



Curry Rise & Bray Road

Community lettings and estate management handbook

A guide for residents moving into a new redeveloped home on the estate



May 2024

Contents

1. Introduction	1	4. Information about your move	12
2. The rehousing process	2	4.1 Sign-up	12
2.1 Housing Needs survey	2	4.2 Help and support with moving	12
2.2 Size of your new home	3	4.3 Compensation and disturbance payments	13
2.3 Allocating new homes	4	4.4 Disturbance costs	13
2.4 Resident Preferences	4	5. Estate management	15
2.5 Parking	5	5.1 Construction Management	15
2.6 Right to return	5	5.2 Management of void properties	16
2.7 Decanting (affected blocks / Phase 1)	5	5.3 How will my home be managed?	16
2.8 Split household moves off the estate (affected blocks / Phase 1)	6	5.4 Caretaker	16
2.9 Urgent moves	6	5.5 Estate Regulations	16
2.10 Temporary and Permanent Decants	7	5.6 Pets	16
3. Your new home	8	5.7 Parking Management	17
3.1 Resident choice in design	8	5.8 Defects	17
3.2 Your property allocation	8	5.9 Reporting repairs	17
3.3 Viewing your home	8	5.10 Anti-social behaviour	17
3.4 Tenancy Agreement	8	6. Further information	18
3.5 New Rent	10	6.1 Phasing and timeline	18
3.6 Service Charge	10	6.2 Keeping you updated	19
3.7 Council tax	11	7. Frequently Asked Questions	20
3.8 Utility bills	11		
3.9 Help with housing costs – Benefits	11		

You can also find information on the Curry Rise and Bray Road project website:
www.curryandbray.commonplace.is

Who can help me to understand what this means for me?

If you have any queries on the content of this handbook, or need help to understand it (including translation into another language), then please let us know. Additional copies of this document are available on request.

1. Introduction

Our priority is to deliver a comprehensive redevelopment of the Curry Rise and Bray Road estate, transforming the neighbourhood with new high-quality homes and delivering estate wide environmental and landscape improvements. We will deliver the majority of new social rented homes in the first phase of the redevelopment, minimising disruption, and enabling the rehousing of existing residents in the quickest possible timeframe.

We held four pre-ballot consultation events, where we asked residents to provide feedback on your priorities for the estate redevelopment and the community lettings and estate management plan. We appointed engagement experts TPAS as the independent advisors who have supported residents through the consultation process. This booklet is the conclusion of that process.

The community lettings and estate management plan has been reviewed by the resident steering group to make sure the process is fair and simple to understand. This handbook is supplementary to our resident handbook and any other policy documents which set out the full detail of what it means to be a tenant of Notting Hill Genesis (NHG).

This booklet contains important information for assured tenants about the process of moving from your existing home at Curry Rise and Bray Road to a new redeveloped home. The booklet sets out how we propose to manage the rehousing programme fairly and transparently and the additional measures that will be put in place to support you throughout the process. **Please read it carefully and keep it safe so you can refer back to it when needed.**

Contacts

The Curry Rise and Bray Road project team is here to support you throughout the process. If you have any queries, please contact one of the team members listed below:

A dedicated mailbox for the redevelopment consultation project has been set up. This means any emails regarding the redevelopment can be sent to: **millhilleast@nhg.org.uk**

Curry Rise and Bray Road residents can arrange to discuss your circumstances at the temporary estate office at 1 Curry Rise. This office is usually open on Tuesdays from 2-6pm but appointments can be made at other times that are convenient to you.

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2. The rehousing process

We are committed to ensuring the needs of existing residents are at the heart of everything we do. We want to make your move as easy as possible for you and your family. Our approach will be flexible, individual, transparent and fair.

- Where possible residents will move only once, from their existing home into a new home.
- Where residents have to move out of their home on the estate, this is called decanting. If moving off the estate, residents will have the automatic right to return, or can choose to remain in their decant home.
- All existing tenants (usually referred to as 'resident') who are named on the assured tenancy or who have temporarily decanted will be guaranteed a new home on the estate in a property that meets your housing needs.
- Help and support throughout the changes, including financial support via Home Loss and Disturbance payments to ensure you are not out of pocket due to any move we ask you to make
- Vulnerable residents will receive support before, during and after moving home
- Residents' new homes will meet the Mayor of London's quality and size standards
- Ongoing open and transparent consultation and engagement as we develop the masterplan and design of new homes
- We will produce regular newsletters and website updates setting out progress to date and timescales for future stages of the project.

