

Supporting you through regeneration

My name is James, and I am a Regeneration Coordinator for Bromford and I'm here to support you and help to answer any questions, or concerns, that you may have about our plans to regenerate the area where you live.

This information is to help explain why your home within Austin Road has been selected for our regeneration programme. It will also explain in detail what is going to happen during this process and how you can access support. I am here to listen and to help and if you have a particular question or concern please get in touch. My details are listed below:

Phone	07976 086134 (mobile) If I am not available, please leave a short message with your name, address and contact number so I can call you back. Alternatively send me a quick text message.
Email	James.Trotter@bromford.co.uk

You may wish to talk to someone else about the plans and how they affect you. You could contact housing advice centres such as Shelter, or local law centres, the Citizens Advice Bureau, your local councillor or your constituency MP.

Why are Bromford regenerating your home?

What is being proposed?

Providing good quality homes for our customers is really important to us and regeneration gives us an opportunity to take a fresh look at things.

We believe that having modern, energy efficient homes where customers want to live means our homes can help you and your family be your best. We have looked at our homes at Austin Road (flats 26 - 36 & 38 – 48- even) to understand whether this scheme helps us to achieve this and meets your needs for the future.

As you are already aware the flats currently have an outdated design and have had issues with anti-social behaviour. The flats have also been difficult to let to customers. We have reviewed our homes here to understand whether this scheme helps meet the needs of our customers for the future. We have considered the future maintenance requirements and feel investing in new, more energy-efficient homes will be a smarter option in the long term for both Bromford and our customers.

With this in mind, we propose to re-develop (subject to planning permission) a number of homes in your area so that we can build modern, energy efficient homes in place of the existing ones. To do this, I am here to support you to find a new home that meet your needs whilst we explore options for the future use of the site.

Who is affected and how?

There are 12 homes that are affected by our proposals. These are:

- Austin Road Cirencester (flats 26 - 36 & 38 – 48- even)

Bromford has a team of colleagues that support customers during regeneration, and we will talk to everyone who is affected by our regeneration plans. We will support you to find another home that meets your needs and assist you with moving – the level of support will depend on your own circumstances as each household will be affected in different ways and to a different extent.

What is the consultation process?

	When	What is this?	Complete
Informing customers of plans to regenerate.	6 th November 2023	A hand-delivered letter to residents outlining our plans to regenerate and giving details for home visit one-to-one appointments	✓
One-to-one visits	14 th November 2023 - onwards	Individual visits to understand your needs and talk to you about the process	

In January, we plan to serve you with an Initial Demolition Notice to suspend any Right to Buy applications – please don't panic by this term, you can find out more about what this is on page 5.

From February onwards, updates will be available through our website where you can find out information about the progress of our plans and any proposals for the site.

As the regeneration goes ahead, what can I expect?

Right now, our priority is to support you.

You can expect the support you need throughout the process. I will work with you and your family individually in a way that works best for you. Where we have information to share with all residents we may also hold local events to give an opportunity for everyone to give their views, comments, ask questions or to just talk to us.

My role is to support you to find an alternative home that you are happy to call home and meets your needs. I will also keep you updated on our plans for Austin Road as they are available.

How do I get rehoused?

We work with Cotswold District Council to make the rehousing process as clear and simple as possible for you. Once registered for rehousing, you will be able to bid on homes that are advertised through homeseekerplus.co.uk. We will use your tenancy start date as your registration date, which means that customers who have been with Bromford for a long time will receive higher priority for rehousing when there are a number of customers bidding on the same property. Where appropriate, we will also match customers directly to properties who have very specific requirements.

Where will I get rehoused?

If you would like to stay in the area, I will provide information for you on the availability of homes nearby and what your options are, taking into account your individual circumstances.

As part of my support to you, I will explain the lettings process that applies to the areas you wish to move to, support you with the process if you have not moved for a while, and help with any other support you need. If you have specific medical needs, you may be given further priority through the Allocation Scheme for the home you are applying for.

When you have found a suitable home, I will discuss with you what (if any) changes this makes to your tenancy terms and conditions, what it means for your tenancy protection if you need to change landlord or any changes to your rent and/or charges.

What are the financial implications?

We are moving you from your home because we plan to demolish the homes included in the regeneration site. This means you will not be able to return to your original home, so providing you meet a number of conditions around how long you have lived there and the type of tenancy you hold, you may be entitled to compensation for the loss of your home. This is known as **'Home Loss'**. I will discuss this with you as part of the re-housing process if you are entitled to this compensation. It is a fixed sum set by the Government which is reviewed every year. From 1st October 2023, the sum is £8,100, if you are moved after this date, this figure may change, but I will let you know nearer the time and tell you when to claim the Home Loss payment.

Attached to the back of this pack is a claim form that you will need to complete and return to me once you have moved so that your Home Loss payment can be assessed and processed

We know that customers will incur costs moving from their home and we can help you to pay for some of them – this is called a **'Disturbance Allowance'** and it covers the reasonable costs associated with moving home. Don't worry if you need additional support, I will work with you to understand what your individual needs are.

