

# New Park Village (NPV) Residents' Charter



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# New Park Village Redevelopment - Introduction

The redevelopment of Ellerton Walk presents an exciting opportunity to ensure this vibrant community has a bright future. The redevelopment of Ellerton Walk along with a small number of poor quality bungalows and some retail units will bring new homes, a new management office, new green space and play facilities to the estate, while improving the access routes across the estate.

The project will provide a range of different homes offering modern, spacious, energy efficient living. A range of new Council homes for rent, all will be economic to maintain and flexible enough to meet the diverse and changing needs of residents.

The current estimate is to see construction activity start on site in 2024, as set out in the Redevelopment Phase programme on page [6].

The purpose of this Charter is to set out the Council's commitment to New Park Village residents, and how we'll work with residents to minimise disruption.

We recognise it is a challenging time for those directly affected by the redevelopment and will ensure all tenants get the support they need.

## New Park Village Tenant Management Co-operative

The Council is committed to the future of the New Park Village Estate and during the redevelopment project will be working in partnership with New Park Village TMC and its residents. The Council recognises New Park Village TMC as a key partner in the redevelopment process and it will play an important role in helping make the redevelopment a success both during and after the project is complete.

The Council will support the New Park Village TMC in any way it can to develop its own long-term sustainability and its ability to help build the long-term sustainability of the estate and its community through joined up working with a variety of agencies.

# New Park Village Redevelopment Residents Steering Group (NPV RSG)

The New Park Village Resident's Steering Group (NPV RSG) will represent the views of everyone who lives on the New Park Village Estate. The RSG will play an active role in the redevelopment process. It will meet regularly with Council representatives, helping to shape the vision and delivery of the project, and at each key stage will feed into the proposals. The RSG will agree proposals and monitor progress of the redevelopment.

The membership of the RSG will be made up of NPV board members, Council Officers, residents directly affected by the redevelopment and NPV staff. The membership rules are detailed in the terms of reference.

The membership of the RSG will be regularly reviewed to encourage as many people as possible to participate.



# Principles of the Charter

The Council has agreed this Charter with the NPV RSG and in consultation with the wider community for all secure Council tenants, leaseholders, freeholders, and households, who are directly affected by the redevelopment of Ellerton Walk. The Charter follows the Council's published Housing Allocations Policy and takes account of a tenant's right to Suitable Alternative Accommodation (SAA). This will be further supported by a number of bespoke Local Lettings Plans (LLP) which will allow greater priority for decanting residents. A Local Lettings Plan allows for variations to the Council's Allocations Policy.

The Charter outlines a fair and transparent process and the Council's commitment to all residents who will be affected by the redevelopment of the New Park Village estate. (The term 'resident' as used in the Charter is taken to mean Council tenants, leaseholders, and freeholders).

During the rehousing and redevelopment process the RSG will work collaboratively in implementing the Charter and rehousing process.

This Charter has been approved through its governance process; there is an expectation that all stakeholders and organisations and those acting as the Council's agents will act in accordance with the principles, intent and processes contained in the Charter.

All stakeholders can recommend amendments to the Charter in writing. Changes will be considered and consulted upon with the RSG and further consulted upon with residents where appropriate.

The Council will consult with all affected residents about the rehousing process and redevelopment proposals generally. Consultation will be accessible and varied to meet the needs of tenants. Those affected by the redevelopment have free access throughout the project to impartial advice from an Independent Tenant Advisor (ITA) and their contact details are on page 17.

Copies of this Charter will be directly made available to all affected residents of the New Park Village redevelopment. The Charter will also be published on the NPV TMC and TPAS websites and paper copies are available in the New Park Village TMC Office.

# Property Moves and Redevelopment

The Council is redeveloping Ellerton Walk and a small number of surrounding properties, in two phases – Phase One and Phase Two to minimise disruption to residents as much as possible.