2.1 Housing Needs survey

In early 2024 Notting Hill Genesis completed individual housing needs surveys and reviewed our records to gain an initial understanding of the number of bedrooms required by each individual household.

Prior to submitting a planning application, we will carry out an updated housing needs survey. This will be to verify household member details, where necessary, and to ensure we hold accurate information on your preferences in order to design a new home that meets your household needs.

The evidence we may ask you for your housing need assessment:

- Proof of identification for any household members e.g. a passport, driving license or birth certificate
- Evidence household members have been living as part of your household for at least 12 months e.g. a council tax bill or dated bank statement

- A completed medical form and/or supporting evidence from a medical practitioner
- Information from other services currently supporting you

Data Protection: This information will be held in accordance with the Data Protection Act 2018 and in accordance with the Notting Hill Genesis privacy policy which can be found on our website: www.nhg.org.uk/privacy-policy

Confirming your housing need: Once this assessment is complete, you will receive a follow-up letter confirming the size of home that you will be eligible for and any specific requirements that have been agreed including any extra bedroom entitlement.

Your housing needs survey will inform the Phase 1 building design of your new home. We cannot guarantee changes in circumstances can be accommodated should your bed size needs change during the project.

2.2 Size of your new home

Your bedroom entitlement is calculated according to Notting Hill Genesis lettings policy. When allocating homes, we observe part X of the Housing Act 1985 in relation to statutory overcrowding. We take account of the number, age, gender and relationships of all members of your household as well as any verified medical or care needs. The relevant excerpt from NHG allocation policy is below.

We allow one bedroom for each single adult or couple and an extra bedroom for:

- Any other person aged 16 years or over
- Two children of the same gender under the age of 16
- Two children who are under the age of 10 regardless of gender
- Any other child aged under 16
- A child or adult who requires overnight care from a non-resident carer
- A child or adult who is unable to share a bedroom because of a disability
- Storing disability-related equipment, where this space is needed
- A foster or adopted child

Extra bedrooms:

- If you are living in a home larger than your current assessed housing need, you will be allocated a property with one extra bedroom
- You will also have the choice to downsize to a smaller property (e.g. from a two bed to a one bed)

- If you were decanted and your family members were housed separately under the NHG Household Members Scheme, you will be allocated a new home according to your current housing need

Larger homes (4+ bedrooms): We will work with households that need more than four bedrooms on a case by case basis.

2.3 Allocating new homes

The majority of the new build social rented homes will be built in the first phase of the development.

Using information gathered from the housing needs survey you will be pre-allocated a suitably sized home that meets your needs which also takes account of your preferences, where practically possible.

Allocations of homes will be in priority order:

First priority: existing residents who are living in the next phase for demolition.

Second priority: given to residents who expressed an interest in returning.

Allocations will be made using the following guidelines:

- **One and two bedroom** priority will be given to single people, couples and smaller-sized families
- **Ground floor flats** priority given to the elderly or those with special medical needs
- **Houses** will be allocated to those residents who currently live in a house where the property still meets their needs
- **Tenants who have difficulty with stairs** and haven't been identified as having an immediate housing need for a ground floor home, will be offered accommodation served by a lift
- **Tenants with disabilities** will be offered accommodation suitable for their needs

The Redevelopment Project Team will contact you in writing with your property allocation details, a minimum of 6 months before we need you to move out of your current home.

2.4 Resident Preferences

During the redevelopment consultation we asked residents about the criteria that should be taken into account in addition to housing needs when allocating new homes. In light of this, allocations will also be determined by taking account of the following criteria:

- **Medical needs** (verifying your health condition may be required)
- **Elderly** (age of oldest tenant/s – if a particular type of home is required that would assist an elderly person e.g. ground floor)
- **Tenancy start date** on the estate will be used after the other factors shown above have been taken into consideration.

