

Guidance for Thrive Tenants

Relevant to tenants who have been resident for 12 months or more at the property as their only home.

1 Summary

To allow the regeneration to take place it will be necessary for the Council to acquire existing homes and residents to move to alternative homes. This will allow blocks to be demolished and the new buildings to be constructed.

Prior to demolition the Council will acquire the rented property in the affected area owned by Thrive Homes and the tenants will be offered a move to suitable alternative accommodation in line with the South Oxhey Decant Policy.

For most tenants this alternative accommodation will be new housing to be built for that purpose in South Oxhey. In exceptional cases tenants may be able to access existing housing in the district, owned by Thrive Homes or another registered provider, as an alternative. That registered provider would be the landlord.

For a move into a new property this will be let at social rents to those tenants currently paying social rent and the landlord of the new property will be Home Group.

2 Alternative Accommodation

For most tenants this alternative accommodation will be new build housing to be built for the purpose in South Oxhey by Home Group. Tenants living in blocks to the north of St Andrews Road will be the first to move and will be offered new homes to fit their housing need in either in Maylands Road or Hayling Road which are two of the areas proposed for new housing. Tenants living in blocks to the

south of St Andrews Road are in a later phase and will be offered new homes off Bridlington Road.

In rare cases, particularly where housing need has changed over the life of the project, tenants may be able to access existing housing in the district owned by Thrive Homes or another registered provider through the Herts Choice Homes letting system.

3 Home loss, disturbance payments and help with moving

In addition to providing suitable alternative accommodation in most cases the Council will provide assured tenants with a statutory home loss payment, currently £5,300. To qualify for a mandatory home loss payment the tenant must have been living in the original property they are being asked to leave for a minimum of one year by the time they move out and the reason for the move must be redevelopment.

Disturbance payments will be payable as part of the move and new home costs which include reimbursements for: removal costs, redirection of mail up to 6 months per household member, telephone connection, and Sky / Cable TV reconnection if a resident had these in their current home.

In addition Home Group staff will be available to provide help with the practicalities of moving such as organising removal, co-ordinating utilities, benefits etc

4 Resident Choices

Home Group intend to allocate new property as early in the process as possible to allow residents moving into any of the new homes to make choices about the colour of floor covering, tiling and kitchen options.

5 Dealing with housing matters before then

Until tenants move Thrive Homes will still be the landlord and should be contacted in the usual way about all day to day housing matters such as repairs. The Council and Home Group will not be moving tenants to new accommodation until late 2017 at the earliest. If tenants feel they need to move before that, to a larger or smaller home for instance, they should register online on the Herts Choice Homes website but tenants should be aware that the council is unlikely to be able to facilitate a move until nearer to the demolition date.

6 Decant Policy

The process of moving out for redevelopment is known as "decant". The decant will take place in line with the published South Oxhey Decant Policy which will be published shortly on the Three Rivers District Council website on the South Oxhey Initiative page.

7 Further information on the South Oxhey Initiative

The FAQs on the Three Rivers District Council website will be regularly updated including the indicative timescales. You will be contacted in plenty of time to follow the procedures for moving but in the meantime if you have any queries not covered by the FAQs or this guidance note, please contact:

**Davina Imbuldeniya,
Senior Regeneration Officer at
Home Group on 0207 520 2216
or Catherine Cummings at
Three Rivers District Council
on 01923 776611.**