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3 March 2017

Dear <name of tenant>

Secure Council Tenants: Please give us your views on the proposed plan for Thamesway Developments Limited to deliver the Sheerwater Regeneration Project.

Under Section 105 of the Housing Act 1985, and as a secure tenant of Woking Borough Council, we have a duty to inform and consult with you on any changes that are likely to substantially affect your housing arrangements.

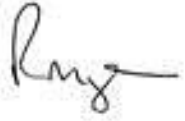
In my letter to all residents, I have explained how the Council was considering taking forward its regeneration proposals for Sheerwater. If Council decides to proceed with the regeneration through Thamesway Developments Limited, secure council tenants will be offered new tenancies from Thamesway Housing Limited, a housing company wholly owned by Woking Borough Council. This is the same approach as was originally proposed under the New Vision Homes proposal, but instead of a new independent company, the landlord will be Thamesway Housing Limited.

Details of our commitment to you are contained within the Sheerwater Community Charter that was sent to you in March 2016. I attach an extract from the Community Charter for the Sheerwater Regeneration which relates to our commitment to secure tenants. A full copy of the Charter can be found on the Council's website at www.woking.gov.uk/sheerwatercommunitycharter

We would like to provide you with the opportunity to give us your views on the Council's invitation to Thamesway Developments Limited to submit its proposals in bringing forward the approved plans for the regeneration of Sheerwater.

Please note: This is not an opportunity to comment on the merits of the project and it is open to secure Council tenants only. Anonymous responses will not be accepted.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ray Morgan', with a stylized, cursive script.

Ray Morgan
Chief Executive

Extract from “Sheerwater Regeneration Council Commitments: A Community Charter for the Sheerwater Regeneration”, published on 14 January 2016.

Chapter: “1.0 Commitments to Council Tenants”, pages 4 to 7.

1.0 COMMITMENTS TO COUNCIL TENANTS

We will work together with Council Tenants in an open and honest way to arrive at decisions that are best for the whole community living in the Sheerwater regeneration area. We will work closely with people in the community to help everyone understand the regeneration proposals and the housing options available. Particular care will be taken to ensure that elderly and vulnerable residents receive the support and advice to help them understand and manage their concerns during the regeneration process.

It is our intention to discuss timescales, moving and rehousing arrangements with each individual household. These detailed discussions will not start until the scheme has received planning permission.

In order to minimise the impact of you moving home, we are making a series of commitments regarding communication, support and rehousing options. These commitments are explained in this document.

We will be on hand throughout the relocation process to answer any queries you may have and understand your personal circumstances to ensure your housing needs are met.

1.1 Our core commitments to you

We will ensure that all Council Tenants living within the Sheerwater regeneration boundary are provided with the appropriate support and assistance to help them understand the

relocation process and to make moving to a new home as simple as possible.

To help you with this, we are making the following commitments.

- We will do everything we can to ensure that anyone currently living in Sheerwater can remain in Sheerwater or has the opportunity to return to Sheerwater should they need to move as part of the regeneration project.
- We will ensure you are given priority status when applying for a new home through the Council's Choice Based Lettings Scheme, known as Hometrak.
- We will ensure your housing and support needs are correctly assessed so you can move to a property which best meets your needs.

We will pay for you to have access to advice through a recognised independent tenant adviser. Any services that the Council pays for must be agreed in advance.

1.2 Engagement and Support

We will provide regular opportunities for you to be informed of and consulted on all issues affecting you during the regeneration process.

Meetings will be held with individual Council Tenants on the specific issues that affect them.

To help you make the best decisions for you and your family, we will ensure that you are fully aware

of the options available to you regarding the allocation of your new home.

We will contact you at least 12 months prior to any moving date to give you sufficient time to make the necessary arrangements.

1.3 Being Open and Honest

- We will ensure that all rehousing options are equal, fair and inclusive of all.
- We will make sure that the compensation process is fair and transparent.
- We will make sure that payments are made quickly.

1.4 Elderly and Vulnerable Tenants

If you are an elderly or vulnerable Council Tenant, we will provide additional help and support during the regeneration process. This could include:

- full packing and unpacking service
- help to claim benefits to which you may be entitled
- ensuring the change of utilities (gas, electric, water etc.) runs smoothly
- ensuring the continuation of your care and support
- ensuring your new property meets your care and support needs.

