

AVENUE

ROAD

ESTATE

Avenue Road Estate
Residents' Charter (Draft)
2022

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Waltham Forest



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Introduction to the Residents' Charter

The Residents' Charter is a commitment from London Borough of Waltham Forest which sets out what residents can expect from the council during the regeneration process of the Avenue Road Estate.

The Avenue Road Residents' Charter has been developed in partnership together with London Borough of Waltham Forest (LBWF), Avenue Road Residents' Regeneration Group (RRPG), and by NewmanFrancis the Independent Tenants' & Residents' Advisors (ITRA).

This charter will be a live document which will be reviewed and updated after each stage & phase of the regeneration process, together with the Avenue Road Residents' Regeneration Project Group which is made up of residents living on the estate.

Summary of the Residents' Charter

The 15 key commitments which the council have made to council tenants and will be kept throughout the regeneration process include:

- 1. Guarantee of a new home** – You will be guaranteed a new home on the Avenue Road Estate, should you wish to stay on the estate.
- 2. Moving off the estate** – If you wish to move off the estate, you will receive priority on the council's housing register for a home that meets your needs elsewhere within the borough in line with the phasing programme.
- 3. Meeting your Needs** - Providing a new home that meets the needs of your household in line with the Council's allocation policy (i.e. number of bedrooms). If applicable, the council will also adapt your newly built home to your needs to meet any known health or disability requirements.
- 4. Security of your Tenancy** - Should you move into a new home on the Avenue Road Estate or move to another council property elsewhere in the borough of Waltham Forest as part of the regeneration decant process, your tenancy will remain protected as well as your Right to Buy.
- 5. Rents & Service Charges** - The council are committed to charging reasonable rents for secure tenants in its own housing stock in line with government guidance and the Rent Standard as set by the regulator of social housing. Service charge cost will be calculated and set dependent on the cost of services provided for each block on the new development. The council will work with residents to ensure that service charges are affordable
- 6. Compensation** – Compensation will be provided for each household having to move, including the statutory Home Loss Payment and Disturbance allowance. The Home Loss Payment is currently set at £7100 as of October 2021 (set by the government and reviewed annually). Disturbance allowance is based on your household's current bed size and will cover the costs of moving, as well as disconnection & reconnection of utilities (i.e. gas or electric), or redirection of post etc.

7. **Support with Moving** - The council will provide residents with support with the moving process, including the services of a removal company (the cost of which will be covered by part of your disturbance allowance).
8. **Private Outdoor Space** - Provide private outdoor space (i.e. balcony) for all new homes on the Avenue Road Estate.
9. **Fittings & Fixtures** - Provide residents with options on fittings and fixtures for their new homes on the Avenue Road Estate (i.e. flooring, kitchen colours)
10. **Space Standards** – more information to be added once detailed designs are available
11. **Maintenance of the existing estate & homes** - Continue to provide a good repair service to maintain existing homes, communal areas, and other areas on the estate throughout the course of the regeneration.
12. **Community Facility** - Work with the Nexus Centre to re-provide a community facility on the new estate.
13. **Creating Opportunities** - Creating local jobs, training and apprenticeship opportunities for residents living on the Avenue Road Estate as well as the wider community in LBWF.
14. **Communication** - Keeping residents well informed throughout every step of the regeneration process.
15. **Leaseholder Support** - The council are also committed to providing support for leaseholders with the rehousing process throughout the regeneration (see *Resident Leaseholder Rehousing Process* section)

Background Information

Why is the regeneration happening?

The Avenue Road estate was built in the early 1960s using Bisson concrete panels. This was a quick way of building which helped solve the severe housing shortage at that time.

Today, maintenance costs on the estate are high and the flats don't meet modern standards.

The council introduced the concept of redeveloping the Avenue Road Estate to residents in 2019 as part of our wider strategic aims to improve the quality of homes which residents are living in, as well as provide homes which meets the needs of each household (i.e. solving overcrowding, under-occupation, meeting health and disability requirements).

In April 2020, Cabinet approved Regeneration – and the preferred investment option was for the blocks to be demolished and new homes, a community space and landscaped areas to be created along with other community benefits.

Resident Ballot Process & Outcome

In line with the Mayor's Good Practice Guide To Estate Regeneration (2018), a resident ballot was carried out in January 2021 to determine whether residents were in favour of the proposal for the Avenue Road Estate to be regenerated.