It is anticipated that Phase One will be empty by the end of 2023, this will allow for the clearing and preparation of Phase One for demolition to occur during 2024 in readiness for the redevelopment. The Project Development Team will ensure regular communication is maintained with residents to keep you up to date with timescales and the progression of the development.

Below is a summary of the blocks in each development phase:

Phase One 2024/25	Phase Two 2025/26
9 – 31 Ellerton Walk (Block 1)	58-79 Ellerton Walk (Block 5)
172 – 193 Ellerton Walk (Block 2)	124 -145 Ellerton Walk (Block 6)
32 – 57 Ellerton Walk (Block 3)	80 – 101 Ellerton Walk (Block 7)
146 -171 Ellerton Walk (Block 4)	102 – 123 Ellerton Walk (Block 8)
2,4,6 & 8 Valley Road	1-4 Ellerton Walk
5 Ellerton Walk	10,12,14,16,18, 20, 22,24 Valley Road
	29, 31, 33 & 35 Shawbury Road

# Tenants Moving Away from the Area of Redevelopment

The Council will ensure all Council tenants affected by the redevelopment are suitably rehoused. There is a requirement that the Council must take the following into account when tenants are displaced. This is called Suitable Alternative Accommodation. In the event that The Council needed to take possession of a property then by law the Council must be able to evidence that it has made available:

- Properties of comparable security of tenure as the tenant already has and rent is affordable for the tenant.
- Properties that are reasonably suitable for the needs of the tenant and their household for example; the tenant and their family can live without causing it to be overcrowded;
- Properties that are reasonably in proximity to place of work and support networks and otherwise.

This means that you are entitled to be housed in a property that meets your needs, is comparable in terms of security of tenure and rent as well as taking account households need for proximity to work or study as well as household circumstances in terms of support networks such as childcare or caring responsibilities.

All of these factors will be recognised within the Councils Choice Based Lettings (CBL) Scheme and priority given on that basis. It is therefore important that the project team understand the needs of tenants and that housing applications reflect these needs. The Council are represented on the RSG so all members will work to develop and agree a Local Lettings Plan that will allow for properties to be made available and for suitable priority be given to Ellerton Walk tenants.

There will be a range of property types made available in line with eligibility and identified needs and these will be advertised with priority given to households affected by the demolition works on the New Park Village Estate. Priority will be given to those in Phase One in the first instance, with a further round of properties being made available for those wishing to move away from the estate in Phase Two closer to the time of redevelopment.

Where there are 'split' households, for example, households with adult children. Where the non-tenant adult wishes to access their own housing, priority on the housing register will be given to enable them to set up their own home independently.



Tenants who currently under occupy their homes (as per the Allocations Policy) may find they are entitled to less bedrooms in their new property. Any specific need for an extra bedroom, for example, medical needs, can be addressed via an application to medical panel. TMC officers will be able to support with this.

All tenants being rehoused, upon completing an application, will be awarded a high level of priority as per the Allocations Policy. Some tenants will have received additional priority where the individual housing need is greater and has been evidenced.

All homes advertised via the Council's CBL scheme are social homes either owned by the Council or Housing Association's (now known as Registered Providers). Housing Association homes offer an additional option to tenants but there is no obligation to bid for one, if the preference is to remain in a Council owned home. Rents can vary across the city and with other social housing providers.

## Decant within Phases

The development is taking place in two phases, the first blocks to be demolished are blocks 1, 2, 3 and 4 plus 2, 4, 6 and 8 Valley Road. The intention is that those tenants in **Phase One** that wish to remain in the development area whilst their new homes are being built will move into **Phase Two** of the development.

Tenants already living in **Phase Two** are unlikely to need to be decanted as the intention is that enough new homes will be built to be able to move straight into a new home.

Tenants will not need to bid on properties for the proposed decanting, although a full understanding of specific housing needs will need to be gathered. This is so that, the project team can ensure that the households housing need/s can be taken account of. For instance, if there are households with an evidenced medical need, affecting mobility for example, then priority will be given for ground floor properties and dependant on level of need and suitability, the existing Phase Two bungalows.