Depending on where you move to, the rent may be different – it could be higher or lower than your rent now. However, if you move to a more energy efficient home, you will find that your heating bills will be less – which will save you money.

Insurance premiums associated with the area you live in, for example car insurance or home insurance, may also change depending on the area you move to.

Are there any changes to my legal rights as a tenant?

This depends on where you want to move to and who your landlord would be – once I know your decision on where you are moving to, I will talk through what changes this would make to your legal rights.

Will there be any significant changes to my terms and conditions of my tenancy?

Again, this depends on who your new landlord would be. I will talk through your tenancy rights and what the changes mean for you and your family when you have made a decision on where you want to live.

What if I don't want to move?

We have made a proposal to regenerate your home, which we appreciate may be very difficult for you as you may have lived in your home for a long time or love where you live. I will be here to understand your views on the proposals and what I can do to address any concerns or

worries you may have when thinking about moving home. I am here to work with you to understand your individual circumstances and support you to have a successful move.

When will I need to move?

This isn't known right now, as it all depends on how long it takes us to find you somewhere else you would be happy to move to and that meets you and your family's needs.

I will agree with you how often you would like me to contact you to keep you updated whilst we work on this.

My home has been adapted to meet my needs, how will I find another suitable home?

We can talk about the adaptations you have in your home and you can tell me what you need to make your home work for you. We will work together to find a new home that meets these requirements. If you need adaptations at the moment, we will support you into another property with the adaptations you need if we can, otherwise working with our property teams and other agencies to understand what aids and adaptations you require.

What happens to my Right to Buy?

If you currently have a Right to Buy, you will retain this right, and generally you will be able to take it to another property. However, this is not always the case, so it is important that we discuss this in more detail when you have decided where you want to move to.

IMPORTANT: As we are looking to regenerate the area, we will need to take steps to suspend any **Right to Buy** application you may make on your current home.

In the next few weeks, I will come to see you about a legal notice we need to serve called an **Initial Demolition Notice (IDN)**. The purpose of serving an IDN is to freeze any application for a 'Right to Buy' on the homes we are looking to regenerate. When the IDN are being delivered, I will go through the document with you so you are comfortable with its purpose. It does not mean we will be demolishing your home any time soon. It's purely to suspend any Right to Buy application and stop you incurring any costs whilst we complete our consultations.

What happens to my Right to Acquire?

The Right to Acquire is dependent on the tenancy type you have and the property that tenancy applies to. Please let me know if you are interested in exercising the Right to Buy or Right to Acquire when I visit you for your individual consultation and I can let you know where you stand in regard to these home ownership options.

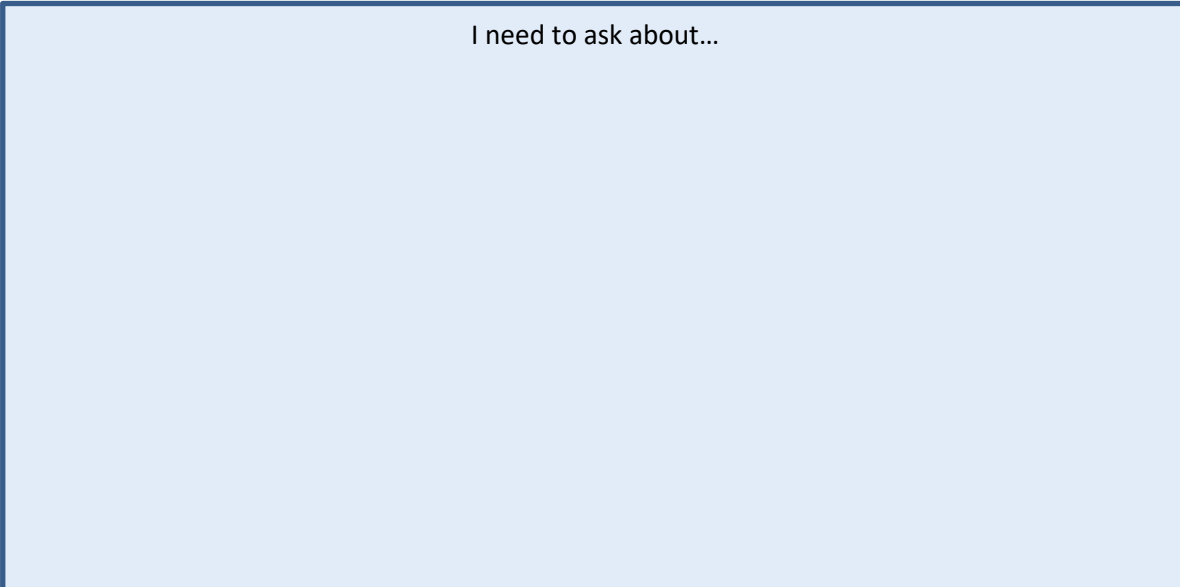
Can I move back?