1.5 Rehousing Options

As a secure Council Tenant living in the Sheerwater regeneration area, you currently pay

a social rent. If you move to a new home of the same size within the regeneration area you will continue to pay a social rent.

As an existing Council Tenant, if you wish to remain in or return to Sheerwater, we are committed to rehousing you in Sheerwater where possible. We will ensure that wherever possible tenants being rehoused only have to move once. However, due to the nature of the regeneration process this will not always be possible and some tenants, wishing to remain in Sheerwater, may have to move twice.

All Council Tenants who have to move will be allocated 'Band B' priority status under the Choice Based Lettings Scheme, known as Hometrak, and the Council will work with you to make a direct offer of alternative accommodation.

If, as an existing Council Tenant, you choose to move away from Sheerwater, you will be given the option to move to suitable alternative accommodation owned and managed by the Council where this is available.

We will give you a minimum of 12 months notice before you have to move from your existing home.

If you currently live in the regeneration area, but make a successful bid for an alternative property via the Choice Based Lettings Scheme before your property is needed for the regeneration project to go ahead, you will not be entitled to a Home Loss Payment or Disturbance Payments.

If you wish to consider moving to a housing association property, the Council may be able to nominate you through one of our preferred registered housing provider partners.

1.6 Property Entitlement

Whatever rehousing option you choose, you will be offered a new home based on your assessed need in line with the Council's Housing Allocations Scheme.

- If you are currently living in an overcrowded property you will be offered a home that better matches your housing need. Your new rent will be assessed based on the new property.
- If you are currently under-occupying a property you will be offered a home that better matches your housing need. In certain circumstances, a property with one additional bedroom will be offered.

If you have another person that the Council has agreed can live with you in your existing home, he/she will be relocated with you.

If you have qualifying adult children living with you in your existing home, they will have the option of moving to a separate property of their own. In these circumstances, each household would be rehoused in accommodation with the correct number of bedrooms for their household size.

If you require adaptations to your property due to your care and support needs, or those of a family member, you will be given a commitment that this will be carried out before you are required to move into a new home. Any necessary adaptations will be carried out in consultation

with the tenant, their relatives, and with the advice of appropriate care and support professionals such as an Occupational Therapist.

If you are rehoused in a new property within the regeneration area you will be able to choose some of the finishes within your new home, including kitchen and bathroom finishes.

1.7 Compensation

Our proposed compensation package is designed to ensure that Council Tenants are properly compensated for moving home.

There are two categories of compensation payments: Home Loss Payments and Disturbance Payments.

1.7.1 Home Loss Payments

As a Council Tenant being rehoused because of the Sheerwater regeneration project, you can claim a Home Loss Payment, which is currently set by the Government at £5,300.

To be eligible for the Home Loss Payment, you must have occupied the property as your only or main residence for a period of one year prior to the date you have to move out of your property.

Any Home Loss Payment you are eligible for will be paid directly to you by the Council. The Council has the right to off-set any Home Loss Payment against any debts you currently owe to the Council.

1.7.2 Disturbance Payments

As a Council Tenant, you are also entitled to receive a compensation package based on the size of your property. The sum you will receive is as set out in the table below.

Studio	£1,600
1 bed	£1,900
2 bed	£2,400
3 bed	£3,150
4 bed	£3,600
5 bed	£3,800

This payment is to cover the costs you will incur in moving home. However, you will not have to produce receipts to claim the payment, and you will receive it even if you have not spent that amount in moving home. These payments will be increased in line with the statutory Home Loss Payment.

The Council will also organise your house move and pay the removal costs provided you move from one secure tenancy to another secure tenancy within Woking Borough.

Disturbance Payments will not be off-set against any existing debt that a tenant may owe to the Council.

1.8 Right to Improve

Some Council Tenants may be able to claim compensation for any improvements made to their existing property, in accordance with Woking Borough Council's Housing Policy. This will only apply where tenants received written permission from the Council prior to any improvements being made.

1.9 Right to Buy

A tenant's Right to Buy accumulated discount will remain with the tenant should they be relocated by the regeneration scheme. The tenant can then choose to exercise their right to buy when they are next in a qualifying Woking Borough Council tenancy.

1.10 Possession Proceedings

It is important to stress that the offer of compensation payments above the statutory minimum will only be available to those tenants who agree terms with the Council without the need for the Council to take legal action.