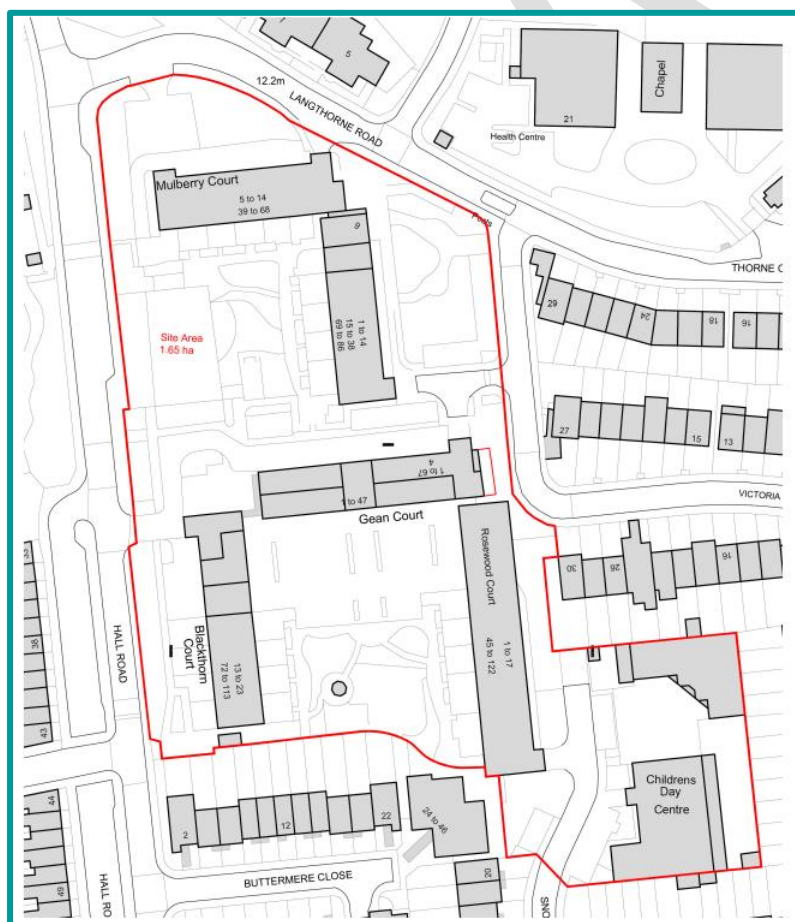
This ballot was carried out and facilitated independently by Civic Election Services. 91.5% of residents who voted were in favour of the regeneration proposal (see breakdown below).

RESULT	No. votes	% of valid vote
Yes	161	91.5%
No	15	8.5%

Number of eligible voters		269
Votes cast by post:	74	
Votes cast online:	75	
Votes cast by telephone	23	
Votes cast by SMS	4	
Total number of votes cast:		176
Turnout:		65.4%
Number of votes found to be invalid:		0
Total number of valid votes to be counted:		176

Red line map (boundary of regeneration site)

Below is a red line boundary map which indicates the areas that will be affected by the regeneration scheme. This includes the Snowberry Centre, Nexus Centre, all existing blocks (Blackthorn Court, Gean Court, Mulberry Court, Rosewood Court), and also the garages.