It is anticipated that there are enough properties in Phase Two of the development to meet the needs of those wishing to remain. Those decanting within the blocks will be moved to a property as close to their current homes size and location as possible.

In the event that there aren't enough properties or individual needs cannot be met, the Council will seek to find suitable alternative housing as close to the area as possible.





# New Build Homes

The Council is committed to offering a 'Right to Return' to all tenants where there is new build accommodation available that meets their needs. It is expected that there will be enough homes available for all those tenants wishing to return, although there could be instances where households circumstances may have changed, and the property type needed isn't available.

The new build homes will be allocated in line with eligibility as set out in the Allocations Policy and the homes will be advertised through the Councils CBL scheme. To ensure priority is given to those wanting to return to the newly developed homes, a Local Lettings Plan will be developed clearly setting out how priority will be given.

Affected tenants who express a right to return to the new build homes will be provided a home at a social rent.

Every effort will be made to ensure that disabled households are able to move directly into a new home that meets their needs.

Those Tenants who decant through the phases and remain in the area directly affected by the redevelopment (homes subject to demolition) will receive first priority for the new build properties. Tenants who move away from the area, but who wish to return will be considered next.

In the event that there aren't enough properties in the first phase of the new build development or individual needs cannot be met, priority will be given to those who have already had to move once. In the event that tenants can't be immediately accommodated in the new build development, the Council will seek to find suitable, alternative housing as close to the area as possible with a view to those tenants moving back as soon as a new property becomes available.

# Right to Review

In all cases, there is the right to request a review after refusal of two offers of property. Any review will take into consideration the suitability of the homes that have been offered. All applicants other than those decanting back through the phases will utilise the CBL scheme so have the opportunity to bid on properties they are interested in. Those decanting through the phases will be supported on a 121 basis to understand their housing need and will in most circumstances decant into a like for like property.

# Forms of Compensation

The two main payments that tenants are entitled to are prescribed under the Land Compensation Act 1973:

- Home Loss Payment
- Disturbance Compensation

Type of Payment	Who receives it?	How much is it?
Home Loss Payment for loss of home	All residents who have a secure tenancy who are eligible.  Assessed on case-by-case basis, advance payments can be made in some circumstances.	Currently £7,800 (02.2023). The amount is set by the Government and is reviewed yearly.
Disturbance Compensation Payment (to reimburse moving expenses)	All secure tenants who move as part of the redevelopment.	The payment covers reasonable costs incurred – see below.

Those residents affected by the redevelopment proposals will receive one Home Loss Payment, less any monies owed to the Council, where relevant this includes rent arrears, ground rent, rechargeable repairs, service charges and garage tenancy arrears. Tenants will be made aware of any debts owing and the Council's intention to deduct them from the compensation payment.

Affected tenants moving from Phase One to Phase Two and taking up a temporary home whilst their new homes are being built will be given the option of taking their Home Loss Payment when they move into their temporary homes or waiting and taking the payment when they move into their new home.

A Disturbance Payment is available for every move made. A claim for payments can be made to cover removal costs, redirection of post, and other eligible costs. For further information contact the Councils Housing Team.



# Home Loss Payments

All secure tenants who have lived in the property for at least one year are entitled to claim a Home Loss Payment if they are permanently displaced as a result of a landlord's redevelopment proposals.

Home Loss is a compensation payment for the loss of a person's home and is not about the cost of moving. The level of Home Loss Payment is set by the Government and is currently £7,800 (Feb 2023). The Government reviews the payment annually. Tenants will receive the payment (minus any deductions) when they move. The payment is claimed by completing a claim form and paid

directly into the tenant's bank account by the Council within 10 working days of the Council receiving the form after they move into the property they have been decanted into.

- Home loss is a one-off payment i.e. it is only paid **once** in the process.

Where tenants have made improvements to their home, with written consent from NPV TMC, the Council will assess and agree a reasonable compensation package.

# Disturbance Compensation Payment

Disturbance Compensation Payments will be made to tenants to cover all reasonable expenses that are associated with relocating to a new home in line with the Government's published guidance.