2.5 Parking

It is a requirement set out by Barnet Council's planning department and the Greater London Authority for new developments to promote sustainable modes of transport and to include low parking provision, with the exception of disabled parking and car club spaces.

The Curry Rise & Bray Road redevelopment proposes an exception to this, for existing residents affected by the redevelopment (including returning decants). The new development aims to provide parking spaces as follows (subject to planning approval):

- One parking space per household for existing tenants (including returning decants)
- Visitor parking

2.6 Right to return

Where possible you will move only once, from your existing home into a new home. If you have had to move off the estate temporarily, from a subsidence affected block or from the Phase 1 development area since 8th June 2023, you will have the automatic right to return if that is your wish.

Household members who take a **separate tenancy** as part of a split household move will not have the automatic right to return to the estate in line with our standard Household Members Scheme and Downsizing policy.

2.7 Decanting (affected blocks / Phase 1)

Where some residents have to move off the estate temporarily, this is called decanting. Those residents will have the automatic right to return if that is their wish.

Homes to be decanted are as follows:

Affected by subsidence:

- 1-23 Curry Rise
- 2-24 Curry Rise
- 1-23 Bray Road
- 49-71 Bray Road

Phase 1 development area:

- 25-47 Curry Rise

The decanting process, which has already begun, involves assessing your housing needs and explaining what help and compensation you can expect, as well as identifying suitable alternative accommodation.

We are committed to making the experience of moving home as simple and convenient as possible. We will offer help and support during your move and do our utmost to meet your housing needs.

All properties which become vacant on the estate will be reserved for use as temporary accommodation for residents who need to move out of the decanted blocks. Rent for these homes will be at the same level as you are paying now.

If there are no vacant properties available on the estate, you will be offered a property off the estate, taking account of your needs and preferences where possible. Rent for these homes may be different.

2.8 Split household moves off the estate (affected blocks / Phase 1)

Housing stock of 3 bed+ properties is very low. Therefore, if you have to move off the estate, we will consider offering households which require a larger property, such as those who have older eligible adults living within the household, a split tenancy to enable this move. This will be in line with our standard Household Members Scheme and Downsizing policy.

Household members who take a **separate tenancy** as part of a split household move will not have the automatic right to return to the estate in line with our standard Household Members Scheme and Downsizing policy.

2.9 Urgent moves

If an urgent move is identified we will offer you a suitable available property and support you with all moving arrangements.

We are aiming to avoid the need for temporary accommodation within a hotel, however if we do not have a suitable vacant property available, we may offer you a move to a hotel on a temporary basis, with another move to property that is more suitable to your needs at a later date.

2.10 Temporary and Permanent Decants

When you move home you will retain your existing tenancy rights, even if you are in a temporary home for a period of time.

At the point when we are arranging your move, you will be provided with two options:

Option 1: Right to return (if you wish to move into a new home on the estate in future)

- You should fill in a 'Request to Return' form when you move out of your property
- You will sign a temporary licence agreement for the time you live in a temporary home (either on or off the estate)
- The housing need of your household will be assessed at the time of your initial move
- When you move back, into your permanent new build home on the estate, you will sign a new assured tenancy agreement

If you change your mind and decide to stay at your temporary home permanently, you will need to notify the Redevelopment Team as soon as possible. You will be asked to sign a 'Right to Return Waiver' form and complete the necessary tenancy surrender/agreement documents to give up your Curry Rise and Bray Road tenancy and confirm your new home as permanent.

Option 2: If you do not want to return to the Curry Rise & Bray Road estate

- You will be asked to sign a 'Right to Return Waiver' form.
- You will be asked to surrender your current tenancy and sign a new assured tenancy agreement.
- The rent, tenancy terms and moving arrangements will be explained to you at the viewing and sign up.

3. Your new home

3.1 Resident choice in design

You will be consulted and involved throughout the estate masterplan design and development process. Floor coverings and blinds will be provided in the new homes. Individual choices for your new home can be made on the following at least 6 months before your move:

- Kitchen cupboard and worktop colours
- Paint and tile colours
- Flooring colours
- Options for open or closed kitchens, with space for a dishwasher

3.2 Your property allocation

The Redevelopment Project Team will contact you in writing with your property allocation details, a minimum of 6 months before we need you to move out of your current home.