We haven't yet created a plan for the new homes we will build in this site, but if you think you would like to return to any new scheme, let us know as if that is an option as it will help inform our plans. We will consult with you on the proposals for new homes when we have them and if returning is an option, discuss whether you would like to move back or stay where you have moved to. It is still early days in the process, and as I mentioned earlier, our priority right now is to support you.

How will you support me?

I will support you in any way that you need me to. I have arranged to come and see you to discuss what you may need and also to support you and your family when moving to another home. You might want to make a note of any concerns or questions that you may wish to discuss with me in the box below:

I need to ask about...



How long before I need to move?

There is no easy answer to this. You can start looking for a new home straight away so you don't miss any opportunity for a property you may like. When I visit you, we can discuss what you need from your new home and I can let you know where you need to register, or who you need to contact. I can also help you to do this if you are unsure or haven't moved for a while so the length of time will depend on how long it takes to find a suitable property. I am here to help you work through your options and make the right choice for you.

What size home will I move to?

This will depend on your current circumstances including the number and age of the people living in your household at the time of the move. I can let you know more once I know your individual circumstances and the size of property you require and any financial implications you will need to consider. If you are under-occupying your current home, you may still be offered a like-for-like property.

How much will this cost me?

I will work with you to find out what needs to be done for you to move and I will then assess what support, financial or otherwise that I can provide. You will receive a 'Disturbance Allowance' to help with the costs associated with moving and you may also qualify for a 'Home Loss' payment as we explained earlier.

What will we build in place of the existing homes?

Our priority right now is to support customers affected by the regeneration but we also have colleagues who are starting to look at ideas for the site. We will advise you of our plans when we have something to share.

When building new homes, we will hold events locally to share ideas and proposals for any new scheme as we progress with design. We also value the views of the residents and communities about what they would like to be included.

You will be asked if you want to be involved in the consultations for the new homes so you can be kept informed as the site progresses – right now, we don't have a lot to share so please let me know if this is something you are interested in. I can add you to our mailing list to be kept updated with proposals for the site.

What happens next?

I am visiting all customers affected by the regeneration proposals. I will arrange for regular updates with you and am always at the end of the phone or email if you have a question. You can also email regeneration@bromford.co.uk. We will set up a dedicated area of the website to keep you informed of the project at www.bromford.co.uk/regen/

Home Loss Payment Claim Form

PLEASE RETURN THIS FORM TO: REGENERATION CO-ORDINATOR, BROMFORD

Name of tenant(s)/claimant(s):

1st name: _____ 2nd name: _____

Current address: _____

Postcode: _____

Previous address which you were displaced from and are claiming Home Loss for:

Postcode: _____

Were you the legal Tenant of this address? **Yes/No**

If No, Please state the reason you may be entitled to claim Home Loss for this address:

Start date of the tenancy you are claiming Home Loss for:

___ / ___ / ___

Have you been in continuous occupation for 12 months or more prior to the tenancy end date? **Yes/No**

If "No" please supply details. _____

Reason for Displacement from former address: _____

Tenancy end date of former address: ___ / ___ / ___

I certify that the information given above and the evidence submitted is, to the best of my knowledge and belief true and accurate, that I was in lawful occupation of my former address as my only or main residence for not less than one year immediately before my displacement, and that I am the only person(s) entitled to a Home Loss Payment in respect of the dwelling.

I understand that if Home Loss is payable I must notify my Local Authority (DWP) as it may affect my entitlement to Benefits.

Signed (Claimant/s): _____ **Date:** _____

Signed (Claimant/s): _____ **Date:** _____

The completion of this form does not entitle you to a Home Loss payment, but provides the information required for Bromford to make a decision on whether you qualify. Please read the following notes carefully which only gives general information. They do not cover the points of law for Home Loss payments or discretionary payments.

Home Loss payments compensate people for the general disruption, personal distress and inconvenience they suffer when they have been moved from their homes. To be entitled to a Home Loss payment you must be displaced from your home as a result usually of either, consequence of an improvement or redevelopment scheme affecting your current property carried out by Bromford or a compulsory purchase (by the Council).

Payment of Home Loss is a statutory requirement if qualifying conditions are met. Even if these qualifying conditions are not met, Bromford can make a discretionary payment. The qualifying conditions are set out in the next section. In addition to Home Loss, customers may be entitled to claim disturbance payment.

QUALIFYING CONDITIONS OF PAYING HOME LOSS

1. You must have been permanently moved out of your home so that it can be improved or redeveloped or because of a compulsory purchase order.
2. You must be the tenant(s) of the property.
3. Your claim must be in writing and must be signed by all joint tenants who live in the property. You must claim within 6 years of moving.
4. You must have lived in your home for at least 12 months as your only or main residence.
5. The amount payable to tenants is fixed by the Secretary of State by section 30(5) of the Land Compensation Act 1973. The full amount is subject to any rent arrears, or charges owed to Bromford. If these are owed they will be deducted from the Home Loss Payment before payment.
6. If more than one person in a home qualifies for a payment, then we will share the payment equally between them.
7. Home Loss payments will be made to qualifying tenants when vacant possession surrendered (i.e. keys handed in, and property vacated).

