

REGENERATION

# Living in a Regeneration Area





During consultation in your area, we have worked with residents to determine the improvements that need to be made.

We want to make sure you are fully informed and have all the information you need if you live in a regeneration area.

### **How does Erimus Housing know where change is needed?**

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Every year, Erimus Housing looks at the popularity of our estates to identify neighbourhoods where improvements are needed. We look at a number of issues such as your views of your area and figures including housing, education, crime, health and employment. From this information, we can determine which of our neighbourhoods need action.

Sometimes this may mean properties have to be demolished to make way for better housing or new facilities, meaning major changes to an area.

## **How do you involve tenants and residents?**

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If you live in one of the areas that is to be improved, we will talk to you either in your own home or at community events. We will ask you what you think of your area and listen to your views about what you think could be done to improve your neighbourhood in the future.

## **How do you feed back the results of the consultation?**

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We will make sure you are kept fully informed of the result of any consultation carried out. You may be visited in your own home, receive newsletters or be invited along to a community consultation event where our staff can give you direct feedback.

## **How will Erimus develop plans to improve neighbourhoods?**

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The results of consultation are used to develop regeneration plans and help us find the best possible options to tackle problems and improve the popularity of estates.

Any proposals are agreed by the Erimus Board and once a decision has been made, residents affected by the regeneration plans are visited in their own homes and told what action will be taken.

## **What if I want to get more involved?**

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Please contact your housing liaison and relocation officer who will be happy to give you further information. Details of how to get in touch are at the end of this leaflet.

## What if I need to be rehoused as a result of regeneration plans?

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If your home is in a regeneration area and you need to move, we will do everything we can to help you.

This means we will offer practical assistance to help you move, help you choose a new home, advise you of the financial compensation you are entitled to and be there to support you throughout the whole process.

The questions below aim to answer some of the queries you may have about the process but please don't hesitate to contact us if you have any further questions.

## I've been advised I have to move to another property, what happens next?

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A housing liaison and relocation officer will visit you to answer any queries and help you complete a form to register you on our Homechoice scheme, which helps you find a new home of your own choice. Once the membership form is completed, it can be posted or hand delivered to Homechoice on Corporation Road in Middlesbrough or your local area housing office. It is important that you register as soon as possible.

## What happens once I have registered with Homechoice?

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You will receive a welcome pack and password, meaning you can start bidding on properties you are interested in from the list which is advertised on the Erimus Housing website or in the Homechoice office. You can also pick this list up on a weekly basis from your local area housing office. A list of new properties is produced every Thursday. For further information please see our 'Homechoice; Choice Based Lettings' leaflet or contact Homechoice on freephone 08000 461600.

## Are there any priority groups for rehousing?

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If you are living in a regeneration area and you need to move, you will be given the top priority status for rehousing. You will, however, need to register with Homechoice to be able to access a new property. The earlier you register, the better your chance of getting the property you want.



## Will anyone help me through the bidding process?

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We have a dedicated team to help you through the process. Ring our Homechoice team on freephone 08000 461600 for assistance.

## What if I have special housing requirements or need help?

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If you need specialist/adapted or sheltered accommodation, our dedicated team will contact you to discuss your particular needs in more detail. We may need to gather extra information from your doctor, social services or request an occupational therapy assessment so we can confirm your housing requirements.

If you need any extra support, our housing liaison and relocation officers will be happy to help you throughout the process.



## Am I entitled to any compensation for being asked to move?

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You will receive a home loss payment if you have been in your property for at least a year and you are moving out permanently because of redevelopment or demolition. The payment is currently £4,400 (joint tenants share this amount equally) and is made by cheque once you have moved. Any rent arrears will be deducted from your cheque.

A disturbance payment is also made to give you money towards the reasonable costs of moving home. Disturbance payments are intended to cover the normal expenses of moving home and are assessed on an individual basis and may cover:

- Cost of the removal service
- Cost of refitting carpets and curtains or a contribution towards the replacement of carpets and curtains if they can't be refitted
- Disconnection and reconnection costs for telephones, cookers and washing machines and other fixed items
- Replacement of cooker if not compatible
- Redirection of mail
- Refitting of alarms
- Cost of fitting a television aerial if necessary

This list may not cover all of your individual circumstances but this can be discussed with Erimus Housing staff.