3.3 Viewing your home

As soon as it is safe to do so you will be invited to visit your property before you move in. Notting Hill Genesis staff will be on hand to answer any questions you may have.

We anticipate you will be able to visit your home around 6 weeks before your move.

3.4 Tenancy Agreement

If you are an assured tenant of Notting Hill Genesis you will be guaranteed an offer of a new home on the estate, with a new assured tenancy at a social rent level. The new tenancy will preserve the same terms as what you have now. This is set out in the table on the next page.

Tenancy Terms	Current Assured Tenancy	New Assured Tenancy
The right to security of tenure	Yes	Yes
The Right to Acquire	Yes	Yes – prevailing government discounts apply
The right to succession	Yes	Yes – terms set out in your original tenancy agreement will be honoured
The right to have repairs carried out within timescales	Yes	Yes – clause in tenancy agreement
The right to be consulted	Yes	Yes – no changes will be made to the way your home is managed without consulting you
The right to make improvements and receive compensation for them	Yes	Yes – certain improvements with Notting Hill Genesis consent
The right to take in lodgers and sub-let part of your home	Yes	Yes – with Notting Hill Genesis consent
The right to information about the management of your home	Yes	Yes
The right to transfer or exchange your home	Yes	Yes – with Notting Hill Genesis consent
The Right to Manage	No	No – Notting Hill Genesis is required to consult and involve all tenants in decisions that are likely to affect you and there are many ways you can get involved in the running of the housing association

Succession – passing on your home

Tenants have a range of statutory and contractual rights which vary according to the type of tenancy agreement they hold. Your tenancy agreement will set out who will have a legal right to succeed (take over the tenancy) if you die.

- If you die, your tenancy can only be passed on once
- The death of a joint tenant results in a statutory succession for the remaining surviving joint tenant. This is known as survivorship. Legislation provides for one statutory succession, including succession by survivorship
- Some NHG tenancies have contractual succession rights for family members (including children). Any rights you currently have will be preserved when you sign a tenancy agreement for your new home on the Curry Rise & Bray Road estate

All succession applications are reviewed individually in line with the tenancy agreement and our succession policy.

3.5 New Rent

Rents for social housing are regulated by central government. Social Rent is calculated by a formula that takes account of property values and average local earnings, with a cap restriction applied to the formula to ensure rents are affordable.

Key points about rent:

- If the number of bedrooms you need goes up or down, your new social rent will reflect the size of your new home. For example, if you are moving from a 2 bed to a 3 bed your rent will increase for the larger property.
- Housing association rents increase annually in line with inflation.
- Your entitlement to Housing Benefit will not be affected by moving into a new build home.
- New social rented homes are anticipated to be completed in 2028, at which point we can provide accurate rents.

3.6 Service Charge

In addition to the rent you will also be charged a service charge. The service charge payable on your property will depend on its size and whether it is a flat or house. The service charge will be set annually and you will only pay towards the services you actually receive. Examples of services for which service charges have to be paid are listed below:

- Cleaning of communal areas in blocks of flats – entrance hallways, stairs etc

- Grounds maintenance – gardening, sweeping paths, cleaning out bin stores, etc.
- Door entry system operation and maintenance for blocks of flats
- Lift operation and maintenance
- Lighting in communal areas – inside blocks of flats and outside areas
- Maintaining communal digital TV aerials

We are committed to making sure service charges are kept as low as possible. It is not possible to provide accurate service charge figures for the new Curry Rise & Bray Road homes until they have been built.

3.7 Council tax

Council tax is set by the local authority, Barnet Council. The tax band of new properties is not assessed until they have been built, so we cannot confirm at this stage what the council tax of the new homes will be.

If you are on a low income or benefits, or if you are a single occupant, you may be eligible for a council tax reduction. NHG will be able to advise and help you to apply for any benefits you may be eligible for.

