of significant cost to the Council, **therefore we can only agree this once funding is in place to develop each phase or block.**

The decant points will be added to your housing application, for those tenants who wish to move away from the estate whether temporarily or permanently.



## What is the housing register and how do adult children qualify for a new home?

The Council's housing register holds data information about all secure residents and those that have applied for Council housing. The register lists all council and housing association households, as set out by criteria in the Council's Housing Allocations Scheme. We also use this data information to help understand housing need in the borough.

Any new homes developed on Wendling and St Stephens Close would be subject to what is called a Local Lettings Plan. The Local Lettings Plan allows the Council to give priority to residents who live in the locality. We will guarantee that all existing tenants will be given a new home if they would like one.

If your adult child or adult non-dependant has lived in your Council home for 12 months or more at the time of the estate ballot, then they can be considered under the Council's Direct Offer Policy for their own home which is subject to a verification process to determine eligibility status. It is important that you update your housing application in order to notify the Council of any change of circumstances within your household. Alternatively you can notify your Neighbourhood Housing Officer, or a member of the CIP Regeneration Team, so that they can share this with the Housing Management Team.

Please note, if an adult non-dependant is offered their own home it may affect the number of bedrooms you will be offered in your new home.

If you, as the main tenant, choose to move into a new home then your children must move too. This is because no one can be living in a Council home without the main tenant. If you would prefer to remain as a family and continue living with your adult children in your new home, then you are able to do so.

## Frequently Asked Questions



### ***If an adult child qualifies for a new home, what type of home will they get?***

This CIP offer will generally be a one bedroom flat or the option of a studio, if preferred. The offer will not be one of the new homes developed on Wendling & St Stephens Close or on any other new developed CIP Regeneration schemes within the borough, but will be either in the same local area or elsewhere in the Borough of Camden.

If the Council is housing you in a new home with your adult children, you will be offered housing based on your bedroom need in line with current policy.



### ***How will the Council prioritise which floor you live on in a high-rise block?***

If plans for a new estate go ahead and you want to move into a new home then we will ask you to provide four preferences based on floor level and floor space. We will try to match your preferences to a new home as best as we can.

If the detailed designs for the new estate include a high-rise block then existing tenants with medical/mobility need would get priority, for example someone with mobility issues could be considered for a home on a lower floor.

Having considered those who may need a lower floor, we will allocate new homes, based on returned preferences and if two tenants have chosen the same property, the tie-breaker will be the tenant who has lived on the estate the longest.

# Frequently Asked Questions



## What are home loss and disturbance payments?

A home loss payment is compensation for the loss of a resident's home, and disturbance payments are made to compensate a resident for reasonable expenses in moving from the home as a result of the redevelopment. If you need to move you will get help with costs. This can include things like the cost of disconnecting and reconnecting a washing machine, redirecting mail and removals.

The Council will discuss with you in more detail in advance of moving what is and isn't covered by a disturbance payment.

If you have lived in your council home for over 12 months, you will be entitled to receive a home loss payment - the amount of this is set by Government and is currently **£6,500.00**. You will only receive this payment once.

Any home loss or disturbance payment, will be balanced by the Council, in terms of any tenant rent arrears or monies owed.



## What is a downsizing payment?

The downsizing payment is offered to tenants who are under occupying a property larger than their bedroom need. It gives the tenant the option to downsize to a property that is more suitable to their needs. In return the Council will make a payment to the tenant for downsizing.

This scheme is known as the Tenant Option Fund, and details of how payments are calculated can be found in a table on the Council's website. Any downsizing payment will be balanced by the Council, in terms of rent arrears or monies owed.

# Frequently Asked Questions



## When will works start and how long will the works take?

Building a new estate takes a long time. It is likely to take at least two years from the ballot to agree a detailed plan for the whole area and get planning permission. It is likely to take at least ten years to build your new estate, however we cannot be certain until we fully understand the financial impacts of COVID-19.

This does not necessarily mean you would have to wait ten years to move into your new home. We plan to build your new estate in 'phases' - this means that construction of the estate would be split into a number of smaller building projects each delivering a percentage of the planned new homes at a time.

However, we expect each phase would take around two to three years to build. In addition, phases would be completed separately allowing many residents to move just the once, straight out of their old home and into a brand new one.

We know that the estimated construction times will cause uncertainty, and that the length of the building works will cause ongoing disruption.

However, we believe that the benefits of a new home built to modern standards with improved streets and outdoor spaces will make the disruption and uncertainty worthwhile - but we want to be certain that residents agree, which is why we're giving you the final say in a ballot.



# Frequently Asked Questions

## Frequently Asked Questions (FAQs) to be discussed



### *What happens if you are vulnerable or disabled?*

If you are vulnerable or disabled we can give you extra help with your move and provide additional support to you. 



### *What happens with my post after my move?*

London Borough of Camden's Regeneration team will reimburse a resident for the redirection of post for 6 months. This will be paid directly to the residents upon receipt or invoice of the payment.



### *Will I have a water meter in a newly built home?*

Yes, all new homes are installed with water meters.



### *Will my Council Tax Increase?*

The amount of Council Tax you pay is based on the value of the home. Camden does not set the amount for this and has no control of the prices set as they are defined through a national grading system set by the Valuation Office.

**Don't forget  
to vote for the  
future of your  
estate by 5pm  
15th July 2021.**

**YES**



**NO**





Please let us know if you would like the materials in another format or language. tradução? traduction? تترجمون? traducción? tłumaczenie? itumõ? অনুবাদ? turjumaad? asekyere? LARGE PRINT? SIGNING?