

## Supporting you through regeneration

My name is Carla Elliott, and I am the scheme manager at Nutfield House for Bromford and I'm here to support you and help to answer any questions or concerns, you may have about our plans to regenerate the area where you live.

This information is to help explain why your home at Nutfield House has been selected for our regeneration programme. It will also explain in detail what is going to happen during this process and we will support you. 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:

<b>Phone</b>	07813 993150 (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.
<b>Email</b>	<a href="mailto:carla.elliott@bromford.co.uk">carla.elliott@bromford.co.uk</a>

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 is 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 Nutfield House to understand whether this scheme helps us to achieve this and meets customers' needs for the future.

Nutfield House is expensive to run and for customers to live in. This has made it hard to attract new residents over the past year and has left the scheme half empty for most of the past two years. People in need of extra care housing in South Gloucestershire are choosing homes in the alternative schemes which are larger in size, have more modern facilities and are cheaper. After conducting a review we have decided to close the scheme and redevelop the site to provide alternative affordable housing. 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 38 homes that are affected by our proposals, although as mentioned half of these are already empty. These are:

- 1-38 Nutfield House, Nutfield Grove, Filton, Bristol, BS34 7LJ  
(a flatted Extra Care scheme with care and support services)

We have 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 you receive will depend on your own circumstances as we know each customer will be affected in different ways and to a different extent. Some customers may also have the added support from their social worker.

## What is the process?

Activity	When	What is this?	Complete
Informing customers of plans to regenerate	Monday, 3 June 2024	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	Tuesday, 4 June & Wednesday, 5 June	An individual visit to understand your needs and preferences and talk to you about the process	
Care and support assessments to be carried out by a member of the Adult Care Team, South Gloucestershire Council	6 June - 20 June	An individual visit to complete a care assessment to determine what level of care you require	
Registration on HomeChoice South Gloucestershire	6 June – 20 June	This will be completed with you to set up an account on the HomeChoice help you find a new home	
HomeChoice bidding coffee mornings	Once all customers are registered on HomeChoice	A coffee morning will be held each Friday (time to be confirmed) run by Carla Elliott to look at available properties advertised on the HomeChoice site and to help you apply for them	

From June 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.

## **What can I expect next?**

Right now, our priority is to provide all the support you need to help you through the process. I will work with you and your family or social workers in a way that works best for you.

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 Nutfield House as they are available.

## **What is a care and support assessment?**

We are working with South Gloucestershire Council to make the rehousing process as clear and simple as possible for you. The first step is for the council's Adult Care Team to complete a care and support assessment. This will be done over the next few weeks to understand your care and support needs. The assessment, which will be done face-to-face in your home, will involve asking you some questions which will help identify how best we can help you. The Adult Care Team will then put together a care and support plan or update your existing plan if you have one, to reflect your current needs.

## **How do I get rehoused?**

After your care and support assessment has been done, we will then support you to register your application for rehousing on the HomeChoice system. HomeChoice is the name of South Gloucestershire Council's housing register. Once you are registered on HomeChoice, you will then be able to bid on homes that are advertised through <https://homechoice.southglos.gov.uk/>. You will also be awarded a priority card, which is the highest priority you can be awarded. Priority cards are 'trump cards', which place you above all other applicants registered with HomeChoice. By bidding for homes using the council's HomeChoice system, you will be able to apply for properties owned by all housing associations in the area, giving you greater choice of available homes to move to.

Each Friday we will hold a coffee morning (time to be confirmed) in the restaurant at Nutfield House where we can talk to you about any appropriate properties that are being advertised on HomeChoice. If an appropriate property is advertised, we can then register your interest (bid) for that property.

Once the bidding period is over, your application and any others will be referred to the Extra Care Housing Panel who will decide on who would be offered the property based on each applicant's care package and needs.

If you are shortlisted for a property your application will be passed to the scheme you have applied for. The scheme provider will visit you to talk about your needs and explain what the charges are.

You will have the opportunity to view the property as soon as it becomes available. This can be arranged through the manager of the scheme. When all your costs and tenancy arrangements have been assessed you can set a move in date with the manager of your chosen scheme.

If you are unsuccessful you will need to bid again for the next vacancy.

## Where will I get rehoused?

There are currently six other Extra Care housing schemes in South Gloucestershire as follows:

<b>Scheme</b>	<b>Location</b>	<b>Housing provider</b>
Badminton Gardens	Downend	Anchor
Cambrian Green Court	Yate	Housing 21
Edward Jenner Court	Emersons Green	Housing 21
Falcon Court	Kingswood	Housing 21
Springfields	Filton	LiveWest
Stoke Gifford Retirement Village	Stoke Gifford	ExtraCare Charitable Trust

We have provided you with a booklet, Extra Care Housing – South Gloucestershire Council, 2024, which provides more details about each of these Extra Care housing schemes, such as what facilities are available and examples of the costs. We do not have any other Extra Care housing facilities in South Gloucestershire, so if you continue to need Extra Care housing, you will be moving to a new housing provider.

## Where will I get rehoused if I don't require Extra Care housing?

If you do not need Extra Care housing we may be able to directly match you to one of our existing homes, if one becomes available in an area that you would be interested in moving to. We will speak to you individually to understand where you would like to move to. We will then hold any appropriate properties from being advertised on HomeChoice that become available that may suit your requirements and contact you directly. We would still help you look and apply for homes on HomeChoice to give you the best chance of finding the best suitable new home.

## What are the financial implications?

We are moving you from your home because we plan to close and demolish all the flats at Nutfield House. You may be entitled to compensation for the loss of your home, providing you meet a number of conditions around how long you have lived there and the type of tenancy you hold. This is known as **Home Loss**. I will discuss this with you as part of the rehousing process to confirm if you are entitled to this compensation. Home Loss is a fixed sum set by the Government which is reviewed every year. At the moment the payment is £8,100. This figure may change in the future and I will let you know if it does, as well as advising when you can claim the Home Loss payment.

On pages 8 and 9 of this booklet is a copy of the 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 can also help pay for some of the costs associated with moving to a new home. This is called a **Disturbance Allowance** and 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.

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 when you have made a decision on where you want to live.

### **What if I don't want to move?**

We appreciate our decision to close Nutfield House 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?**

We will start talking to you about finding a new home when we meet with you later in the week. We will continue to work with you to find you somewhere that meets your needs and you'd be happy to move to. We appreciate this will depend on a number of factors such as your housing and care needs, where you want to live and how quickly a home becomes available that meets your needs.

When I visit you, we can discuss your needs and preferences and I can explain the process to you. I am here to help you work through your options and support you to make the right choice.

### **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.

## **Can I move back?**

Unfortunately, there will be no option to move back. We haven't yet created a plan for the new homes we propose to build on this site. It is still early days in the process, and as I mentioned earlier, our priority right now is to support you.

## **What size home will I move to?**

This will depend on your current circumstances. 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.

## **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 block?**

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.

## **What happens next?**

I am visiting all customers affected by the regeneration proposals. I will arrange for regular updates with you and will be available as usual on site.

You can also email [regeneration@bromford.co.uk](mailto: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](http://www.bromford.co.uk/regen).

## **How will you support me?**

I will support you in any way I can. This will include supporting you to move 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 on the following page:

I need to ask about...

## Home Loss Payment Claim Form

Please return this form to your scheme manager

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

First name: \_\_\_\_\_ Second name: \_\_\_\_\_

Current address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

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

\_\_\_\_\_

Postcode: \_\_\_\_\_

Were you the legal tenant if 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**

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 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 a 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 six 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 after possession of the property has been surrendered, ie keys handed in and property vacated.