Proposed Timescales & Phasing Order of Moving

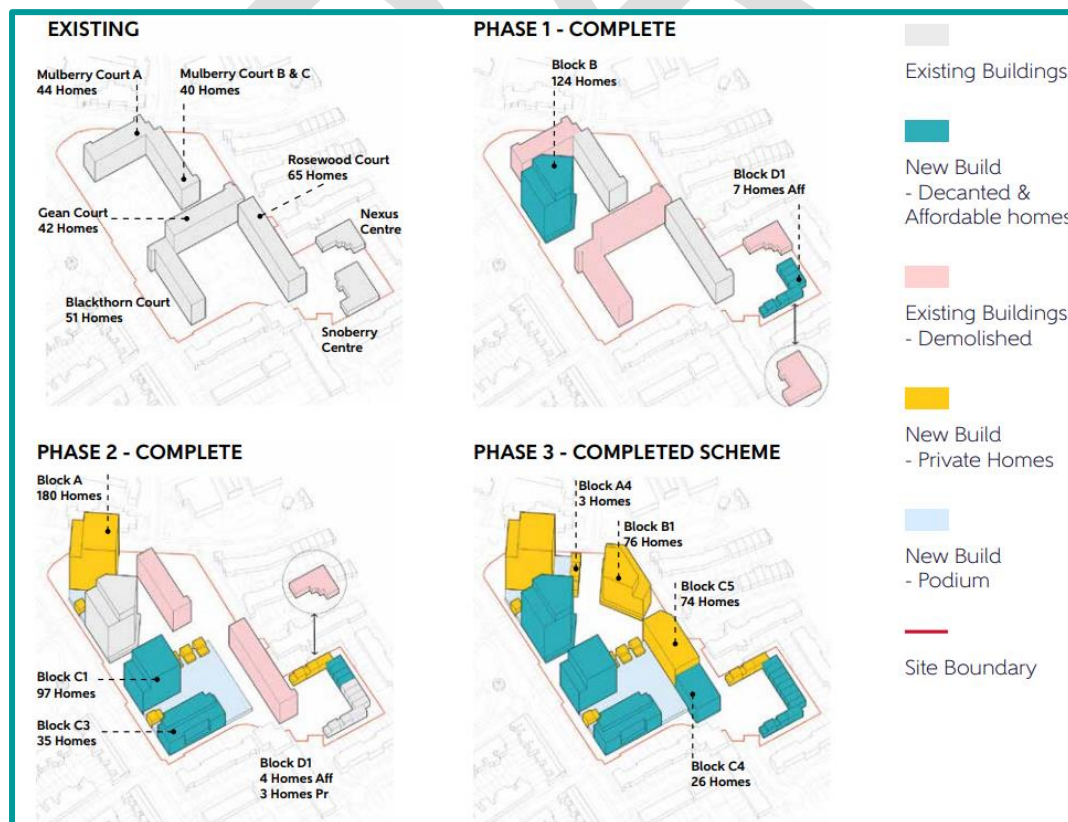
The regeneration scheme will be delivered in 4 phases, which will reduce impacts and save time. The council intend to move residents directly into your new homes as part of a single decant process.

We are aiming to start on site by late 2022, with a plan for the first residents to start moving into their new homes by 2026.

Below are the indicative timescales for the phasing of when residents from each block will be moving into their new homes. The Avenue Road Estate regeneration scheme is expected to be completed by 2030.

Please note that the below phasing programme and indicative timescales are subject to design alterations and planning approval.

Phase	Start	Finish	Blocks to be rehoused at Phase Completion
Overall	Late 2022	2030	<i>See below for a breakdown of phasing programme</i>
Phase 1	2023	2026	Blackthorn Court Gean Court Mulberry Court (North, A) 5-9, 10-14, 39-53, 54-68
Phase 2	2026	2028	Rosewood Court Mulberry Court (East, B&C) 1-4, 4a, 15-20, 21-38, 39-86
Phase 3	2028	2030	N/A



Number of New Homes & Proposed Tenure Split

Below is a breakdown of the number of new homes per phase, including the tenure split.

The council together with the Bellway developer team are proposing to create XXX homes (more information will be added in the below table once there is more detail on the tenure split and no. of proposed homes). There will be no net loss of social housing.

Phase	Social Rented	Private Sale	Affordable Rent	Shared Equity	Shared Ownership	Total
1	TBD	TBD	TBD	TBD	TBD	
2	TBD	TBD	TBD	TBD	TBD	
3	TBD	TBD	TBD	TBD	TBD	
4	TBD	TBD	TBD	TBD	TBD	
TOTAL						

Residents' Key Priorities throughout the Regeneration

In 2019-20, NewmanFrancis (ITRA) carried out a community survey with residents of the Avenue Road Estate to identify residents' key priorities and aspirations for the future of your estate (listed below)

The council and developer are committed to address the following key priorities below, as part of our proposals to redevelop your estate:

1. Safer and secure living environment
2. Better housing management & maintenance
3. Good quality homes that meet the needs of your community
4. Parking facilities
5. Open spaces and private outdoor space
6. Good quality play facilities for young children and toddlers
7. Activities for young people/teenagers
8. Good local facilities and a place for the community to come together

Outline Parking Plan & Strategy

[To be inserted below once more detailed designs are available – Outline Parking Plan & Strategy to be provided]

Outline Tree Plan & Strategy

[To be inserted below once more detailed designs are available – Outline Tree Plan & Strategy to be provided]

Maintenance of the existing estate

The council are committed and will continue to provide a good repair service to maintain existing homes, communal areas, and other areas on the estate throughout the course of the regeneration.

Rehousing Process (Tenants)

The information below highlights how council tenants will be impacted by the regeneration scheme, including details of your rights and options as part of the regeneration process.

Guarantee of new home on the Avenue Road Estate

If you are a social tenant and you wish to stay on the estate, you will be guaranteed to be rehoused into a new home on the redeveloped Avenue Road Estate in line with the proposed phasing programme (see *Timescales & Phasing Order of moving* for more information).