The Council will make Disturbance Compensation Payments to tenants (and leaseholders and freeholders) being decanted under the provisions of the 1973 Land Compensation Act. The Council can choose legally to make payments under the alternative 1985 Housing Act, Section 26.

The Council will cover the following eligible Disturbance Compensation Payment costs:

- a Hire of a professional removals company with the appropriate insurance cover to guard against damage in removals transit. The Council will appoint and engage the company and pay the removal expenses directly to the appointed company. For the benefit of any vulnerable tenants and/or tenants with a disability, the removals company will provide a full packing and unpacking service.
- b Re-direction of mail for period of up to 12 months.



**c** Disconnection and reconnection of:

- Cooker (gas or electric)
- Washing machine
- Dishwasher.
- The Council will appoint a qualified contractor and pay the cost of the disconnection/reconnection directly.
- Disconnection and reconnection of phone line, extensions and broadband services (This will need to be arranged by the account holder and any charges claimed).
- Re-connection of existing satellite dish for TV reception, if there is not a dish or communal system in place in the new home (This will need to be arranged by the account holder and any charges claimed).

**d** Refitting of flooring. However, it is often the case that it is not always possible or reasonable to refit existing carpets or laminates/wood flooring due to different sizes and layouts. In these circumstances, the tenant can claim for extra replacement carpet or laminate/wood flooring to a value not exceeding [£19per m2]. The Council will pay the fitter directly. The fitter can also advise whether the claim for extra carpet or laminate/wood flooring is reasonable. If the move is to a flat, the tenant can also claim up to £10 per m2. for dense quality underlay for the carpet or laminate/wood flooring [when relocation to flats and apartments].

- Refitting existing curtains into the new home. The general expectation is that tenants are expected to maximize the refitting of existing curtains into the new home. This may involve having curtains taken up if that is practical. The cost of doing this taking up and refitting is a standard, eligible cost. Where it can be demonstrated that existing curtains or blinds will not fit in a new home, residents can choose to purchase and claim for reasonable mid-range price curtains for each window where coverings are required. For this, residents may need to supply dimensions of the windows in both homes.
- The above list is not exhaustive. Tenants can claim for other costs if they can demonstrate the cost was incurred as a direct consequence of being decanted.

Support will be given by the project team to assist in making any claims for Home Loss Payments and/or Disturbance Compensation claims; however, it is ultimately the responsibility of tenants to ensure that a claim is made.

The Council will seek to maximise the use of direct payment of such costs to the company(s) or utility(s) providing the service, so as to minimise the tenant needing to fund the expense their self and then claim retrospectively for it.

Tenants in interim moves or exercising the Right to Return are able to claim disturbance costs for their final move.

All tenants being rehoused as part of the Ellerton Walk redevelopment project can access independent advice on the rehousing process from an Independent Tenant Advisor (ITA) and their contact details are on page 18.

# Commitments to Freeholders and Leaseholders

The Council will need to acquire all the freehold and leasehold properties within the Ellerton Walk redevelopment area, this means buying the properties off the owners.

In all cases, we will pay the independently valued “Market Value” and prescribed Home Loss and Disturbance Compensation payments as set out in guidance from the Department for Levelling up, Housing and Communities *Compulsory Purchase and Compensation Guide 4: Compensation to Residential Owners and Occupiers and Compulsory Purchase and Compensation Guide 1: Compulsory purchase procedure*.

In the first instance the Council will try to purchase properties from their owners voluntarily.

The Council, through its Compulsory Purchase powers, is able to compulsory purchase homes if we are unable to buy them through voluntary agreement under our purchase scheme.

This recognises that leaseholders and freeholders are being unwillingly displaced, and that the valuation will proceed based on assuming that there is a market value that is not reduced by any proposal of development.

The Council warrants that the Compulsory Purchase Order (CPO) route will only be used where all other avenues (i.e voluntary purchase) have been exhausted.

