



# Easy Read Cambridge Road Estate Rehousing Policy November 2020

This document has been produced by Involve - a team of Learning Disability Peer Advocates. The full version of the policy can be found at:

[www.cambridgeroadestate.com](http://www.cambridgeroadestate.com)

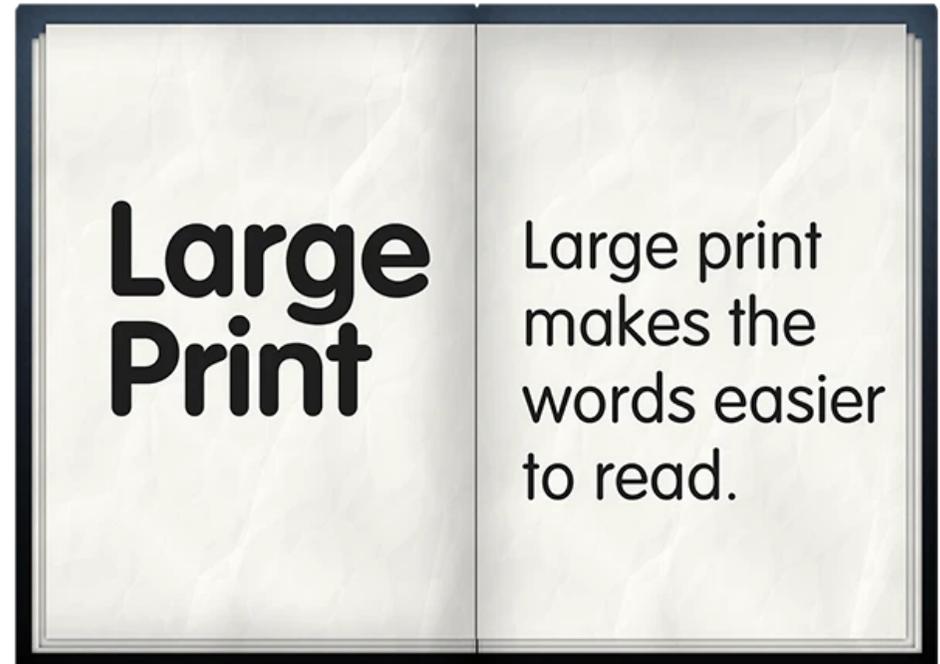
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**If you would like this information in large print or if you would like help from someone who speaks your language (if it is not English) please get in touch with the CRE team on**

**Freephone 0800 304 76 33**

**Email [creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)**



## Introduction

This booklet gives you information on the Cambridge Road Estate (CRE) and how we will help you with your move and your new home.



In March 2020 people who live on the Cambridge Road Estate voted yes to making the estate better.



This means we will knock down the current homes over the next few years. We will build new homes, better green spaces and better community spaces for people.

We will listen to what you want at all times.



## Our promise to you

We know that you may be worried about the changes.

We will make sure that the move is as easy as can be for you and your family.

If you live on the CRE and are a secure or assured tenant of the council or a housing association you have the right to a new home on the estate when they are built.

If you would prefer not to stay we will help you to find a council home somewhere else in the borough of Kingston.

If you live in a home on the CRE that you own, you will have the right to buy one of the new homes on the estate.



## Making sure everyone has a home

We will make sure that, at all times, everyone has a home.

We will work with you to select a home for you that meets your housing needs.

If you live in a temporary home provided by the Council on the Cambridge Road Estate, we will find you a home somewhere else in the borough of Kingston when you need to move.

We will make sure you have a home that is right for you if you have any medical needs or for other reasons.



## COVID-19

The CRE regen team\* is making sure that all the people who live on the Cambridge Road Estate and all staff will be safe at this time and during the building work.

\*This is the team who will help residents find their new homes.

If you are worried about moving home because of Covid-19, please do get in touch with the team on

**Email** [creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)

**Phone** 0800 304 76 33



## The different stages of your move

The work to build new homes will take place in 5 stages over 10 to 15 years. When you will move depends on which block or road you live on.

Most people will only need to move home once. But at the start of the building work, some people may need to move to a temporary home for a short time at the same time as their new home is built.

We will offer you as much choice as possible and support you to make a choice that is right for you and your family.



## 1. We will give you notice:

The team will contact you in writing a minimum of 6 months before we need you to move out of your home.

You will have a support officer to help you with your move from start to finish.