Each household will be rehoused based on their current housing requirements in line with the Council's Allocation Policy.

Options for moving off the estate

If you want to move away from Avenue Road Estate, you will be prioritised on the council's Housing Register for a move when you are given priority decant status.

Priority decant status is awarded in line with the proposed phasing programme dependent on which block(s) will be rehoused next. The priority decant status for the blocks to be rehoused in the 1st phase is expected to be awarded in 2023 (please note that this will be dependent on the approval of the council's planning application).

If you choose to move off the estate, you will need to bid for properties elsewhere in the borough of Waltham Forest and in outer boroughs where we have homes – currently Billericay, Wickford and Woodford Green, and that match your housing need. This will also be dependent on the availability of housing stock at the time that meets your needs in your area of preference.

You can also bid for homes outside of the council & the borough of Waltham Forest should you wish to do so, however this is a process which you would have to do yourself.

Should you be unable to find a home off the estate that meets your needs in the allotted timeframe, as a fallback option the council will still be able to make you a direct offer to ensure that you are rehoused suitably in a home that meets your household's needs (i.e. a new home on the Avenue Road Estate or elsewhere within the borough).

Residents who choose to move off the estate will also be eligible for receiving compensation i.e home loss payment and disturbance allowance (see *Financial Compensation* section)

If you choose to move into another council property off the estate, your Right to Buy is also protected provided that this move is made as part of the regeneration process in line with the phasing (see section *Options to buy a new home on the estate & Right to Buy* for more information).

Right to return

The council intend to deliver the scheme as part of a single phased decant process which means residents will move directly into their new homes once they are built (in line with the phasing programme).

In exceptional circumstances, should you have to move out of your home to allow the development to get underway, you will have a guaranteed 'right to return' to the estate. If this is the case, the Council will confirm this with you in writing.

Support for Older & Vulnerable residents

The council will assess the needs for any older or vulnerable residents to ensure that they are supported throughout the regeneration process.

Support provided for older or vulnerable residents includes:

- Support with completing your housing needs assessment or any rehousing forms
- Help with packing and unpacking
- Handyman support i.e. hanging of curtains, connecting appliances
- Adapting their new home to their needs (i.e. if a resident has a mobility issue, they can apply for a walk-in shower to be installed)

Support from Rehousing Officer

The council will allocate a dedicated rehousing officer for the Avenue Road Estate who will work with tenants to ensure that residents are allocated a home on the new estate which meets your household's needs.

The rehousing officer will also provide support for tenants who choose to move off the estate, in looking for a home elsewhere in the borough of Waltham Forest.

See section *Council's Regeneration Team* for details of your rehousing officer.

Housing Needs Assessments

The council carried out initial Housing Needs Assessments in 2019 to identify future housing needs of residents on the Avenue Road Estate, and to inform the masterplan and detailed designs for the regeneration scheme.

The council's housing team will carry out a follow up Housing Needs Assessment in line with the phasing, prior to residents moving into their new homes, to identify the type of housing (including the number of bedrooms, or health & disability requirements) that will be needed to meet your household's needs.

The housing needs assessment is expected to take up to 1-2 hours, and residents will also need to provide documentation for each member of the household to evidence they are living in the household. This includes formal ID such as a birth certificate, passport or settled status paperwork. Credit references, benefits and other checks would also be made by the council. Once this verification is in place, this would be valid for 12 months.

The Housing Needs Assessments will be carried out with those residents who will be rehoused in the 1st phase around 12 months before they are due to move into their new homes.

Medical Assessment (OT) & Special Adaptations

If you or a member of your household has a disability or a health condition and require a special adaptation in your new home, you may be asked to carry out a Medical or Occupational Therapy assessment.

Your rehousing officer will be able to support you through this process, and they will take a stock of any health or disability requirements in your household as part of the Housing Needs Assessment process.

Overcrowding

If families are currently overcrowded, the council are committed to ensuring that their household is provided with a suitably sized home in line with the council's housing allocation policy. This will be assessed as part of the Housing Needs Assessments process.

Under Occupation

If residents are living in a home with more bedrooms than their household requires, they will be rehoused into a suitable home which meets their needs in line with the council's housing allocation policy.

They will not be entitled to an additional bedroom further to their housing need.

In addition to the Home Loss Payment & Disturbance Allowance provided by the council (see *Financial Compensation* section) - a decanted tenant moving to a smaller property on a permanent basis may qualify for an under-occupation incentive.