The Council will consult with all leaseholders and freeholders both individually and collectively as needed, through the purchase process.

All leaseholders and freeholders will be visited individually by the Council and/or their agents to discuss the purchase process and any issues that generally and specifically could affect them during the process. Leaseholders and freeholders can access independent advice for all aspects of the Ellerton Walk redevelopment and purchase process from the Independent Tenant Advisor (ITA) and their contact details are on page [18].

The Council will cover the cost of an independent valuation by a RICS surveyor to assist with the purchase negotiation of your home by Council and if required, in the negotiation of the purchase of a replacement home.

Initially leaseholder and freeholders will be contacted by the Councils Housing Development Team, or agents who will explain the purchase process, what this means for their property, the compensation payments and potential options.

The Council will appoint an independent valuation by a RICS surveyor to assist in the purchase process of all required leaseholder and freeholder properties effected by the Ellerton Walk redevelopment. The performance will be regularly reviewed by the Council and monitored by the RSG. In addition to giving an independent valuation of the property for the Councils consideration, the valuation surveyor will advise the leaseholder or freeholder on the process, their options and any issues and factors that may affect the valuation, alongside advice on their entitlements.

The leaseholder and freeholder can also contact the ITA to talk about any issues regarding the process they are not sure about and any further advice they need. The ITA will discuss the issues with them and work with the Council to get a resolution of any issues or queries and facilitate any additional advice they need which is outside the expertise of the ITA working with the Council.

If the leaseholder or freeholder is not satisfied with the property valuation they receive they can appoint their own valuation from a RICS surveyor and negotiate with the council on their behalf. A list of RICS approved valuation surveyors is in the contact section of the Charter. If you require further assistance, please contact the Housing Development

Team. The Council will only pay for the services of one surveyor directly upon completion of sale(s) as per the contract terms. This cost is a standard eligible item of claim for leaseholders and freeholders under Disturbance Compensation Payments.

Leaseholders and Freeholders will be required to appoint a legal representative (Conveyancing Solicitor) to conclude the legal purchase transactions. These costs will need to be agreed and will be met by the Council as part of the Disturbance Compensation Payments and paid directly to the solicitor upon completion.

The Council will provide a summary of the acquisitions across the estate to the RSG.

# Compensation for Freeholders and Leaseholders

**Home Loss Payment:** In addition to the agreed market value of the property, resident leaseholders and freeholders will be entitled to a further 10%, up to maximum of £78,000, of the agreed sale price of their property. This value is reviewed by the Government on an annual basis and will be updated accordingly.

Non-resident leaseholders and freeholders are entitled to claim for a basic loss payment of 7.5% of the selling market value.

The Council can offset some of the Home Loss payment against any monies owed to the Council by the leaseholder or freeholder, such as Council Tax and/or service charges.



# Disturbance Compensation Payment for Leaseholders and Freeholders

As with tenants, all relevant circumstances are to be considered. “Losses will generally be recoverable if they are a natural, direct and reasonable consequence of being disturbed” (definition of Disturbance Compensation Payment from The Department for Levelling Up, Homes and Communities publication **Compulsory Purchase and Compensation Booklet 4: Compensation to Residential Owners and Occupiers**).

The Council wants to ensure that leaseholders and freeholders will be no worse off following acquisition of their property than they were before, unless of course they freely choose to purchase a more expensive property.

The Council will cover all reasonable survey, legal and conveyancing costs of the purchase of a new home. These costs must be agreed with the Council in advance.

The Council will purchase the leasehold or freehold property for market value including statutory compensation as per above and the owner provides vacant possession and/or:

- The seller buys an alternative property on the open market or privately rents.
- The Council offer a property exchange from its existing stock of equal value, size, type and within reasonable proximity to the existing property. If a higher value property is identified the owner will need to fund the difference in price.
- The seller applies for Council accommodation subject to the Councils Housing Allocations Policy.

The Council recognises that having to give up your home as part of a redevelopment project is stressful. As such it is committed to doing all it can to help leaseholders and freeholders to secure new accommodation effectively.



