



Gilbeys Yard and Juniper Crescent Residents' Charter

Foreword

In 2017 we started consulting you about the various options for the future of Gilbeys Yard and Juniper Crescent. As part of the process we worked with residents and Camden Council to set out the objectives for the consultation, making sure your feedback was reflected in the emerging options.

At the end of the options appraisal process the preferred option was in favour of redevelopment and since then we have worked together with your Resident Steering Group to draw up this Charter.



This influential group of residents from both Gilbeys Yard and Juniper Crescent was elected in June 2018 and we are very grateful for their ongoing involvement and commitment. Working collaboratively with them provides an invaluable resident perspective, insight and feedback and they continue to be an integral part of the process, which we are very grateful for.

A handwritten signature in black ink, appearing to read 'Richard Hill'.

Richard Hill

Chief Executive Officer, One Housing



The Charter is an important document, which is intended to provide you with reassurance by setting out clearly and transparently our commitments to residents with an assured or secure tenancy living in Gilbeys Yard and Juniper Crescent if the estates are redeveloped.

Below is a summary of the key commitments. You will find more detail about each one in this booklet.

- 1. New Homes:** You will be offered a brand new home within the new scheme, where you will have your own private outdoor space (garden, balcony or terrace).
- 2. Your Rent:** Your rent level will not go up as a result of the redevelopment, unless you move to a larger home.
- 3. Your Tenancy:** Your tenancy and rights will be the same in your new home as they are now.
- 4. Compensation:** We will pay you compensation to cover costs and the disturbance of moving.
- 5. Disruption:** We will make every effort to keep disruption to a minimum and will do all we can to ensure residents only have to move once.
- 6. Consultation:** We will consult you on proposals for the new development throughout the process, using a range of methods so you can influence things in ways that best suit you.
- 7. Quality:** The new homes will be built to the latest standards and be energy efficient.
- 8. Moving Away:** If you would prefer to move away from Juniper Crescent or Gilbeys Yard we will support you to secure a permanent home from our existing properties when a suitable home becomes available.
- 9. Support:** We will provide extra help for older or vulnerable residents or those with support needs.
- 10. Home improvements:** If you have made improvements to your home, you may be able to claim for costs incurred.
- 11. Delivering Your Objectives:** We will deliver the development objectives that were agreed with residents as part of the options appraisal process.

1. You will be offered a brand new home within the new scheme, where you will have your own private outdoor space (garden, balcony or terrace)

All assured and secure tenants will be offered a new home on the estate, where you will have your own private outdoor space. You will be offered a new home with the same number of bedrooms as your current home, unless you are under-occupying* your home by more than two bedrooms or if you are overcrowded**.

***Under-occupying**

If you live in a home with one more bedroom than required, the new home you are offered will also have one more bedroom than required.

If you are under-occupying your home by two or more bedrooms, you will be offered a new home with one more bedroom than required. You will also receive a one-off payment of £500 per bedroom that you give up.

****Overcrowded homes**

We will do everything we can to offer a larger home that meets your household's needs.

2. Your rent level will not go up as a result of the redevelopment, unless you move to a larger home

Your rent will remain at the same level as in your existing home if you move into a home with the same number of bedrooms in the new development. If the home you move into is smaller, due to under-occupying, or larger, to alleviate over-crowding, your rent will change accordingly.

Service charges may change, depending on what services are provided, however we will work to minimise costs wherever possible during detailed design work.

Please note that Camden Council is responsible for setting and collecting Council Tax.

3. Your tenancy and rights will be the same in your new home as they are now

If you move to a new home on the estate, your tenancy will remain the same as it is in your existing home and you will continue to benefit from all the same associated rights.



4. You will receive compensation to cover costs and the disturbance of moving

Under the Home Loss Payment (prescribed amount) (England) Regulations 2014, residents who have lived in their home for a minimum of one year are entitled to compensation for the loss of their home if they have been permanently displaced as a result of improvement or redevelopment. It is a flat rate which is set by the government.

At the time of going to print, the rate per household is £6,300, however the amount is reviewed by the Government annually. Outstanding payments due, such as rent arrears, will be offset against the Home Loss Payment offered.