This may take the form of a cash payment or help with removal arrangements. Full details of the current incentive scheme can be obtained from the council's Rehousing Team.

Allocations Process

The council are committed to providing you with a new home on the Avenue Road Estate which meets your household's bedroom needs.

In line with the housing allocations policy, the following property sizes will be allocated dependent on the make-up of your household:

Property Size	Example of Household
Bedsit	<ul style="list-style-type: none">• Single person (including pregnant woman) or couple
1 bedroom	<ul style="list-style-type: none">• Single person (including pregnant woman) or couple
2 bedrooms	<ul style="list-style-type: none">• Parent/s + 1 child• Parent/s + 2 children of same sex• Parent/s + 2 children of different sex if both under 10• Applicant + 1 household member (not partner)

3 bedrooms	<ul style="list-style-type: none"> • Parent/s + 2 children of different sex if at least 1 child is 10 or over • Parent/s + 3 children Parent/s + 4 children if <ul style="list-style-type: none"> a) all are the same sex b) 2 of each sex c) 3 of same sex, 1 of different sex, and 1 of each sex is under 10 • Applicant plus 2 household members (not partners) of different sex
4 bedrooms	<ul style="list-style-type: none"> • Parent/s + 3 children of same sex and 1 of different sex who is 10 or over • Parent/s with 5+ children

Adult household members and hidden households will not be considered for a separate home on the scheme.

Options to Buy a New Home & Right to Buy

There will be opportunities for council tenants to buy into a new home on the Avenue Road Estate should they wish to do so.

Your Right to Buy for your current home which was suspended in July 2020 (with the demolition notice) is protected and will re-activate when you move into your new home on the Avenue Road Estate.

Your Right to Buy is also protected if you move into another council property off the estate, provided that this move is made as part of the regeneration process in line with the phasing.

There will also be options to buy into the council's shared ownership schemes on the redeveloped Avenue Road Estate and more information will be available closer to the time.

Right to appeal

The council will provide you with a home on the redeveloped Avenue Road Estate which meets your household's needs.

If you are not happy with the home which is offered to you on the new estate, you have a right to appeal with the council's regeneration team.

The council's team will work with you to explore alternative options if applicable (i.e. find you another home that meets your household's needs within the phase that your block is being rehoused, or a home elsewhere in the borough dependent on the availability of housing stock in your area of preference which meets your household's needs).

You will also have an opportunity to view the home that the council are allocating you on the redeveloped Avenue Road Estate 'off plan' prior to agreeing a move.

Support with moving

The council will arrange for a removal company to help manage your move into your new home and your disturbance allowance will cover these costs of moving (see *Financial Compensation* for more information)

You will also be provided with packaging materials such as boxes, and if required, help with packing.

There will also be a handyman service that will be available to help your household with specific small jobs i.e. re-hanging curtains, connecting appliances such as your washing machine etc.

Financial Compensation

Each household will be entitled to compensation which are known as home loss payments and disturbance allowances.

The level of home loss payments is determined by the Government and is reviewed annually, and any changes are implemented from 1st October. The Home Loss allowance set on 1st October 2021 is £7,100.

The home loss payment will be a lump sum which will be paid directly to the tenancy holder of your household when you move into your new home. Any rent arrears will be deducted before payment is made.

Disturbance allowance is based on your household's current bed size that you will be moving from (see breakdown of disturbance allowance compensation in table below).

Your disturbance allowance will be able to cover any reasonable disturbance costs such as the cost of moving, disconnection and reconnection of utilities (i.e. gas / electric) and the redirection of post. The cost of moving will be deducted from your disturbance allowance.

Residents who choose to move off the estate because of the regeneration will also be entitled to the home loss and disturbance payments, provided that those residents are decanted in line with the phasing.

In exceptional circumstances where residents in later phases are rehoused sooner (i.e. households with overcrowding issues, or any known health issues), you will still be entitled to receive the home loss and disturbance payments provided that your move is made as part of the regeneration process.

Compensation will only be paid to the tenant on the tenancy agreement once they move into their new home. The tenancy holder will need to provide a bank statement to the rehousing team (no later than 3 months) with details of their current address.

In exceptional circumstances, if a household has to move twice as part of the regeneration process, you will be provided with two sets of disturbance allowance.

