

## Frequently Asked Questions

### 1. Why have you done this Charter?

It's good practice in regeneration projects like this to produce a Residents Charter that gives clear commitments from the Landlord to residents that are significantly affected. (Please see chapters 1, 2 and 4 for more detail)

### 2. What does the Residents Charter cover?

- **Process for moving homes**
- **Options available for residents**
- **Resident compensation**
- **Support from project staff**
- **Leaseholder and Freeholder options**

### 3. What does the Charter say about moving home?

The demolition of homes will take place in 2 phases:

***If a tenant's home in phase 1 is being demolished, they have 2 choices:***

1/ To remain on the estate and move into a suitable empty property in phase 2 and from there move into a new build property on the estate when these are built.

2/ Move off the estate into suitable property that meets their needs. They can either choose to remain in this property permanently or move back into a new build property once all those who chose to remain have been accommodated.

***A tenant in phase 2 of the development also has 2 choices:***

1/ They can remain in their current property and move into a new build home until it's time for their home to be demolished

2/ Move off the estate into suitable property that meets their needs. They can either choose to remain in this property permanently or move back into a new build property once all those who chose to remain have been accommodated. (Please see chapters 5 to 9 for more details)

### 4. What does the Charter say about the compensation people will receive?

Residents will receive 2 types of compensation:

- **Homeless Payment** – flat rate payment currently set at £7800 (Please see chapter 10 in the Charter for more details)
- **Disturbance Payment**- designed to cover all costs that the resident incurs moving home. These are not fixed as individual costs for each household will vary. House moves are also covered by the Council.

### 5. What about Leaseholders and freeholders?

Because Leaseholders and Freeholders are not tenants and have purchased their homes, they will be subject to normal compulsory purchase regulations. The Council is currently negotiating with affected Leaseholders and Freeholders on the estate. (Please see chapters 13, 14 and 15 for more details)

## **6. Why is it the Councils Charter? I thought the estate was managed by the New Park Village TMC?**

The TMC is responsible for the day-to-day management of the estate (including repairs) but the Council is responsible for large scale regeneration and development improvements. Because of this it will be leading the project and making the commitments in the Charter.

## **7. Who has drawn up the Charter how has it been decided? Who is the steering Group?**

In February of 2022 the Council formed the New Park Village Residents Steering group. The steering group is made up of residents, the Independent Tenant Advisor (ITA) and staff from the Council and the TMC.

The role of the steering group is to evaluate, agree Council proposals and project plans alongside resident consultation. (Please see chapter 3 of the Charter for details on the steering group).

This draft Charter has been agreed with the steering group and is now being shared to get resident comments before a final draft is agreed.

We will shortly be looking for more resident representatives to join the steering group. If you are interested in this or just want to know more you can indicate this on the feedback form, contact the New Park Village office or TPAS freephone. (Please see contact details at the end of the Charter)

## **8. Why are you sending this draft out now?**

It is good practice to get the views of all affected residents on the contents of the draft Charter.

Residents can provide feedback by filling in the short feedback form. (Please see the feedback form and covering letter)

The steering group will then draft the final version of the Charter taking any feedback into account. The independent Tenant and Resident Advisor will part of this process.

The Charter cannot cover everything so residents can expect to see more detailed documents and consultation exercises in the coming months. These will have been agreed with the steering group.

## **9. How can I find out more or ask questions?**

In the first instance you can get in touch with us using the contact numbers at the end of the Charter

In the coming weeks please keep your eye out for newsletters, consultation events and info on both social media and Websites. Our aim is to try to give people as much information as possible, maximise your opportunity to input into any decisions and ensure there are projects team members available for you to talk to in addition to independent advice from TPAS.