

## **Frequently Asked Questions for Non-secure tenants at West Hendon**

### **Why do I have to move?**

The regeneration of West Hendon Estate is taking place over several years and the scheme will be delivered in a number of phases.

As the property you are in will no longer be used to provide temporary accommodation, you will need to move when the property or block you live in is required for demolition.

### **Why can't I get a new home at West Hendon?**

In 2002, the Council identified West Hendon as a priority housing regeneration estate.

As part of the proposed regeneration it was agreed that all secure tenants whose tenancies started before January 2003 and whose homes were being demolished would be offered a new home within the regeneration scheme. As you do not have a secure tenancy you are not covered by this agreement and we cannot automatically offer a new home to you.

However, you will be provided with assistance from Barnet Homes to find alternative accommodation elsewhere.

### **When will I have to move out?**

We will move people out gradually and in the same phases as the secure tenants. We will contact you approximately 6-12 months before your property is due for demolition, to assess what your housing need is. If alternative accommodation is offered, the actual notice period before you need to move may be as little as one week.

### **Where will I be moved to?**

This will depend on which properties are available at the time you need to move. We will try to provide but cannot guarantee alternative accommodation in the area you choose.

### **What sort of accommodation will it be?**

You will be assessed according to the criteria in the Council's Allocations Scheme to determine if you are eligible for assistance. It will be a property that meets your Housing needs as assessed by your housing needs officer.

Due to a shortage of housing compared to demand, and to act in accordance with the law, we will often have to place more importance on what you *need* rather than what you *want*, although if we can do both, we will.

It could be "permanent", "flexible" or temporary accommodation owned by Barnet or a Housing Association, or it may be accommodation in the private sector.

You should note that the London Borough of Barnet and many other landlords offer very few "lifelong secure tenancies" anymore. This means that if you are offered a property

owned by London Borough of Barnet you will probably be granted a “flexible tenancy” of either 2 or 5 years duration, after which time your circumstances will be reviewed. Which type of tenancy you are granted and for how long will depend on the properties available at the time. Full details of the allocations procedure can be provided on request or obtained from our website.

**If alternative accommodation is in short supply, how will you decide who to move first?**

We will carry out a “housing needs assessment” for you and your family about 6-12 months before you need to move. You can help us by providing documents and information (such as birth certificates and medical information) when we ask.

You will be placed in one of four bands according to this need, which is summarised in this table:

<b>Band 1</b>	<ul style="list-style-type: none"> <li>• Trade Downs (residents who move from larger to smaller accommodation by number of bedrooms)</li> <li>• Management Transfers</li> <li>• Exceptional Medical Need (equivalent of the old award of 300+ points)</li> <li>• Statutory Overcrowding by 3 bedrooms</li> </ul>
<b>Band 2</b>	<ul style="list-style-type: none"> <li>• Severe Medical Needs (equivalent of the old award of 75 points)</li> <li>• Statutory Overcrowding by 2 bedrooms</li> <li>• OAPs</li> <li>• Above examples MUST include Positive Community Contribution</li> </ul>
<b>Band 3</b>	<ul style="list-style-type: none"> <li>• Severe Medical Needs (equivalent of the current award of 75 points)</li> <li>• Statutory Overcrowding by 2 bedrooms</li> <li>• OAPs</li> <li>• Above examples DO NOT include Positive Community Contribution</li> </ul>
<b>Band 4</b>	<ul style="list-style-type: none"> <li>• Arrears</li> <li>• Possession Orders</li> <li>• Breach of Tenancy</li> <li>• Poor condition</li> </ul>

“Positive Community Contribution” refers to being at work or carrying out voluntary work or be in training for a minimum of 64 hours monthly.

If you do not pay your rent or if you breach any other clauses of your tenancy agreement you will receive a lower priority.

Full details of the allocations procedure can be provided on request or from our website.

### **What do I do if I disagree with your decisions?**

If you think we have put you in the wrong band or have made you an offer of accommodation that you do not think is suitable, you will have the right to appeal. When we make a decision we will always inform you of how you can appeal against it if you want to.

If you are unhappy with an offer made you should first contact the housing officer who has dealt with your case and explain why you think the decision is unreasonable. You will be notified of the outcome within 48 hours.

If you disagree with this decision then you can request a formal review within 21 days. These reviews are carried out by a manager who has not had any involvement with your case so far. Note that the property you have been offered will not normally be kept available during this period so you will need to decide whether or not to move straight away. If you do not move and your appeal is rejected you will have to leave your current accommodation and make your own arrangements.

### **How much notice will I get before I have to move out?**

We will try to give you as much notice as possible, but in practice things can happen very quickly once a suitable property becomes available. You can expect to have at least one week's notice before you have to move out.

### **Will I get any help with paying for a removal company?**

Yes, we will arrange a removal company for you if you need one and the same company can disconnect your washing machine, cooker, etc free of charge.

### **Will I get any other financial compensation for having to move home?**

No.

### **Where can I get independent advice?**

If you wish to obtain independent advice please contact your independent resident adviser at PEP. Feel free to contact Rob Webb on 07730 624358 or email [robert.w@pep.org.uk](mailto:robert.w@pep.org.uk) to discuss any questions or points of clarification you may have regarding your future home.