3.8 Utility bills

Each individual household will be responsible for their own utility bills. All new homes will have water meters to meet current building requirements. Each household will have their own heating controls and billing meter. You will be able to choose your own electricity supplier in the usual way.

3.9 Help with housing costs – Benefits

Your entitlement to Housing Benefit will not be affected by a change in your new build home.

We will offer support to residents who are claiming welfare benefits (Universal Credit) to ensure they can register their change of circumstances, updating the housing benefit team with your new property details when you move quickly and are not financially disadvantaged.

Important: In 2013 the government made changes to the Housing Benefit regulations that propose a bedroom tax if you occupy a home larger than your needs. Please check the current regulations if this may apply to you and affect affordability of your property.

4. Information about your move

The Redevelopment Team will contact you in writing a minimum of 6 months before we need you to move out of your home.

We have a dedicated Rehousing Project Manager who will support you throughout the process — from start to finish.

4.1 Sign-up

Once you have been successfully allocated your new home, an appointment will be made for you to sign the new Notting Hill Genesis assured tenancy agreement. You will be provided with instructions of the process and information to bring to the sign up appointment. This is likely to include:

- Proof of income
- Proof of address
- Bank statements
- ID for household members

4.2 Help and support with moving

We are committed to making the experience of moving home as simple and convenient as possible. We will offer help and support during your move and do our utmost to meet your housing needs. You can expect the following:

- We will make sure that you understand the moving process
- We will provide you with regular updates that are clear to understand and without jargon
- We will come with you to view your property
- We will come with you to view sheltered or extra care housing for older residents who want to consider moving there
- Removal of furniture and household effects, arranged and paid for by us
- We can carry out special adaptations to new homes if they are recommended by Barnet Council's social services.
- Packing services for older and registered disabled tenants
- Co-ordinating care packages for tenants currently receiving health or social service support

- Redirecting mail for up to six months after you move
- Settling you into your new home – we will visit you within one month of moving to ensure you have settled in well
- Processing your home loss and disturbance payments
- Supporting tenants who may need greater practical and emotional support during a move, including liaison with other agencies and utility suppliers
- Translation service

4.3 Compensation and disturbance payments

Assured tenants will be entitled to home loss and disturbance payments in accordance with the Land Compensation Act 1973, as long as you have lived at Curry Rise and Bray Road for at least 12 months and it is your main, or only, home.

The home loss payment is currently at the rate of £8,100.

Home loss payments are paid once, on your first decant. If you have moved off the estate or on site once already, a second home loss payment will not be made if you transfer to a new home on the estate.

Home Improvements: Compensation claims must be made in writing to your Housing Officer, along with supplying supporting information such as NHG written permission for the works, dates of work carried out, receipts, photos, proof of cost. Compensation claims will be assessed on a case by case basis and in line with our standard resident improvement policy.

You will be informed whether your improvement is one that qualifies under the Compensation for Improvements scheme. Compensation payable will be subject to depreciation over the improvement's notional life.

4.4 Disturbance costs

Reasonable disturbance payments are also payable, at our discretion, to ensure you are not out of pocket due to any move we ask you to make. Tenants who wish to claim for this must produce evidence of costs incurred.

The following are examples of disturbance payments that you can claim:

- Disconnection and reconnection costs, for example for electrical appliances, telephone and 'white goods' such as washing machines and dishwashers
- Refitting or adapting carpets
- Fitting curtains and blinds

- Redirecting mail for up to six months

Disturbance payments are generally made after the tenant has paid for the services, but direct payments will be possible in exceptional circumstances to avoid undue hardship. These payments will be made in line with statutory eligibility, which may change from time to time.

5. Estate management

A pleasant, attractive and well-kept external environment is a fundamental element in the success of the Curry Rise and Bray Road redevelopment. We want to ensure you are proud of where you live and to this end we are committed to:

- Providing high quality estate services
- Agreeing a new estate management strategy with residents that focuses on community cohesion regardless of tenure
- Creating an attractive place and opportunities for neighbours to meet and interact
- Carrying out regular monitoring and inspections of estate services
- Making sure car parking spaces are properly used by estate residents

5.1 Construction Management

We will submit a demolition and construction management plan to the Council with the planning application. If approved, we expect the Council will include a planning condition requirement that we supply them with more detailed information once we have appointed a contractor. Construction will not take place until Barnet Council approve our construction management methods and will monitor this throughout.