Bed size moving from	Disturbance Allowance	Home Loss Payment (as of 1/10/2021)	Total Compensation Payable
Studio & 1 bed	£2,091.76	£7,100	£9,191.76
2 bed	£2,770.07	£7,100	£9,870.07
3 bed	£3,366.74	£7,100	£10,466.74

**Note payment amounts are subject to change on an annual basis in October.*

Rehousing Process (Resident Leaseholders)

The information below highlights how resident leaseholders (who own their home) will be impacted by the regeneration scheme.

Rehousing Options (Staying on the Estate)

As a resident homeowner, if you wish to continue to live within the regenerated estate, or locally, you will be given the opportunity to do so. You will be offered a range of options depending on your individual financial circumstances, and qualifying criteria will need to be met to determine which options you will be eligible for.

The set options are:

- 1. Outright purchase** - if you can afford to do so, you can purchase 100% of one of the newly built properties within the development.
- 2. Shared equity** - if you wish to remain within the scheme or nearby estate but cannot afford 100% ownership of one of the new properties but have sufficient capital to purchase 60% of one of the new homes, the Council will agree to a shared equity deal with you. This is where the Council places a charge against the property but where you do not pay any rent on the portion of the property not owned by you.
- 3. Shared ownership** - if you wish to remain within the scheme but don't have the resources for either of the above options, but can afford a minimum of 25% of the value of a new property, then the Council will be willing to enter into a shared ownership arrangement with you. This will require you to pay rent on the portion of the property that you don't own, but you will have the opportunity to increase your ownership of the property when your finances allow.

If none of the set options are appropriate, the Council will explore other options with you.

Rehousing Options (Moving away from the Estate)

If you, as a homeowner, do not wish to live in a home within the newly built scheme or other estate, you will need to sell your home to the Council at market value (plus home loss and disturbance allowance compensation).

The Council will arrange for a valuation to be carried out, which will give you information on how much you can afford to purchase another property and then arrange to purchase a suitable home where you wish to live. Our team will provide advice and support on the house purchase process as and when required

Valuation Process

If you are a resident leaseholder, when the Council need to buy your property, we recommend that you arrange for a surveyor who is an RICS member to visit you and carry out a valuation at your home. The Council will be appointing external valuers to carry out valuations on our behalf to demonstrate a high level of impartiality and the Council will need you to allow them access to your property.

After both surveyors have carried out their surveys they will reach an agreement as to what is an appropriate market value of your property, and the details of the compensation that you are entitled to (See Compensation for more information).

The surveyor's valuations will be based on their independent professional opinion and comparable to current market.

The Council will then make a formal offer to purchase your home based on the agreed market value. The Council strongly recommends that you appoint a suitable surveyor. The surveyor will also be able to assist with your compensation claim.

The valuation surveyor considers the following when assessing the market price of your property:

- The condition of your property, both internal and external
- Any internal improvements, such as new bathrooms and kitchens
- The location of the property and amenities within the area, such as transport links, shops and services
- The housing market in the local area, including recent sale prices

The valuation will be based on the market value of your property at the point the survey is carried out. This is the price the valuation surveyor believes your home would sell for, assuming that both you and the buyer know the facts and are not under any compulsion to buy or sell. In other words, this means that you will receive a comparable price to what your home would have sold for on the open market if it was not as part of a regeneration programme.

Our valuation is based on the principle of equivalence. This means that you should not be better or worse off than before the regeneration proposals

Once you have found a surveyor you will need to get a quotation from them and provide a copy of this to us for approval.

Please make sure your surveyor knows that she or he will only be paid at the end of the valuation process and the claimant has confirmed they have received a copy of the valuation report.

You can find an independent chartered surveyor by visiting the Royal Institution of Chartered Surveyors website at <http://www.ricsfirms.com/> or telephoning them on 024 7686 8555.

Your own surveyor will be able to confirm if the agreed valuation of your property is reasonable or not. If your surveyor does not agree with our valuation, the Council would agree to pay for your surveyor to negotiate on your behalf and will pay their reasonable fees.

The Council will always try to agree terms to buy your leasehold property on a voluntary basis using these valuations. If the Council is unable to secure all interests on a voluntary basis it will implement its Compulsory Purchase Order Powers in order to ensure that the development can proceed in line with our programme (see appendices for the Avenue Road Resident Leaseholder Landlord Offer for more information)

Compensation for Leaseholders

Because the Council want to buy-back your property, it is important that the Council cover the costs of the transaction and not you. This section contains information on the different types of compensation that is available.

Home Loss compensation is compensation that you are legally entitled to if you are forced to leave or give up your home. It is only available to resident leaseholders and freeholders (those who have lived in the property they own for the past 12 months).