Under the Land and Compensation Act 1973, residents are eligible for a 'disturbance payment' to cover reasonable costs of moving. We will make a disturbance payment to cover the following:

- Disconnection and reconnection of appliances and utilities
- Removal costs
- Other reasonable expenses

You will need to provide receipts for any claimed items.

5. We will make every effort to keep disruption to a minimum and will do all we can to ensure residents only have to move once

We will carry out the redevelopment in phases in order to minimise the number of moves you need to make, making every effort to ensure that you only have to move once. We will organise and pay for removals on your behalf, whether you move into a new home on the development or elsewhere.

All of our contractor partners are signed up to the Considerate Contractors' Scheme, which demonstrates their commitment to minimising inconvenience and making sure residents are kept well informed about activity.

6. We will consult you on proposals for the new development throughout the process, using a range of methods so you can influence things in ways that best suit you

Regeneration can only succeed if residents are at the heart of discussions, designs and delivery. That's why we have consulted you about possible options for the future of Gilbeys Yard and Juniper Crescent. We have incorporated your feedback into the emerging plans and will continue to do so as we work towards submitting a planning application to Camden Council.

We will continue to consult with you using a range of channels, including further drop-in events, regular newsletters, workshops, and via our website (www.onehousing.co.uk/juniper-crescent-gilbeys-yard)

7. The new homes will be built to the latest standards and be energy efficient

As well as providing brand new homes we will deliver significant environmental improvements, with more shared communal spaces, improved security and private outdoor space for every home. All of the new homes will be insulated and built subject to all current building regulations. This means they will be more energy efficient than existing homes, which will result in reduced energy consumption. Proposals still need to be developed further during the detailed design stages where we will work to minimise costs where possible.

8. If you would prefer to move away from Juniper Crescent or Gilbeys Yard we will support you to secure a permanent home from our existing properties when a suitable home becomes available.

If you would like to move elsewhere, either to another home in the borough of Camden or further afield, we will support you with any offer of a new home from our existing properties when they become available. Although this may take some time to achieve, we will make every effort to find you somewhere suitable.

9. We will provide extra help for older or vulnerable residents or those with support needs

We will provide support and advice

to all residents throughout the process. For residents who may have specific support needs or a level of vulnerability, we will provide extra help which is tailored to their individual circumstances. There will be dedicated One Housing staff who will be responsible for supporting residents throughout the process to make it as smooth and straightforward as possible.

10. If you have made improvements to your home, you may be able to claim for costs incurred

If we gave written consent for you to carry out improvements to your home, you may be able to claim for costs you incurred.

11. We will deliver the development objectives that were agreed with residents as part of the options appraisal process.

The five areas that we agreed specific objectives for cover housing, the environment, accessibility, wellbeing and economy.



The next steps...

1. We are working with your Resident Steering Group to further develop these commitments into a formal Landlord Offer, which will include detailed information on the proposed redevelopment.
2. We will provide all residents who are eligible to vote (i.e. all residents with an assured or secure tenancy) with a copy of the Landlord Offer
3. A ballot will be held where you will have the opportunity to vote on whether you are in favour or not of redevelopment, as described in the Landlord Offer. The ballot will be run by an independent third party.
4. If the majority of residents vote in favour of redevelopment, we will submit a planning application to Camden Council, based on the detail of the Landlord Offer.
5. If the majority of residents vote against redevelopment, we will review all feedback before taking a decision to either revise our objectives or reconsider plans for future redevelopment.

What is a Landlord Offer?

Residents need to have enough detail about what is being proposed in order to make an informed decision about the future of their estate in the ballot. This is where the Landlord Offer comes in. It covers the overall vision, priorities and objectives for regenerating the area, some of which still need to be developed during the design process and will include detail on:

- The number and type of new homes, including 'tenure' type (i.e. indicative rent, shared ownership, private sale, etc)
- Internal layouts, design and space standards
- Services and amenities
- Indicative service charges (based on services and amenities agreed during the detailed design process)
- Green, open spaces, communal areas, their uses and security
- Anticipated rent and service charges (based on services and amenities agreed during the detailed design process)
- Parking
- Phasing, timescales and 'decanting' (i.e. permanent and/or temporary moves during and after the demolition and construction phase)
- Requirements of partners involved in the regeneration



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One Housing
0300 123 9966 or 020 8821 5300
onehousing.co.uk

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