We only appoint contractors who operate a 'Considerate Contractor' scheme, which is a national scheme designed to minimise disruption, promote safety, encourage effective handling of complaints, and provide information on proposed works. The scheme covers:

- Advance notice of work
- Details of site staff, including contracts and site manager, and tenant liaison officers
- Site office and emergency contact details
- Professional and respectful behaviour of staff towards residents
- Complaints procedure
- Safe operation and storage of tools, plant and machinery
- Noise, dust and debris control
- Storage of material and protection of surrounding area
- Site traffic and parking of site vehicles
- Preparation of a safety plan prior to works commencing

5.2 Management of void properties

It is important that Curry Rise and Bray Road does not start to look unloved as residents move out of the affected blocks.

We will keep you updated of our plans to secure the empty blocks once all residents have moved out.

5.3 How will my home be managed?

All tenants are assigned a named housing officer. They will act as your first point of contact for all queries related to your home. In most cases, calls will be automatically diverted to colleagues in our customer service centre if officers are unavailable. This means you should always be able to speak to someone if you need to.

Via your online 'My Account' service you'll be able to manage a range of issues relating to your tenancy or home yourself. For example, you'll be able to raise and track repairs, manage payments and check your balance through My Account. The system also sends automatic notifications to remind you when payments are due to help prevent you falling into arrears.

5.4 Caretaker

To deliver a more comprehensive management service, the Curry Rise and Bray Road estate has a dedicated caretaker which will be retained in the new development. A dedicated space will be provided for caretaker staff.

5.5 Estate Regulations

In addition to your tenancy agreement, you may be asked to agree to abide by a set of "Estate Regulations". These are often referred to as "good neighbour agreements" and are intended to make new developments safe and harmonious places for people to live.

5.6 Pets

You must seek permission in writing from us before you can keep a pet. We normally give permission as long as your home is suitable, and your pet does not cause nuisance or damage. Permission can be withdrawn if this happens, in which case it will be a breach of your tenancy to continue to keep your pet.

We will need to know if you are taking any existing pet with you to your new home and, after moving, you will be required to make sure that your pet(s) do not cause nuisance or damage.

5.7 Parking Management

In order to ensure the car parking is managed correctly in future we will introduce a controlled parking management plan. The parking management strategy will be discussed further with residents prior to completion of the new development and before it is implemented.

5.8 Defects

During the first year of occupation of a newly built home there may be minor settling problems which are known as post-construction defects. These may include things like hairline cracks to the wall and ceilings. Defects are usually the responsibility of the contractor and will be dealt with at no extra cost.

You will be provided with details on how to report defects and timescales for typical defect repairs prior to moving into your new home.

5.9 Reporting repairs

We rely on tenants reporting repairs as soon as they are noticed so they can be dealt with swiftly. Repairs can be reported via My Account if you have registered, or via your housing officer. If you have not registered for My Account, visit **www.nhg.org.uk/my-account**

We operate an emergency repair out of office hours service in the evenings and at weekends.

5.10 Anti-social behaviour

We recognise the serious effect anti-social behaviour has on residents, communities and properties and are committed to addressing, preventing and challenging anti-social behaviour.

Please report any incidents of anti-social behaviour to your Housing Officer.

6. Further information

6.1 Phasing and timeline

The redevelopment will take place in two phases over an estimated period of four years. Most residents will be able to move straight into their new home. However, some households will need to move into a temporary home while their new home is being built.

