



**Tees Valley
Housing**



Regeneration and Investment

REGENERATION

This leaflet gives you an overview of the work being carried out to improve your home and regenerate the environment where you live.

What is regeneration?

Regeneration means:

- Investing in our existing homes to ensure they meet decent, modern day standards
- Working with communities to develop priorities for improving neighbourhoods
- Tackling unpopular properties and developing options for converting or replacing them in consultation with our residents
- Developing new homes in areas where people choose to live
- Setting and monitoring standards and performance for our repairs and maintenance service.

What about investment in properties?

We hold records and information on all homes so that we know when fixtures and fittings such as kitchens, doors and heating systems need to be renewed. Improvement work to homes is then grouped together so that modernisation work is carried out in a planned way.

How do you identify which homes need work?

Property surveys have been carried out over the last few years to help us make decisions. This information means we can draw up a five year plan based on a number of factors including when the property was last modernised, the age of fixtures and fittings and the condition of various parts in the property.

What about unpopular properties?

We constantly review our homes to ensure they remain popular. Where homes have become unpopular due to their location, condition, property type or size, we have worked with residents to consider a range of options to decide the best course of action.

As a result, we are tackling these issues through converting, investing, demolishing or replacing them.

How are local residents consulted about improvement work?

We take consultation very seriously and involve residents in all parts of regeneration. If your home is on an estate which will be modernised, you will be invited to an open day, where you can meet the contractor and ask any questions or raise concerns.

Further consultation events will be organised after this which will include a tenants' choice event where you will be able to select the fixtures and fittings you want.

What is the Government's Decent Homes Standard?

The Decent Homes Standard means your home has to have:

- A reasonably modern kitchen
- A kitchen with enough space and a decent layout
- A reasonably modern bathroom
- A bathroom and WC in a suitable location
- Adequate insulation against external noise, where external noise is a problem
- A comfortable temperature throughout the year
- Effective insulation and heating

What work will be carried out to my home?

Not every property will qualify for all of the work. One of our surveyors will visit your home and the work to be carried out will be discussed with you after the survey.

We will ensure we tell you exactly what is happening throughout the improvement programme but please contact us for more information if you need to.

Will I have to move out of my property?

No, we will do the work with as little disturbance as possible, although some of the work will be major. Some people choose to stay with family or friends at this time.

If you are aware of any health, safety or medical reasons which could be affected by the work, or any other reason why work needs to be completed earlier or later than planned, please let the contractor's representative know.

Do I have to have improvements to my home?

All the improvement work is being carried out to improve your standard of living. There may be reasons, such as ill health, where work can be carried out at a different time. If you insist that you do not want the work to be carried out, we will discuss this with you.

Will I still be included in the programme if I have applied to buy my property?

No improvement work will be carried out if you have applied to buy your property. We will of course continue to carry out essential repairs as and when they are needed, up until you become the legal owner.

Will there be any improvements to the environment?

As well as modernising homes internally and externally we also look after fences, walls and other estate features we own. To carry out this work we may have to work with the local councils and of course residents affected by the work.

What about my garage?

If you have a garage within the boundary of your property it will be maintained in the usual way until it becomes part of a planned refurbishment scheme. Estate garage blocks will be refurbished or renewed when necessary.

What happens to residents whose homes are being demolished?

If you are a tenant or resident who needs to be rehoused because your home is being demolished as part of a regeneration scheme, we will work with you on a one to one basis and provide as much information as possible to help you move to a new property. We will also give you an information pack that explains what you need to do and what we will do for you.

We will oversee and co-ordinate the process and will be the main point of contact for tenants being rehoused from regeneration areas.

Compass, our choice based lettings scheme, will give people from these areas top priority for rehousing.

If you are from one of these areas, you will qualify for statutory home loss and disturbance payments.

Are we building any new properties?

We want to provide highly desirable homes people want; that's why we are building new homes across a wide area covering North Tyneside to York.

Our new homes have been designed in consultation with residents and our regeneration focus groups and we have used their suggestions and recommendations wherever possible to ensure new homes meet current and future housing needs.

Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively, for Erimus Housing log on to **www.erimushousing.co.uk**

For Tees Valley Housing log on to **www.teesvalley.org**

Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر للكلمة المحلية من أي هاتف محمول

Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेडल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

Kurdish

تکایه ئاگاداران بکۆمه ئهنگەر بۆ تێگههشتنی ئهم زانیاریاته پێویستیت به یارمەتی ههیه. ئهنگەر به پێتی گهوره، زمانێ بریل، یان ههر زمانێکی نیکهت دهوێ، تکایه پهیوهندیمان پێوه بکه له تلهفونی هێڵی زهوییهوه بهیجێ بهرامبهر بۆ ژماره 08000 461 600 یان بۆ 01642 233780. ئهنگەر له تلهفونی موبایلوه بکری ئهوه به پارهیمکی تێدهچێ ههر وەک تلهفونکردنی ناوخۆ.

Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਂਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے پڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر رینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے



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The Government Standard