## 2. We will look at what type of home you need:

We will plan a meeting for you with your support officer so you can let them know what type of house you need.

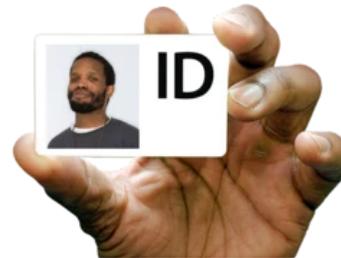
You can let your support officer know about anything you are worried about or anything you would like in your new home.



They will ask you questions about who you live with. This is to help them decide what type of home will be best for you when you move to your new home.

When you meet with your support officer, they may ask you to bring some identification or other documents.

We will keep information about your needs and your move on our system. We will share your information with the CRE team and sometimes with other people who support you. We will only share your information if you have told us you are happy for us to do this and it will only be about your move.



**WVDAA Medical Form**

Applicants Full Name .....  
Address .....  
Registered Disabled Persons Number .....  
Mobility Number .....  
Blue Badge Number .....

Please ask your Medical Practitioner to complete the rest of the form.  
Without this completed form - No disabled permits can be issued.

**To be completed by a Medical Practitioner:**

I certify that.....  
Suffers from.....  
And is incapacitated through.....

But may participate in the Sport of Angling:  
accompanied/unaccompanied (delete as applicable).

Signed ..... Date .....

Address .....  
.....  
.....

Please return this Completed Form with your Application to:

### **3. We will confirm the type of home you need:**

You will receive a letter after the meeting with your support officer. This letter will have all the details of what you have talked about.



### **4. You will choose your new home:**

Your support officer will show you details of the homes you could move into.

They will tell you about the choices you have and how long it will all take.



## 5. You will sign a contract and get ready to move:

When you have chosen where you want to live, we will plan a meeting for you to sign the contract and sort out a moving in date.



## 6. Moving in:

You will be given all the help and support you need from the start to the end.

Your support officer will visit you on the day you move and again a few weeks later.



## Your tenancy and rent

When you move out of your home, your tenancy\* will end.

When you move into your new home, you will sign a new tenancy\* agreement.

\*A tenancy is a written agreement about your housing between you and your landlord. It includes what you pay, looking after your home and other rules.

We will help people who get benefits. We will make sure that they tell the right people about their change of address quickly. This is so that the money they get does not change.



## How we will support you

We will make sure that you have the right support in place to help you with moving home — from start to finish.

We can arrange and pay for your things to be moved to your new home or you can sort this out yourself and we will pay you the money back.

You can choose whether you would like help with packing and unpacking or whether you would prefer to do this yourself.

Your support officer will talk to you about the type of help you might need when you move home.



## Home loss and disturbance payments

You may be able to get money because you will need to move out of your home on the Cambridge Road estate.

A **home loss payment** is money we will pay you because you have to move home due to this work.

The Government decides the amount of money that people can get for a home loss payment and who can have it. It is currently £6500 for tenants.

For people who own their home, it will be 10% of what their home is worth (up to a maximum of £65,000).



A **disturbance payment** is money we pay you to cover the cost of your move if you have paid for things.

This might include getting your mail redirected, replacing or refitting carpets, disconnecting and connecting electrical appliances or other costs.

Home loss and disturbance payments will be made to your bank account when you have finished moving. We will need proof of what you have spent and your bank details.

Your moving support officer will bring some forms for you to sign to say you agree to this when you have a chat about the type of home you need.



## What to do if you are not happy with a decision

If you are not happy with any of the decisions that we have made or the support you have got from us, you should speak to your moving support officer first.



We will work with you to make things better for you. If this does not make things better for you, you can appeal.

You can appeal in writing or in person. You must do this within 21 days of the decision being made.



You can have someone with you to help you if you want to do this in person.

This might be a friend, family member, advocate or resident representative. They can also write in for you or speak on your behalf.

You will get a response in writing within 14 days of when you made the appeal.

**Appeals should be sent to:**

The CRE regeneration team  
2 Tadlow, Washington Road, KT1 3JL

**Email:** [creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)

**Tel:** 0800 304 76 33



## Feedback and making things better

What you think is important to us. We want to hear your views on what has and has not worked well during your move.

We want to know what we can do to make things better.

We will send you a short survey (by post or text message) once you have finished moving.

If you have any other questions before then please do contact the team on

**Email:** [creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)

**Tel:** 0800 304 76 33