# Complaints

In the event that residents are unhappy with any decision relating to them, any concerns can be raised in the first instance with the Project Development Team, TMC, and/or ITA who will make every effort to help to resolve any issues

In the event that any issue relating to the redevelopment remains unresolved, then a formal complaint can be raised via the Council's **website**.

# Contact Details

## Redevelopment Team enquiries

Email: [npvregen@wolverhampton.gov.uk](mailto:npvregen@wolverhampton.gov.uk)

## New Park Village General & Housing Enquiries

Email: [Ellertonhouse@npv.org.uk](mailto:Ellertonhouse@npv.org.uk)

Telephone: 01902 552670

Facebook: [facebook.com/NewParkVillage](https://www.facebook.com/NewParkVillage)

Tpas, your Independent Tenants Advisors

David Smethurst

Email: [ellertonwalkadvisor@tpas.org.uk](mailto:ellertonwalkadvisor@tpas.org.uk)

Telephone: 0800 731 1619

Website: [tpas.org.uk/our-projects/new-park-village-ellerton-walk-ita](https://tpas.org.uk/our-projects/new-park-village-ellerton-walk-ita)

## Council complaints/compliments

[wolverhampton.gov.uk/contact-us/customer-feedback/make-complaint](https://wolverhampton.gov.uk/contact-us/customer-feedback/make-complaint)

## Department for Levelling up, Housing and Communities.

This is the government department responsible for housing policy. It has published five booklets on compulsory purchasing and compensation payments.

They can be downloaded from the Government's website: **Compulsory purchase and compensation: guide 1 - procedure - GOV.UK ([www.gov.uk](http://www.gov.uk))**

## Royal Institution of Chartered Surveyors (RICS)

RICS operates a compulsory purchase helpline, which provides up to 30 minutes of free advice from experienced chartered surveyors.

Email: [contactrics@rics.org](mailto:contactrics@rics.org)

Telephone: 0247 686 8555

Website: [www.rics.org](http://www.rics.org)

To find your local surveyor use the link below:

<https://www.ricsfirms.com/search/?search=true&location=Wolverhampton&firmname=&service=-1>

# Glossary

## Allocations Policy

By law, housing authorities are required to have a scheme for determining priorities. The scheme must include the authority's policy on offering people who are to be allocated housing accommodation the opportunity to express preferences about housing accommodation being offered to them. Wolverhampton's Allocations Policy can be found [here](#).

## Charter

Agreed set of commitments effective for the lifetime of the project.

## Choice Based Lettings Scheme (CBL)

Allows applicants to search, apply and bid for social rented properties in their area.

## Compulsory Purchase Order

Legal mechanism by which public bodies can acquire land/property to progress work.

## Decanting

This is a term used to explain the process where residents are required to move from their homes, as a redevelopment scheme is planned.

## Disturbance Compensation Payment

A payment that can be made if you are required to move from your home in certain circumstances. Intended to cover the expenses of moving and can be made more than once if more than one move is required.

## Freeholder

A person who owns the property and land that it's been built on.

## Home Loss Payment

A payment designed to compensate people for the disturbance and inconvenience of moving home.

## ITA

Independent Tenant Advisor - Procured by the Council to guide the community through the redevelopment works by information gathering through resident engagement/consultation events.

## Leaseholder

A person who has bought a lease has the right to occupy for a fixed number of years.

**Local Lettings Plan**

A plan for the allocation and lettings of homes within an agreed location, allows for some variation from the local authority's Allocations Policy.

**RICS Surveyor**

Provides professional advice on property condition and value.

**Right to Return**

Provides assurance to residents who are required to move from their homes that there will be an opportunity to return to the New Build Development.

**TPAS**

Tenant Engagement Experts – their role is to promote, support and champion tenant involvement and empowerment in social housing across England.

You can get this information in large print, braille,  
audio or in another language by calling 01902 551155

**wolverhampton.gov.uk 01902 551155**

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