To qualify for a disturbance payment, you do not need to have lived in the property for a year but you must have been the tenant at the time the decision was made to demolish the property. This payment is made by cheque.



## Do I need a bank account?

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It is important to have a bank account for the home loss and disturbance cheque to be paid into. You can open a bank account by taking two forms of identification, preferably a passport or driving licence, along with proof of your name and address to any bank.

Tandem, our money advice service, can help you with this. Please contact us for details.

## I have successfully bid on a property and have a tenancy start date. What happens next?

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We will visit the property you are moving from to carry out your disturbance inspection and to arrange a date for your move to your new home.

## What about gas, electricity, water and telephone?

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You must contact your suppliers to tell them you are moving and to give them your new address. You will need to give your gas and electricity suppliers your final meter reading on the day you move. This is important or you may continue to be charged.

## Do I need to inform the council and Housing Benefit Agency that I am moving?

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It is important to let them know of any change of address to make sure you continue to receive all your benefits.

## Can I leave items in my old property?

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No, you must remove all your belongings from the property. It is important to take all your furniture



when you leave as we may charge a removal fee if we have to clear it.

If you need to dispose of any items, you can call your local council's environmental services to arrange a date for them to be collected. Please ring well in advance of the removal date as the service may request up to three weeks notice.

### **How will Erimus ensure that regeneration areas are maintained?**

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It is important to us that our estates are kept as clean and tidy as possible throughout the regeneration process. We will continue to maintain the areas, cut grass and carry out litter picks as normal.

## How will Erimus know if I am satisfied with the service provided throughout my relocation?

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When you have been rehoused you will be given a satisfaction survey to fill in. This will give you the chance to tell us what you think of the service you have received. Your feedback is important to us as it helps us improve the service we offer you and the results are closely monitored.

## Who can I contact?

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For more information, please contact the Regeneration team on 08000 461600 or log on to our website at [www.irimushousing.co.uk](http://www.irimushousing.co.uk)

Colour coded information leaflets are available for the following services:



CUSTOMER SERVICE

HOUSING MANAGEMENT

SUPPORT SERVICES

REGENERATION

MANAGING YOUR MONEY

REPAIRS AND MAINTENANCE

We will make this information available in other languages, Braille, large print or other formats on request.

**Arabic**

سوف نقوم بتوفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بتسقيفات أخرى عند طلب ذلك.

**Bengali**

আমরা এই তথ্য অনুরোধ করলে অন্যান্য ভাষা, ব্রেইল, বড় হরফ বা অন্য ফন্টে পাওয়ার ব্যবস্থা করব।

**French**

Nous proposerons ces informations dans d'autres langues, en Braille, en gros caractères ou dans d'autres formats sur simple demande.

**Hindi**

आपका मिलने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में उपलब्ध कराएंगे।

**Kurdish Sorani**

ئەگەر داوا بکړیت، دمتوانین ئەم زانیاریانە بە زمانه‌کانی تر، بە بریل (شینواری نووسینی نابینا)، بە چاپی پیتی گه‌وره یان بە شینواری تر، دا بین بکړیت.

**Polish**

Na żądanie udostępniemy te informacje w innych językach, wydrukowane dużą czcionką, napisane pismem Braille'a lub w innym formacie.

**Punjabi**

ਬੇਨਤੀ ਮਿਲਣ 'ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਕਰਵਾਏਗੇ।

**Russian**

Мы сделаем эту информацию доступной на других языках, в виде шрифта Брайля, широкоформатной распечатки или, по требованию, в других форматах.

**Simplified Chinese**

本資訊能夠按需求以其他語言、盲文、大印刷體或者其他格式提供。

**Traditional Chinese**

本資訊能夠按需求以其他語言、盲文、大印刷體或者其他格式提供。

**Urdu**

درخواست کرنے پر ہم یہ معلومات دیگر زبانوں، بریل، بڑی چھپائی یا دیگر بناؤٹوں میں فراہم کر دیں گے۔



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Ref No: RG3V1  
June 2008