Because the Council want to buy-back your property, it is important that the Council cover the costs of the transaction and not you.

This payment is in addition to what you receive from the sale of your home. It is designed to compensate you for the inconvenience, stress and upset caused by the move. Resident leaseholders and freeholders are entitled to receive 10% of the market value of their home, with a minimum payment of £7,100 and a maximum payment of £71,000 (as of 1st October 2021)

Disturbance payments & Claiming Fees for Leaseholders

Disturbance payments/Heads of Claim compensate leaseholders who live in their homes for some costs linked with moving.

You can claim back the cost of the items listed alongside, and the cost of advice from legal and valuation advisors.

- Removal costs
- Redirecting mail (for 3 months only)
- Carpet alterations/replacement
- Curtain alterations/replacement
- Disconnecting and reconnecting appliances
- Disconnecting and reconnecting services
- Moveable fixtures and fittings
- Special adaptations to your replacement home

You can claim reasonable costs for valuation and legal advice. This includes:

- Surveyor's fees when acquiring a replacement property
- Survey fee and costs when transferring an existing mortgage or raising a new one

The Council will provide you with help to enable your move, with additional support offered to you if you have special needs or a disability. Subject to individual circumstances, this additional support can include:

- Assistance will be given with the property transaction and moving home if required, including (for example) how to find alternative properties, dealing with estate agents, etc.
- The Council will pay for re-routing of post for up to 12 months after you move
- The Council will provide reasonable advice, information and support you in seeking rehousing within the UK
- Additional support will be offered during the move if you have special needs or disabilities; such support may include packing and unpacking services at the time of the move and liaising with other agencies such as social services
- Special support will be provided if you are vulnerable or have special needs; the Council will work with you and professional advisers to identify what support you may need

Repayment of outstanding debts

If you as a resident leaseholder owe the Council any money, e.g. Service charges, these will be deducted from the amount you are due to receive from the completion of the sale of your property.

You should take this into account when you work out how much money you have available for buying a replacement property. If any debts are disputed, the Council strongly advise you to resolve this as early as possible as it may affect your ability to buy a new home

Your new home on the Avenue Road Estate

Benefits from your new home

[More information to be added once there are more detailed designs available]

Internal layouts / Designs of new homes

[More information will be added for internal layouts of the new homes, once more detailed designs are available]

Space Standards

[More information on the proposed space standards for 1-4 bed homes, including balcony sizes and wheelchair accessible homes will be added once more detailed designs are available]

Storage

[Information on storage facilities in the new homes will be added once more detailed designs are available]

Choices on fittings & fixtures

[Information on the type of fittings and fixtures that will be offered to residents i.e. flooring, kitchen colours etc.]

Fire Safety

[Information on safety measures, and how the new homes will be designed in line with the new building safety regulations will be added once more detailed designs are available]

Tenancy agreement

Your tenancy will remain protected should you move into a new home on the Avenue Road Estate or move to another council property elsewhere in the borough of Waltham Forest as part of the regeneration decant process.

Your Right to Buy will also re-activate when you move into your new home.

As a general rule, Waltham Forest Council will allow tenants to keep their pets in the new homes. Tenants will be asked whether they have any pets when the Housing Needs Assessments are carried out in line with the phasing programme.

Tenants must comply with their tenancy agreement in seeking consent with Waltham Forest council to keep any animals or pets in their home.

Rents

Local authorities must charge reasonable rents for secure tenants in its own housing stock.

A local authority must also take account of Government guidance and the Rent Standard as set by the regulator of social housing when setting rents. As a secure tenant living in a newly built council home, you will always be a secure tenant paying a social rent.

Social rents are set by a reference to a formula.

The aim of the formula-based approach is to ensure that similar rents are paid for similar properties. The current formula is devised on the basis that rents take account of:

- The condition and location of a property
- Local earnings
- Number of bedrooms in a property

Service charges

Service charge cost will be calculated and set dependent on the cost of services provided for each block on the new development.

The council will work with residents and the Avenue Road Residents' Regeneration Project Group (RRPG) to ensure that service charge costs are affordable.

Council Tax Banding

Council tax bands are calculated on the value of the property you live in at a specific point in time.

The Council Tax band of your new home will be set by the Valuation Office Agency and will also be dependent on the level of Council Tax set each year by Waltham Forest Council, and this will determine your Council Tax bill.

Heating / Electric / Hot Water and other utilities

[Information on how utilities will be managed in the new homes will be added once more detailed designs are available.]

Aftercare

[Information on aftercare will be added once more information is available etc.]