The estimated project timeline is as follows:

Distribute Community Lettings Plan Booklet	May 2024
Ballot outcome	July 2024
Estate Masterplan design development and consultation events	July 2024 – late 2024
Update Housing Needs Survey	July – September 2024
Inform residents of bed size assessment	October 2024
Planning Submission	Spring 2025
Planning Consent	Autumn 2025
Contractor starts on site	Anticipated Spring 2026 (to be confirmed once contractor appointed)
Occupational Therapist assessments (where necessary)	6 months before handover (to be confirmed once contractor appointed)
Complete pre-allocations process and inform residents	6 months before handover
Resident interior choices	6 months before handover (to be confirmed once contractor appointed)
Resident views allocated property	At least 6 weeks before handover
Resident moves into new properties	Anticipated 2028 (to be confirmed once contractor appointed)

6.2 Keeping you updated

The Curry Rise & Bray Road team is here to help you with any queries you may have. They will be available to provide support and assistance throughout the redevelopment of the estate.

As new information becomes available it will be published in newsletters and circulated at meetings and drop-in surgeries on a regular basis throughout the project, helping you to keep up to date with progress and events.

The resident steering group will also continue to represent the interests of residents of Curry Rise and Bray Road affected by the redevelopment proposals.

Project website:

www.curryandbray.commonplace.is

Notting Hill Genesis Website:

www.nhg.org.uk

7. Frequently Asked Questions

What if I want to move before the new homes are built?

Priority moves are taking place from the blocks listed in section 2.7 (page 5). If you are not in one of these blocks and have registered for a transfer you will need to bid for available properties on Locata Home in the usual way. If you would like to discuss a transfer application, please contact your Housing Officer.

What if I have decanted and decide not to return to the estate after all?

If you change your mind and decide to stay at your temporary home permanently, you will need to notify the redevelopment team as soon as possible. You will be asked to sign a 'Right to Return Waiver' form and complete the necessary tenancy surrender / agreement documents to give up your Curry Rise and Bray Road tenancy and confirm your new home as permanent.

Do I have a choice over where I am moved to?

We are taking account of the housing needs of the estate in the redevelopment proposal so there will be a range of property sizes to accommodate residents. The majority of the social rented homes will be built in Phase 1. The decanting process involves assessing your housing needs and preferences and we will do our utmost to make sure the property you are allocated takes account of this. More information on the allocation process can be found in section 2.3 and 2.4 (pages 4-5)

Can I appeal if I don't agree with the new home I have been allocated?

Yes, you have the right to appeal to understand why a decision was made. The Housing and Redevelopment Team will review your case. If you are still not happy then you can make a formal appeal to the NHG Lettings Appeal Panel.

What if I refuse to move?

We will provide help and support to ensure that you have all the information explaining why the move is necessary. If you still refuse to move after all the support, we will need to start a process to ensure the property is vacated. A last resort would be:

- Serve a Notice of Seeking Possession on the property
- Make direct offers of suitable homes for you to move to
- Apply to the Court for possession to facilitate redevelopment of the estate
- Apply to the Court to appoint a bailiff to ensure that NHG gain possession of the property

What if I have a complaint about the service?

Our team will make every effort to meet your needs and preferences wherever we are able during the rehousing process. If you are unhappy with any of the decisions that have been made or the support you have received, you should speak to your Rehousing Project Manager in the first instance and we will work with you to resolve this.

You can use the NHG complaints procedure as normal.

Who will monitor this process of moving to new homes?

The Curry Rise and Bray Road Redevelopment Team will oversee the rehousing process along with support from your Housing Officer. We will be in regular contact with residents in the process of moving and the Resident Steering Group to ensure a high level of resident engagement and satisfaction. Taking account of feedback and recommendations we will make changes to the moves process where and when required.

Will Housing Benefit cover the rent levels for the new build homes?

Yes, the new rents and service charges will be eligible for Housing Benefit.

How long will it take for me to receive my Home Loss and disturbance payments?

You will be asked to fill in a home loss payment form and provide your bank details. Once the keys to your old home have been returned to your Housing Officer, they will be responsible for ending your tenancy, checking your final rent account to see if there are any rent or service charge arrears. They will deduct any rent arrears from your Home Loss payment and then send a request to our Finance team. This usually takes about four weeks but can take up to six weeks.

Home loss payments are paid once, on your first decant. If you have moved off the estate or on site once already, a second home loss payment will not be made if you transfer to a new home on the estate.

We will pay disturbance payments on receipt of invoices. It normally takes four weeks to make a payment.



Curry Rise & Bray Road