Communal management

[Information on communal management and other facilities i.e. refuse management will be added once more information is available .]

Construction & Redevelopment Process

Construction Process

Considerate Constructors Scheme

Avenue Road Team

More information on the above will be added at a later stage of the regeneration process, closer to the time of start on site:

Social Value Commitments from the Council & Developer

More information will be added once social value initiatives are available from LBWF/Bellway

DRAFT

Resident Involvement

Over the past couple of years, residents have been involved in the regeneration process in helping shape the designs for the Avenue Road Estate.

Residents' Regeneration Project Group (RRPG)

The Avenue Road Residents' Regeneration Project Group (RRPG) was set up in July 2020 during the pandemic by the ITRA. The RRPG is a group that is made up of residents living on the estate. In this group, there are resident representatives from all of the blocks including Mulberry, Rosewood, Blackthorn and Gean Court.

The role of the RRPG is to represent the community throughout the regeneration process, and as part of this they have been meeting virtually with Waltham Forest Council on a regular basis over the past couple of years to discuss topics relating to the regeneration and housing management.

The RRPG will also be responsible for monitoring and reviewing the regeneration process, as well as the residents' charter to ensure that LBWF are adhering to the commitments made to residents in the charter document.

If you are interested in being involved within the RRPG or would like to find out more, please get in touch with the NewmanFrancis ITRA team by calling 0800 644 6040 (freephone) or emailing avenueroad@newmanfrancis.org

Independent Tenants' & Residents' Advice Service

The council are committed to provide residents with an Independent Tenants' & Residents' Advice (ITRA) service throughout the course of the regeneration.

The ITRA are commissioned by the council on a good practice basis to ensure residents have access to an independent and impartial advice.

NewmanFrancis are your current ITRA and their role is to:

- Provide an independent and impartial advice and support throughout the regeneration process
- Help you understand the regeneration process, your rights and options, and how you will be impacted by any changes to your estate.
- Work with your RRPG and facilitate regular residents' meetings.

If you would like to have a conversation with the ITRA, please get in touch by calling 0800 644 6040 (freephone) or emailing avenueroad@newmanfrancis.org

Council's Regeneration Team

If you would prefer to have a conversation with a member of the council's regeneration team, you can contact:

Name	Role	Contact Information
Dianne Obichere	Senior Regeneration Manager	dianne.obichere@walthamforest.gov.uk
[TBC]	Rehousing Officer	[Phone/Email to be added here]

Glossary of Key Terms

Below is a glossary of key terms in the residents' charter (Note: the glossary will be populated once the residents' charter document is finalised)

Term	Definition
LBWF	This term is short for London Borough of Waltham Forest (Council)
ITRA	Independent Tenants' & Residents' Advisors, who are commissioned by the council to provide residents with impartial advice & support
RRPG	Avenue Road Residents' Regeneration Project Group, which is made up of residents living on the Avenue Road Estate.
Resident Ballot	
Council's Housing Allocation Policy	
Home Loss Payment	
Disturbance Allowance	
Priority Decant Status	
Phasing Programme	
Tenure	
Council Tenant	
Resident Leaseholder	
Ecology	
Regeneration	
Social Value	
Right to Buy	
Minimum Space Standards	
Warrantee Period	
Council Tax Banding	
Off Plan	
Hidden Households	
Adult Household Members	
Direct Offer	

Appendices

Below is a list of key documents or websites where you can locate and find out more relevant information regarding the Avenue Road Estate regeneration scheme.

You can also request an electronic copy of a document by contacting your Independent Tenants' Advisors by emailing avenueroad@newmanfrancis.org or calling 0800 644 6040 (freephone).

Key Documents/Websites:	Location:
Avenue Road Estate Webpage	www.walthamforest.gov.uk/avenueroadestate
Residents' Charter	To be added to webpage
Council's Housing Allocation Policy	www.walthamforest.gov.uk/housing/housing-policies-and-guidance
Landlord Offer for Council Tenants	To Be Added to webpage
Landlord Offer for Residents Leaseholders	To Be Added to webpage
Landlord Offer for Investment Leaseholders	To Be Added to webpage
Landlord Offer for Private Tenants	To Be Added to webpage



NewmanFrancis Independent Tenant & Resident Advice Service

For independent advice regarding the Avenue Road Estate regeneration, please contact:

 0800 644 6040 (Freephone)

 avenueroad@newmanfrancis.org

You can also find out more and subscribe to email newsletters online at:

www.walthamforest.gov.uk/avenueroadestate

